

**CLIENT CHARTER SECOND QUARTER 2022**

<b>BIL.</b>	<b>PROGRAMME/ACTIVITIES</b>	<b>QUALITY/ QUANTITY/ PERIOD</b>	<b>ACHIEVEMENT (%)</b>	
1.	<b>COMPLAINTS MANAGEMENT</b>			
	Respond to complaints	15 Days	100%	
2.	<b>RENTAL APPLICATION</b>			
	(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.	<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 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	<b>100%</b>
	(o) Earthworks And Foundation Plan Approval	48 Days	<b>67%</b>
	(p) Road and Drainage Works Approval	30 Days	<b>100%</b>
	(q) Roadwork Plan Approval (Streetlights And Traffic Lights)	48 Days	<b>100%</b>
	<b>(r) Work Permit Approval:</b>		
	i) Roads	21 Days	<b>100%</b>
	ii) Lane Closures	21 Days	<b>100%</b>
	iii) Night Works	21 Days	<b>100%</b>
	iv) Material Transport	21 Days	<b>100%</b>
	v) Logistics Routes	21 Days	<b>100%</b>
	(s) Landscape Plan Approval	48 Days	<b>N/A</b>
	(t) Fence Construction Approval	30 Days	<b>90%</b>
<b>4.</b>	<b>MAINTENANCE MANAGEMENT</b>		
	<b>(a) Road Maintenance, Drainage System, Bridges, Street Lights/Garden Roads And Slopes And Other Related Components:</b>		
	i) Critical And Required Prompt Repairs	Within 24 Hours	<b>N/A</b>
	ii) Non-Critical	14 Days	<b>100%</b>
	<b>(b) Building Maintenance and Related Component:</b>		
	i) Critical And Required Prompt Repairs	Within 24 Hours	<b>N/A</b>
	ii) Non-Critical (Cost Does Not Exceed RM20,000)	14 Days	<b>100%</b>
	iii) Non-Critical (Cost Exceed RM20,000)	60 Days	<b>N/A</b>
	<b>(c) Respond To Traffic Signal Problems:</b>		
	i) Hotline Complaints	Within 24 Hours	<b>100%</b>
	ii) SISPAAC Complaints	Within 48 Hours	<b>100%</b>
	<b>(d) Respond To Fallen Trees:</b>		
	i) Critical Area (Roads,House Area,Office Area, Area Which Upset Public Interest)	Within 24 Hours	<b>100%</b>

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	ii) Non-Critical Area	Within 48 Hours	<b>100%</b>
5.	<b>LICENCE APPLICATION</b>		
	(a) To Approve Business Premise Licence (Express Process)	1 Hours	<b>100%</b>
	(b) To Approve Business Premise Licence (Normal Process)	14 Working Days	<b>100%</b>
	(c) To Approve Business Signage Licence (Express Process)	1 Hours	<b>100%</b>
	(d) To Approve Business Signage Licence (Normal Process)	14 Working Days	<b>100%</b>
	(e) To Approve All Licence Renewal:		
	i) Premise	10 Minutes	<b>100%</b>
	ii) Business Signage	10 Minutes	<b>100%</b>
6.	<b>PAYMENT</b>		
	To Proceed The Payment After Complete Document Received:		
	i) Payment Through Indent Works	Within 14 Days	<b>100%</b>
	ii) Payment Through Contract	Follow Contract Requirement	<b>100%</b>