

**CLIENT CHARTER FIRST 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>