

JPPH Monthly Clients' Charter Performance Report 2026

JPPH Clients' Charter	January	February	March	April	Mei	June	Juli	August	September	October	November	December	JUMLAH
1) Stamp Duty													
Standard Case (1 Day)													
a. Total units reported	10,646	7,917	8,438	10,925	9,001	8,918	11,233	10,319					77,397
b. No. of units that achieved clients' charter	10,646	7,917	8,438	10,925	9,001	8,918	11,233	10,319					77,397
c. No. of units that did not achieve clients' charter	0	0	0	0	0	0	0	0					-
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%					100.00%
Non-Standard Case (5 Day)													
a. Total units reported	34,269	27,808	28,059	34,976	31,523	28,869	36,643	34,611					256,758
b. No. of units that achieved clients' charter	34,269	27,808	28,059	34,976	31,523	28,869	36,643	34,611					256,758
c. No. of units that did not achieve clients' charter	0	0	0	0	0	0	0	0					-
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%					100.00%
2) Housing Loan (8 days)													
a. Total units reported	2,234	2,019	2,419	2,589	2,574	2,772	3,073	2,543					20,223
b. No. of units that achieved clients' charter	2,234	2,019	2,419	2,589	2,574	2,772	3,073	2,543					20,223
c. No. of units that did not achieve clients' charter	0	0	0	0	0	0	0	0					-
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%					100.00%
3) Real Property Gains Tax (8 days)													
a. Total units reported		407	691	669	394	483	432	638	639				4,353
b. No. of units that achieved clients' charter		407	691	669	394	483	432	638	639				4,353
c. No. of units that did not achieve clients' charter	0	0	0	0	0	0	0	0	0				-
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%				100.00%
4) Estate Duty (8 days) - Effective February 2018													
a. Total units reported	9,187	7,574	9,296	7,942	9,034	8,845	10,474	9,259					71,611
b. No. of units that achieved clients' charter	9,187	7,574	9,296	7,942	9,034	8,845	10,474	9,259					71,611
c. No. of units that did not achieve clients' charter	0	0	0	0	0	0	0	0					-
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%					100.00%
5) Rental (10 days)													
a. Total units reported	2,153	1,822	2,274	1,961	2,119	2,143	3,450	1,913					17,835
b. No. of units that achieved clients' charter	2,153	1,822	2,274	1,961	2,119	2,143	3,450	1,913					17,835
c. No. of units that did not achieve clients' charter	0	0	0	0	0	0	0	0					-
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%					100.00%
6) Conversion of Land Use (10 days)													
a. Total units reported	570	409	794	708	1,984	1,000	957	670					7,092
b. No. of units that achieved clients' charter	570	409	794	708	1,984	1,000	957	670					7,092
c. No. of units that did not achieve clients' charter	0	0	0	0	0	0	0	0					-
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%					100.00%
7) Land Alienation (10 days)													
a. Total units reported	920	916	1,647	1,190	3,234	987	1,379	1,244					11,517
b. No. of units that achieved clients' charter	920	916	1,647	1,190	3,234	987	1,379	1,244					11,517
c. No. of units that did not achieve clients' charter	0	0	0	0	0	0	0	0					-
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%					100.00%
8) Privatisation & Corporatisation (20 days)													
a. Total units reported	24	20	31	54	20	39	813	51					1,052
b. No. of units that achieved clients' charter	24	20	31	54	20	39	813	51					1,052
c. No. of units that did not achieve clients' charter	0	0	0	0	0	0	0	0					-
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%					100.00%
9) Purchase & Sale (20 days)													
a. Total units reported	461	771	1,367		368	152	1,574	1,406	303				6,402
b. No. of units that achieved clients' charter	461	771	1,367		368	152	1,574	1,406	303				6,402
c. No. of units that did not achieve clients' charter	0	0	0	0	0	0	0	0	0				-
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%				100.00%
10) Land Acquisition (30 days)													
a. Total units reported	619	1,233	719	681	773	1,628	538	458					6,649
b. No. of units that achieved clients' charter	619	1,233	719	681	773	1,628	538	458					6,649
c. No. of units that did not achieve clients' charter	0	0	0	0	0	0	0	0					-
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%					100.00%
11) Bill Payment (14 days)													
a. Total bills received	694	1435	1665	1350	1715	1680	1746	1735					12,020
b. No. of bills that achieved clients' charter	694	1435	1665	1350	1715	1680	1746	1735					12,020
c. No. of bills that did not achieve clients' charter	0	0	0	0	0	0	0	0					-
d. Performance achieved	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100%					100.00%

Last updated on 15 Sept 2026