

CLIENT CHARTER SECOND 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) Application 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) Application 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 Type Of Applications Are As Follows:		
	(a) Layout Plan Planning Permission Approval	48 Days	50%
	(b) Pre-Computation Plan Planning Permission Approval	48 Days	66.67%
	(c) Building Erection Planning Permission Approval	48 Days	88.89%
	(d) Temporary Building Erection Planning Permission Approval	48 Days	85.71%
	(e) KM Extension Approval	48 Days	60.00%
	(f) Building Name Approval	48 Days	*-
	(g) Change Of Material	48 Days	100%
	(h) Temporary Permit Application	30 Days	91.55%
	(i) CCC (For Record)	14 Days	100%
	(j) Building Erection Approval	37 Days	87%
	(k) Plan Amendment Approval	37 Days	100%
	(l) Minor Works And Modifications Plan Approval	14 Days	87.88%
	(m) Minor Works Permit	3 Days	100%
(n) Fence Construction Approval	30 Days	*-	

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	(o) Earthworks And Foundation Plan Approval	30 Days	60%
	(p) Road and Drainage Works Approval	48 Days	70%
	(q) Roadwork Plan Approval (Streetlights And Traffic Lights)	48 Days	*-
	(s) Work Permit Approval:		
	i) Roads	21 Days	93.10%
	ii) Lane Closures	21 Days	91.30%
	iii) Night Works	21 Days	100%
	iv) Material Transport	21 Days	66.67%
	v) Logistics Routes	21 Days	100%
	(t) 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	*-
	(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 Distrupt Public Accesibility)	Within 24 Hours	100%
	ii) Non-Critical Area (Park and Area Which Does Not Distrupt Public Accessibility)	Within 48 Hours	100%

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5.	LICENCE APPLICATION		
	(a) To approve temporary hawker licence	1 Hours	100%
	(b) To approve business premise licence	14 Working Days	100%
	(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 Completed 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**