

**PERBADANAN PUTRAJAYA ACHIEVEMENT REPORT CLIENT CHARTER 2025**

<b>BIL.</b>	<b>PROGRAMME/ ACTIVITIES</b>	<b>QUALITY/ QUANTITY/ PERIOD</b>	<b>ACHIEVEMENT (%) QUARTER4 OKT - DIS (Q4)</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	100%	
iv) Earth Works, Road And Drainage	7 Days	_*		

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	<b>(k) Permit Approval:</b>		
	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%
<b>4.</b>	<b>MAINTENANCE MANAGEMENT</b>		
	<b>(a) Road Maintenance, Drainage System, Bridges, Street Lights and Slopes and Other Related Components (SISPAA Complaints):</b>		
	i) Critical And Required Prompt Repairs	Within 24 Hours	_*
	ii) Non-Critical	14 Days	100%
	<b>(b) Building Maintenance and Related Component (SISPAA Complaints):</b>		
	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	_*
	<b>(c) Respond To Traffic Signal Problems:</b>		
	i) Hotline Complaints	Within 24 Hours	100%
	ii) SISPAA Complaints	Within 48 Hours	100%
	<b>(d) Respond To Fallen Trees:</b>		
	i) Critical Area (Roads, House Area, Office Area, Area Which Disrupt Public Accesibility)	Within 24 Hours	100%
	<b>(e) Landscape maintenance and related components (SISPAA Complaints):</b>		
	i) Critical and requires immediate action	Within 24 Hours	_*
	ii) Non-critical	14 Days	100%
<b>5.</b>	<b>LICENCE APPLICATION</b>		
	(a) To approve temporary hawker licence	1 Hours	100%
	(b) To approve business premise licence	14 Working Days	100%

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	(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.	<b>PAYMENT</b>		
	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%

**UPDATED ON 5 JANUARY 2026**

**NOTE**

**\*NO APPLICATION**