

CLIENT CHARTER THIRD QUARTER 2022

BIL.	PROGRAMME/ACTIVITIES	QUALITY/ QUANTITY/ PERIOD	ACHIEVEMENT (%)
1.	COMPLAINTS MANAGEMENT		
	Respond to complaints	15 Days	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%
	ii) Applications By Mail	3 Days	100%
	iii) Internal Application	3 Days	100%
	(b) Approval For Rental Of The Dewan Serbaguna (Multipurpose Hall) In The Neighbourhood Complex:		
	i) Application Over The Counter	10 Minutes	100%
	ii) Applications By Mail	3 Days	100%
	(c) Putrajaya Corporation's apartment rental approval	14 days	100%
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%
	(b) Pre-Computation Plan Planning Permission Approval	48 Days	N/A
	(c) Building Erection Planning Permission Approval	48 Days	100%
	(d) Building Erection Planning Permission Approval (Single Houses)	30 Days	N/A
	(e) Temporary Building Erection Planning Permission Approval	48 Days	100%
	(f) KM Extension Approval	48 Days	100%
	(g) Building Name Approval	48 Days	50%
	(h) Change Of Material	48 Days	100%
	(i) Temporary Permit Application	30 Days	83%
	(j) CCC (For Record)	14 Days	100%
	(k) Building Erection Approval	37 Days	100%
	(l) Plan Amendment Approval	37 Days	N/A

CLIENT CHARTER THIRD QUARTER 2022

BIL.	PROGRAMME/ACTIVITIES	QUALITY/ QUANTITY/ PERIOD	ACHIEVEMENT (%)
	(m) Minor Works And Modifications Plan Approval	48 Days	69%
	(n) Minor Works Permit	3 Days	69%
	(o) Earthworks And Foundation Plan Approval	30 Days	100%
	(p) Road and Drainage Works Approval	48 Days	100%
	(q) Roadwork Plan Approval (Streetlights And Traffic Lights)	48 Days	N/A
	(r) Work Permit Approval:		
	i) Roads	21 Days	81%
	ii) Lane Closures	21 Days	100%
	iii) Night Works	21 Days	100%
	iv) Material Transport	21 Days	100%
	v) Logistics Routes	21 Days	100%
	(s) Landscape Plan Approval	48 Days	100%
	(t) Fence Construction Approval	30 Days	N/A
4.	MAINTENANCE MANAGEMENT		
	(a) Road Maintenance, Drainage System, Bridges, Street Lights/Garden Roads And Slopes And Other Related Components:		
	i) Critical And Required Prompt Repairs	Within 24 Hours	N/A
	ii) Non-Critical	14 Days	100%
	(b) Building Maintenance and Related Component:		
	i) Critical And Required Prompt Repairs	Within 24 Hours	N/A
	ii) Non-Critical (Cost Does Not Exceed RM20,000)	14 Days	100%
	iii) Non-Critical (Cost Exceed RM20,000)	60 Days	N/A
	(c) Respond To Traffic Signal Problems:		
	i) Hotline Complaints	Within 24 Hours	100%
	ii) SISPAAC Complaints	Within 48 Hours	100%
	(d) Respond To Fallen Trees:		

CLIENT CHARTER THIRD QUARTER 2022

BIL.	PROGRAMME/ACTIVITIES	QUALITY/ QUANTITY/ PERIOD	ACHIEVEMENT (%)
	i) Critical Area (Roads,House Area,Office Area, Area Which Upset Public Interest)	Within 24 Hours	100%
	ii) Non-Critical Area	Within 48 Hours	100%
5.	LICENCE APPLICATION		
	(a) To Approve Business Premise Licence (Express Process)	1 Hours	100%
	(b) To Approve Business Premise Licence (Normal Process)	14 Working Days	100%
	(c) To Approve Business Signage Licence (Express Process)	1 Hours	100%
	(d) To Approve Business Signage Licence (Normal Process)	14 Working Days	100%
	(e) To Approve All Licence Renewal:		
	i) Premise	10 Minutes	100%
	ii)Business Signage	10 Minutes	100%
6.	PAYMENT		
	To Proceed The Payment After Complete Document Received:		
	i) Payment Through Indent Works	Within 14 Days	100%
	ii) Payment Through Contract	Follow Contract Requirement	100%