

Laporan Pencapaian Piagam Pelanggan Bulanan Di JPPH Tahun 2026

| Perkhidmatan JPPH Piagam Pelanggan | Januari | Februari | Mac | April | Mei | Jun | Julai | Ogos | September | Oktober | November | Disember | JUMLAH |
|--|---------|----------|---------|---------|-----|-----|-------|------|-----------|---------|----------|----------|---------|
| 1) Duti Setem | | | | | | | | | | | | | |
| Harta Tanah Standard (1 Hari) | | | | | | | | | | | | | |
| a. Jumlah unit dilapor | 10,646 | 7,917 | 8,438 | 10,925 | | | | | | | | | 37,926 |
| b. Jumlah Unit Mencapai Sasaran Piagam | 10,646 | 7,917 | 8,438 | 10,925 | | | | | | | | | 37,926 |
| c. Jumlah Unit Tidak Mencapai Sasaran Piagam | 0 | 0 | 0 | 0 | | | | | | | | | 0 |
| d. Petunjuk Prestasi Pencapaian | 100.00% | 100.00% | 100.00% | 100.00% | | | | | | | | | 100.00% |
| Bukan Harta Tanah Standard (5 Hari) | | | | | | | | | | | | | |
| a. Jumlah unit dilapor | 34,269 | 27,808 | 28,059 | 34,976 | | | | | | | | | 125,112 |
| b. Jumlah Unit Mencapai Sasaran Piagam | 34,269 | 27,808 | 28,059 | 34,976 | | | | | | | | | 125,112 |
| c. Jumlah Unit Tidak Mencapai Sasaran Piagam | 0 | 0 | 0 | 0 | | | | | | | | | 0 |
| d. Petunjuk Prestasi Pencapaian | 100.00% | 100.00% | 100.00% | 100.00% | | | | | | | | | 100.00% |
| 2) Pinjaman Perumahan (8 hari) | | | | | | | | | | | | | |
| a. Jumlah unit dilapor | 2,234 | 2,019 | 2,419 | 2,589 | | | | | | | | | 9,261 |
| b. Jumlah Mencapai Sasaran Piagam | 2,234 | 2,019 | 2,419 | 2,589 | | | | | | | | | 9,261 |
| c. Jumlah Tidak Mencapai Sasaran Piagam | 0 | 0 | 0 | 0 | | | | | | | | | 0 |
| d. Petunjuk Prestasi Pencapaian | 100.00% | 100.00% | 100.00% | 100.00% | | | | | | | | | 100.00% |
| 3) Cukai Keuntungan Harta Tanah (8 hari) | | | | | | | | | | | | | |
| a. Jumlah unit dilapor | 407 | 691 | 669 | 394 | | | | | | | | | 2,161 |
| b. Jumlah Mencapai Sasaran Piagam | 407 | 691 | 669 | 394 | | | | | | | | | 2,161 |
| c. Jumlah Tidak Mencapai Sasaran Piagam | 0 | 0 | 0 | 0 | | | | | | | | | 0 |
| d. Petunjuk Prestasi Pencapaian | 100.00% | 100.00% | 100.00% | 100.00% | | | | | | | | | 100.00% |
| 4) Harta Pusaka Kecil (8 hari) - Berkuatkuasa Februari 2018 | | | | | | | | | | | | | |
| a. Jumlah unit dilapor | 9,187 | 7,574 | 9,296 | 7,942 | | | | | | | | | 33,999 |
| b. Jumlah Mencapai Sasaran Piagam | 9,187 | 7,574 | 9,296 | 7,942 | | | | | | | | | 33,999 |
| c. Jumlah Tidak Mencapai Sasaran Piagam | 0 | 0 | 0 | 0 | | | | | | | | | 0 |
| d. Petunjuk Prestasi Pencapaian | 100.00% | 100.00% | 100.00% | 100.00% | | | | | | | | | 100.00% |
| 5) Sewaan (10 hari) | | | | | | | | | | | | | |
| a. Jumlah unit dilapor | 2,153 | 1,822 | 2,274 | 1,961 | | | | | | | | | 8,210 |
