JPPH Monthly Clients' Charter Performance Report 2026

JPPH Clients' Charter	January	February	March	April	Mei	June	Julai	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	10,884				88,281
b. No. of units that achieved clients' charter	10,646	7,917	8,438	10,925	9,001	8,918	11,233	10,319	10,884				88,281
c. No. of units that not achive 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%
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	33,892				290,650
b. No. of units that achieved clients' charter	34,269	27,808	28,059	34,976	31,523	28,869	36,643	34,611	33,892				290,650
c. No. of units that not achive 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%
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	2,533				22,756
b. No. of units that achieved clients' charter	2,234	2,019	2,419	2,589	2,574	2,772	3,073	2,543	2,533				22,756
c. No. of units that did not achive clients' charter	0	0	0	0	0	0	0	0	0				-
d. Performance achived	100.00%	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	574				4,927
b. No. of units that achieved clients' charter	407	691	669	394	483	432	638	639	574				4,927
c. No. of units that did not achive clients' charter	0	0	0	0	0	0	0	0	0				-
d. Performance achived	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	10,063				81,674
b. No. of units that achieved clients' charter	9,187	7,574	9,296	7,942	9,034	8,845	10,474	9,259	10,063				81,674
c. No. of units that did not achive clients' charter	0	0	0	0	0	0	0	0	0				-
d. Performance achived	100.00%	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	8,701				26,536
b. No. of units that achieved clients' charter	2,153	1,822	2,274	1,961	2,119	2,143	3,450	1,913	8,701				26,536
c. No. of units that did not achive clients' charter	0	0	0	0	0	0	0	0	0				-
d. Performance achived	100.00%	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	1,283				8,375
b. No. of units that achieved clients' charter	570	409	794	708	1,984	1,000	957	670	1,283				8,375
c. No. of units that did not achive clients' charter	0	0	0	0	0	0	0	0	0				-
d. Performance achived	100.00%	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	927				12,444
b. No. of units that achieved clients' charter	920	916	1,647	1,190	3,234	987	1,379	1,244	927				12,444
c. No. of units that did not achive clients' charter	0	0	0	0	0	0	0	0	0				-
d. Performance achived	100.00%	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	93				1,145
b. No. of units that achieved clients' charter	24	20	31	54	20	39	813	51	93				1,145
c. No. of units that did not achive clients' charter	0	0	0	0	0	0	0	0	0				-
d. Performance achived	100.00%	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	274				6,676
b. No. of units that achieved clients' charter	461	771	1,367	368	152	1,574	1,406	303	274				6,676
c. No. of units that did not achive clients' charter	0	0	0	0	0	0	0	0	0				-
d. Performance achived	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	465				7,114
b. No. of units that achieved clients' charter	619	1,233	719	681	773	1,628	538	458	465				7,114
c. No. of units that did not achive clients' charter	0	0	0	0	0	0	0	0	0				-
d. Performance achived	100.00%	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	1760				13,780
b. No. of bills that achieved clients' charter	694	1435	1665	1350	1715	1680	1746	1735	1760				13,780
c. No. of bills that did not achive clients' charter	0	0	0	0	0	0	0	0	0				-
d. Performance achived	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100%	100%				100.00%

Last updated on 15 Sept 2026