

BIL.	PROGRAMME/ACTIVITIES	QUALITY/ QUANTITY/ PERIOD	% ACHIEVEMENT Q1	% ACHIEVEMENT Q2	% ACHIEVEMENT Q3	% ACHIEVEMENT Q4
1.	<b>COMPLAINTS MANAGEMENT</b>					
	Respond to complaints	15 days	100%	100%	100%	100%
	<b>RENTAL APPLICATION</b>					
	(a) Approval for rental of the Dewan Persuaraan (Conference Hall) in the Kompleks Perbadanan (Putrajaya Corporation)					
	i) Application over the counter	10 minutes	100%	100%	100%	100%
	ii) Applications by mail	3 days	100%	100%	100%	100%
	iii) Internal Application	3 days	100%	100%	100%	100%
	(b) Approval for rental of the Dewan Serbaguna (Multipurpose Hall) in the Neighbourhood Complex:					
	i) Application over the counter	10 minutes	100%	100%	100%	100%
	ii) Permohonan melalui surat	3 days	100%	100%	100%	100%
	(c) Putrajaya Corporation's apartment rental approval	14 days	Applications are temporarily closed	Applications are temporarily closed	Applications are temporarily closed	Applications are temporarily closed
	<b>PLANNING AND DEVELOPMENT APPLICATION</b>					
	Receive, process and issue approvals/permits/permissions for applications when completed application form has been submitted electronically (ES) and through the One Stop Centre (OSC) counter by qualified individuals/applicants and the notification of acceptance has been issued. The types of applications are as					
	(a) Layout Plan Planning Permission Approval	48 days	100%	100%	100%	100%
	(b) Pre-Computation Plan Planning Permission Approval	48 days	N/A	N/A	100%	100%
	(c) Building Erection Planning Permission Approval	48 days	100%	100%	100%	100%
	(d) Building Erection Planning Permission Approval (single houses)	48 days	N/A	N/A	N/A	N/A
	(e) Temporary Building Erection Planning Permission Approval	48 days	100%	100%	100%	N/A
	(f) KM Extension Approval	48 days	100%	100%	N/A	100%
	(g) Building Name Approval	48 days	N/A	N/A	100%	100%
	(h) Change of Material	48 days	100%	100%	60%	100%
	(i) Temporary Permit Application	30 days	100%	100%	100%	100%
	(j) CCC (for record)	14 days	100%	100%	100%	100%
	(k) Building Erection Approval	37 days	100%	100%	100%	100%
	(l) Plan Amendment Approval	37 days	100%	100%	100%	100%
	(m) Minor Works and Modifications Plan Approval	14 days	100%	100%	100%	100%
	(n) Earthworks and Foundation Plan Approval	30 days	100%	100%	100%	100%
	(o) Road and Drainage Works Approval	48 days	100%	100%	100%	100%
	(p) Roadwork Plan Approval (Streetlights and Traffic Lights)	48 days	100%	100%	100%	100%
	(q) Work Permit Approval:					
	i) Roads	21 days	100%	100%	100%	100%
	ii) Lane Closures	21 days	100%	100%	100%	N/A
	iii) Night	21 days	100%	100%	100%	100%
	iv) Material Transport	21 days	100%	100%	100%	100%
	v) Logistics Routes	21 days	100%	100%	100%	100%
	(r) Landscape Plan Approval	48 days	100%	100%	100%	100%
	(s) Fence construction Approval	30 days	N/A	N/A	N/A	100%
	<b>MAINTENANCE MANAGEMENT</b>					
	(a) Penyelenggaraan Jalan, Sistem Saliran, Jambatan, Lampu Jalan/Jalan Taman dan Cerun serta lain-lain komponen yang berkaitan					
	i) Critical and required prompt repairs	Within 24 hours	N/A	N/A	100%	N/A
	ii) Non-critical	14 days	100%	100%	N/A	100%
	(b) Building Maintenance and related component.					
	i) Critical and required prompt repairs	Within 24 hours	100%	100%	100%	100%
	ii) Non-critical (cost does not exceed RM20,000)	14 days	100%	N/A	N/A	91%
	iii) Non-critical (cost exceed RM20,000)	60 days	100%	N/A	N/A	100%
	(c) Respond to traffic signal problems:					
	i) Hotline Complaints	Within 24 hours	100%	100%	100%	100%
	ii) SISPAAC Complaints	3 working days	100%	100%	100%	100%
	(d) Respond to fallen trees:					
	i)Critical area (roads,house area,office area, area which upset public interest)	Immediately (within 24 Hours)	100%	100%	100%	100%
	ii)Non-Critical area	Within 2 days (14 days estimated response time)	N/A	N/A	N/A	N/A
	<b>LICENCE APPLICATION</b>					
	(a) To approve business premise licence (express process)	1 Hours	100%	100%	100%	100%
	(b) To approve business premise licence (normal process)	18 working days	100%	100%	100%	100%
	(c) To approve business signage licence (express process)	1 Hours	100%	100%	100%	100%
	(d) To approve business signage licence (normal process)	14 working days	N/A	N/A	N/A	N/A
	(e) To approve all licence renewal					
	i) Premise	10 minutes	100%	100%	100%	100%
	ii)Business signage	10 minutes	100%	100%	100%	100%
	<b>PAYMENT</b>					
6.	To proceed the payment after complete document received	14 days or following the term of agreement / Contract	100%	100%	100%	100%