

**PERBADANAN PUTRAJAYA ACHIEVEMENT REPORT CLIENT CHARTER 2025**

| <b>BIL.</b> | <b>PROGRAMME/<br/>ACTIVITIES</b>   | <b>QUALITY/<br/>QUANTITY/<br/>PERIOD</b> | <b>ACHIEVEMENT<br/>(%)<br/>QUARTER 3<br/>JUL – SEPT<br/>(Q3)</b> |
|-------------|--|--|--|
| 1.          | <b>COMPLAINTS MANAGEMENT</b>   |  |  |
|             | Respond to complaints  | 15 Days                                  | 100%   |
| 2.          | <b>RENTAL APPLICATION</b>  |  |  |
|             | (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.          | <b>PLANNING AND DEVELOPMENT APPLICATION</b>  |  |  |
|             | 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                                   | _*   |
|             | (c) Development Approval Of Building   | 7 Days                                   | 100%   |
|             | (d) Development Approval Of Temporary Period   | 7 Days                                   | 100%   |
|             | (e) Approval Of Buildings' Name  | 7 Days                                   | 100%   |
|             | (f) Temporary 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 Approval   |  |  |
|             | i) 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                                   | _*   |

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|-------------|--|--|--|
|             | (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.          | <b>MAINTENANCE MANAGEMENT</b>  |  |  |
|             | (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                                  | 97.83%   |
|             | (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 Disrupt Public Accesibility)                                  | Within 24 Hours                          | 100%   |
|             | ii) Non-Critical Area (park and area which does not distrupt public Accesibility)  | Within 48 Hours                          | 100%   |
| 5.          | <b>LICENCE APPLICATION</b>   |  |  |
|             | (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%   |

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|-------------|---|--|--|
|             | (e) To Approve All Licence Renewal:                             |  |  |
|             | i) Premise  | 1 Working Days                           | 100%   |
|             | ii) Signage   | 1 Working Days                           | 100%   |
| 6.          | <b>PAYMENT</b>  |  |  |
|             | To Proceed Payment After Complete Documents Received:           |  |  |
|             | i) Payment through Procurement Order,<br>Work Indent and others | Within 14 Days                           | 100%   |
|             | ii) Payment Through Contract                                    | Follow Contract<br>Requirement           | 100%   |

**UPDATED ON 23 OCT 2025**

**NOTE**

**\*NO APPLICATION**