

CLIENT CHARTER THIRD QUARTER 2023

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 Conference Hall and The Auditorium In The Perbadanan Putrajaya Complex:			
	i) Application For Approval at The Counter	10 Minutes	100%	
	ii) Applications By Mail	3 Days	100%	
	iii) Internal Application	3 Days	100%	
	(b) Approval For Rental of The 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 of Completed Application Form Submitted Electronically (ES) And At 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	100%	
(d) Temporary Building Erection Planning Permission Approval		48 Days	100%	
(e) KM Extension Approval		48 Days	*_	
(f) Building Name Approval		48 Days	100%	
(g) Change Of Material		48 Days	100%	
(h) Temporary Permit Application		30 Days	92.59%	
(i) CCC (For Record)		14 Days	100%	
(j) Building Erection Approval		37 Days	91.67%	
(k) Plan Amendment Approval		37 Days	*_	
(l) Minor Works and Modifications Plan Approval		14 Days	100%	
(m) Minor Works Permit		3 Days	*_	
(n) Fence Construction Approval		30 Days	*_	
(o) Earthworks And Foundation Plan Approval		30 Days	92.31%	

CLIENT CHARTER THIRD QUARTER 2023

BIL.	PROGRAMME/ACTIVITIES	QUALITY/ QUANTITY/ PERIOD	ACHIEVEMENT (%)
	(p) Road and Drainage Works Approval	48 Days	90%
	(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	21 Days	100%
	iv) Material Transport	21 Days	100%
	v) Logistics Routes	21 Days	100%
	(s) Landscape Plan Approval	48 Days	100%
4.	MAINTENANCE MANAGEMENT		
	(a) Road Maintenance, Drainage System, Bridges, Street Lights and Slopes and Other Related Components (SISPAA Complaints):		
	i) Critical And Required Prompt Repairs	Within 24 Hours	*_
	ii) Non-Critical	14 Days	100%
	(b) Building Maintenance and Related Component (SISPAA Complaints):		
	i) Critical And Required Prompt Repairs	Within 24 Hours	*_
	ii) Non-Critical (Cost Does Not Exceed RM20,000)	14 Days	100%
	iii) Non-Critical (Cost Exceed RM20,000)	60 Days	100%
	(c) Respond To Traffic Signal Problems:		
	i) Hotline Complaints	Within 24 Hours	100%
	ii) SISPAA Complaints	Within 48 Hours	100%
	(d) Respond To Fallen Trees:		
	i) Critical Area (Roads, House Area, Office Area, Area Which Disrupt Public Accesibility)	Within 24 Hours	100%
	ii) Non-Critical Area (park and area which does not distrust public Accesibility)	Within 48 Hours	100%
5.	LICENCE APPLICATION		
	(a) To approve temporary hawker licence	1 Hours	100%
	(b) To approve business premise licence	14 Working Days	100%

CLIENT CHARTER THIRD QUARTER 2023

BIL.	PROGRAMME/ACTIVITIES	QUALITY/ QUANTITY/ PERIOD	ACHIEVEMENT (%)
	(c) To approve temporary business signage licence	1 Hours	100%
	(d) To approve business signage licence	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 Payment After Complete Documents Received:		
	i) Payment through Procurement Order, Work Indent and others	Within 14 Days	100%
	ii) Payment Through Contract	Follow Contract Requirement	100%

NOTE

***NO APPLICATION**