| **BIL.** | **PROGRAMME/****ACTIVITIES** | **QUALITY/ QUANTITY/ PERIOD** | **ACHIEVEMENT****(%)****QUARTER 1****JAN - MAC****(Q1)** |
| --- | --- | --- | --- |
| 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: |
| 1. 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 A Letter Of Approval/Permit/Authorization For A Complete Submission Through The OSC System By A Qualified Person/Applicant And After A Notice Of Acceptance Is Issued For The Following Applications: |
| (a) Development Approval Of Layout Plan | 7 Days | **100%** |
| (b) Development Approval Of Precomputation Plan | 7 Days | **100%** |
| (c) Development Approval Of Building | 7 Days | **100%** |
| (d) Development Approval Of Temperory Period | 7 Days | **100%** |
| (e) Approval Of Buildings' Name | 7 Days | **100%** |
| (f) Temperory Permit | 3 Days | **100%** |
| (g) Approval Of Building Plan | 7 Days | **100%** |
| (h) Approval Of Renovation | 3 Days | **100%** |
| (i) Fence Permit | 3 Days | **\*-** |
| (j) Infra Aprroval |
| 1. Approval Of Earth Works
 | 7 Days | **100%** |
|  ii) Approval Of Road And Drainage | 7 Days | **100%** |
|  iii) Approval Of Road Works (Street Light And Traffic Light) | 7 Days | **\*-** |
|  iv) Earth Works, Road And Drainage | 7 Days | **\*-** |
| (k) Permit Approval: |
| i) Road Work Permit | 3 Days | **100%** |
| ii) Close Road Permit | 3 Days | **100%** |
| iii) Night Work Permit | 3 Days | **100%** |
| iv) Material Transport Permit | 3 Days | **100%** |
| (l) Landscape Plan Approval | 7 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 | **\*-** |
| 1. 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: |
| 1. Critical Area (Roads, House Area,

 Office Area, Area Which Disrupt Public  Accesibility) | Within 24 Hours  | **100%** |
| 1. Non-Critical Area (park and area which does not distrupt 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%** |
| (c)   To approve temporary business signage licence | 14 Working Days | **100%** |
| (d)  To approve business signage licence | 14 Working Days | **100%** |
| (e)  To Approve All Licence Renewal: |
| i)  Premise | 1 Working Days | **100%** |
| ii) Signage | 1 Working Days | **100%** |
| 6. | **PAYMENT** |
| To Proceed Payment After Complete Documents Received: |
| 1. Payment through Procurement Order, Work Indent and others
 | Within 14 Days | **100%** |
| ii) Payment Through Contract | Follow Contract Requirement | **100%** |

 **UPDATED ON 2 MEI 2025**

**NOTE**

**\*NO APPLICATION**