PERBADANAN PUTRAJAYA ACHIEVEMENT REPORT CLIENT CHARTER 2026

BIL.	PROGRAMME/ACTIVITIES	QUALITY/ QUANTITY/ PERIOD	ACHIEVEMENT (%) QUARTER 2 APR – JUNE (Q2)
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) 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	-*
	(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		
	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	100%

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BIL.	PROGRAMME/ACTIVITIES	QUALITY/ QUANTITY/ PERIOD	ACHIEVEMENT (%) QUARTER 2 APR – JUNE (Q2)
	(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) General Complaint	Within 24 Hours	100%
	ii) Complex Complaint	14 Days	*-
	(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	97.50%
	iii) Non-Critical (Cost Exceed RM20,000)	60 Days	*-
	(c) Respond To Traffic Signal Problems:		
	i) 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%
	(e) Landscape maintenance and related components (SISPAA Complaints):		
	i) Critical and requires immediate action	Within 24 Hours	-*
	ii) Non-critical	14 Days	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%

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BIL.	PROGRAMME/ACTIVITIES	QUALITY/ QUANTITY/ PERIOD	ACHIEVEMENT (%) QUARTER 2 APR – JUNE (Q2)
	(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:		
	i) Payment through Procurement Order, Work Indent and others	Within 14 Days	100%
	ii) Payment Through Contract	Follow Contract Requirement	100%

UPDATED ON 22 JULY 2026

NOTE

***NO APPLICATION**