

**CLIENT CHARTER ACHIEVEMENT FOR 2023**

1.Process non-project building plan application for approval within 21 working days.

NO.	ITEMS	MONTH ( TOTAL )											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Applications received	33	29	31	27	25	32	37	28	30	41	39	34
2	Applications Resolved Within 21 Working Days	33	29	31	27	25	32	37	28	30	41	39	34

2. Issue assessment tax bills twice a year; before 31 January and 31 July every year.

NO.	ITEMS	MONTH (TOTAL)											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Bill Issuance	53,000	-	-	-	-	-	69,000	-	-	-	-	-
2	Status	100%	-	-	-	-	-	100%	-	-	-	-	-

3. Review all tax assessment objections and appeals for consideration within 90 days.

NO.	ITEMS	MONTH (TOTAL)											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Appeal For Reduction	25	24	20	19	17	20	21	18	16	20	22	19
2	Remittance	15	13	12	9	8	10	13	12	10	14	17	12

\*Appeal cases within the fixed period

4. Resolve applications for transfer / tarekah within 30 days from the date a complete application is received.

NO.	ITEMS	MONTH (TOTAL)											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Title Transfer Application	24	23	22	25	29	22	21	24	30	23	24	27
2	Resolved Within 30 Days From The Date A Complete Application Is Received	24	23	22	25	29	22	21	24	30	23	24	27

5. Application for planning permission will be processed within 90 days

NO.	ITEMS	MONTH (TOTAL)											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Applications Received	35	35	44	43	38	31	31	28	25	30	26	22
2	Processed within 60 Days	35	35	44	43	38	31	31	28	25	30	26	22

6. Review all applications for conversion of land under government land application within 15 working days.

NO.	ITEMS	MONTH (TOTAL)											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Applications Received	42	40	33	43	43	32	34	34	33	29	37	35
2	Reviewed Within 15 Working Days	42	40	33	43	43	32	34	34	33	29	37	35

7. Resolve advisory services by planners within 24 working days.

NO.	ITEMS	MONTH (TOTAL)											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Planners' Advisory Services	34	33	32	38	39	31	34	33	33	39	31	34
2	Resolved Within 24 Working Days	34	33	32	38	39	31	34	33	33	39	31	34

8. Process plan review of earthworks application within 15 working days..

NO.	ITEMS	MONTH (TOTAL)											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Review for comment of Earthworks Application plan Received	29	22	25	28	21	20	23	24	23	19	23	26
2	Processed Within 15 Working Days	29	22	25	28	21	20	23	24	23	19	23	26

9. Process licence application in not more than 20 working days for high-risk licenses and 7 working days for no-risk licenses.

NO.	ITEMS	MONTH (TOTAL)											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Licence Applications Received	42	32	32	34	28	36	35	30	28	28	33	34
2	Licence Applications Resolved In Not More Than 20 Working Days	42	32	32	34	28	36	35	30	26	28	33	34

10. Process approval period for applications of landscape plan within 10 working days, while response / action on complaints regarding landscaping will be implemented within 14 working days.

NO.	ITEMS	MONTH (TOTAL)											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Landscape Plan Application Received	19	15	15	12	14	11	10	15	14	12	11	9
2	Landscape Plan Application For Approval Processed Within 10 Working Days	19	15	15	12	14	11	10	15	14	12	11	9

11. Review all street/drainage development plans for comments within 10 days.

NO.	ITEMS	MONTH (TOTAL)											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Street/drainage Development Plans Received	19	17	12	13	12	13	13	20	15	15	16	14
2	Plans Reviewed In 10 Days	19	17	12	13	12	13	13	20	15	15	15	14

12. Attend for action any complaints and reports of minor / street / drain damages within 3 days..

NO.	ITEMS	MONTH (TOTAL)											
		Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	Complaints Received	10	11	7	7	8	6	5	10	14	13	11	12
2	Investigation For Action Within 3 Days	5	9	3	3	3	5	5	4	4	3	3	3

13. Implement solid waste management efficiently and its collection and cleaning are carried out every day as per schedule in the city centre, public places and business centres, and every 2 days in housing estates and other areas.

