

CLIENT CHARTER SECOND 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%	
	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	100%	
(c) Building Erection Planning Permission Approval		48 Days	14%	
(d) Building Erection Planning Permission Approval (Single Houses)		30 Days	N/A	
(e) Temporary Building Erection Planning Permission Approval		48 Days	94%	
(f) KM Extension Approval		48 Days	100%	
(g) Building Name Approval		48 Days	100%	
(h) Change Of Material		48 Days	99%	
(i) Temporary Permit Application		30 Days	99%	
(j) CCC (For Record)		14 Days	100%	
(k) Building Erection Approval		37 Days	83%	
(l) Plan Amendment Approval		37 Days	100%	
(m) Minor Works And Modifications Plan Approval		48 Days	95%	

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	(n) Minor Works Permit	48 Days	100%
	(o) Earthworks And Foundation Plan Approval	48 Days	67%
	(p) Road and Drainage Works Approval	30 Days	100%
	(q) Roadwork Plan Approval (Streetlights And Traffic Lights)	48 Days	100%
	(r) Work Permit Approval:		
	i) Roads	21 Days	100%
	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	N/A
	(t) Fence Construction Approval	30 Days	90%
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:		
	i) Critical Area (Roads,House Area,Office Area, Area Which Upset Public Interest)	Within 24 Hours	100%

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	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%