

BIL.	PROGRAMME/ACTIVITIES	QUALITY/ QUANTITY/ PERIOD	% ACHIEVEMENT Q1	% ACHIEVEMENT Q2	% ACHIEVEMENT Q3	% ACHIEVEMENT Q4	
1.	COMPLAINTS MANAGEMENT						
	Respond to complaints	15 days	100%	100%	100%	100%	
2	RENTAL APPLICATION						
	(a) Approval for rental of the Dewan Persidangan (Conference Hall) in the Kompleks Perbadanan (Putrajaya Corporation Complex):						
	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	
3.	PLANNING AND DEVELOPMENT APPLICATION						
	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 follows:						
		(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) ding 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) Roadwaork 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%
	4.	MAINTENANCE MANAGEMENT					
(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) SISPA 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
LICENCE APPLICATION						
5.	(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%
PAYMENT						
6.	To proceed the payment after complete document received	14 days or following the term of agreement / Contract	100%	100%	100%	100%