| b. Jumlah Mencapai Sasaran Piagam | 2,153 | 1,822 | 2,274 | 1,961 | | | | | | | | | 8,210 |
| c. Jumlah Tidak Mencapai Sasaran Piagam | 0 | 0 | 0 | 0 | | | | | | | | | 0 |
| d. Petunjuk Prestasi Pencapaian | 100.00% | 100.00% | 100.00% | 100.00% | | | | | | | | | 100.00% |
| 6) Pengubahan Kategori/ Syarat Kegunaan Tanah (10 hari) | | | | | | | | | | | | | |
| a. Jumlah unit dilapor | 570 | 409 | 794 | 708 | | | | | | | | | 2,481 |
| b. Jumlah Mencapai Sasaran Piagam | 570 | 409 | 794 | 708 | | | | | | | | | 2,481 |
| c. Jumlah Tidak Mencapai Sasaran Piagam | 0 | 0 | 0 | 0 | | | | | | | | | 0 |
| d. Petunjuk Prestasi Pencapaian | 100.00% | 100.00% | 100.00% | 100.00% | | | | | | | | | 100.00% |
| 7) Pembermilikan Tanah (10 hari) | | | | | | | | | | | | | |
| a. Jumlah unit dilapor | 920 | 916 | 1,647 | 1,190 | | | | | | | | | 4,673 |
| b. Jumlah Mencapai Sasaran Piagam | 920 | 916 | 1,647 | 1,190 | | | | | | | | | 4,673 |
| c. Jumlah Tidak Mencapai Sasaran Piagam | 0 | 0 | 0 | 0 | | | | | | | | | 0 |
| d. Petunjuk Prestasi Pencapaian | 100.00% | 100.00% | 100.00% | 100.00% | | | | | | | | | 100.00% |
| 8) Penswastaaan & Pengkorporatan (20 hari) | | | | | | | | | | | | | |
| a. Jumlah unit dilapor | 24 | 20 | 31 | 54 | | | | | | | | | 129 |
| b. Jumlah Mencapai Sasaran Piagam | 24 | 20 | 31 | 54 | | | | | | | | | 129 |
| c. Jumlah Tidak Mencapai Sasaran Piagam | 0 | 0 | 0 | 0 | | | | | | | | | 0 |
| d. Petunjuk Prestasi Pencapaian | 100.00% | 100.00% | 100.00% | 100.00% | | | | | | | | | 100.00% |
| 9) Pembelian & Penjualan (20 hari) | | | | | | | | | | | | | |
| a. Jumlah unit dilapor | 461 | 771 | 1,367 | 368 | | | | | | | | | 2,967 |
| b. Jumlah Mencapai Sasaran Piagam | 461 | 771 | 1,367 | 368 | | | | | | | | | 2,967 |
| c. Jumlah Tidak Mencapai Sasaran Piagam | 0 | 0 | 0 | 0 | | | | | | | | | 0 |
| d. Petunjuk Prestasi Pencapaian | 100.00% | 100.00% | 100.00% | 100.00% | | | | | | | | | 100.00% |
| 10) Pengambilan Tanah (30 hari) | | | | | | | | | | | | | |
| a. Jumlah unit dilapor | 619 | 1,233 | 719 | 681 | | | | | | | | | 3,252 |
| b. Jumlah Mencapai Sasaran Piagam | 619 | 1,233 | 719 | 681 | | | | | | | | | 3,252 |
| c. Jumlah Tidak Mencapai Sasaran Piagam | 0 | 0 | 0 | 0 | | | | | | | | | 0 |
| d. Petunjuk Prestasi Pencapaian | 100.00% | 100.00% | 100.00% | 100.00% | | | | | | | | | 100.00% |
| 11) Pembayaran Bil (14 hari) | | | | | | | | | | | | | |
| a. Jumlah Bil Diterima | 694 | 1,435 | 1,665 | 1,350 | | | | | | | | | 5,144 |
| b. Jumlah Bil Mencapai Sasaran Piagam | 694 | 1,435 | 1,665 | 1,350 | | | | | | | | | 5,144 |
| c. Jumlah Tidak Mencapai Sasaran Piagam | 0 | 0 | 0 | 0 | | | | | | | | | 0 |
| d. Petunjuk Prestasi Pencapaian | 100.00% | 100.00% | 100.00% | 100.00% | | | | | | | | | 100.00% |