

PERBADANAN PUTRAJAYA ACHIEVEMENT REPORT CLIENT CHARTER 2024

BIL	PROGRAMME/ ACTIVITIES	QUALITY/ QUANTITY/ PERIOD	ACHIEVEMENT (%) QUARTER 1 JAN-MAC (Q1)	ACHIEVEMENT (%) QUARTER 2 APR-JUN (Q2)	
1.	COMPLAINTS MANAGEMENT				
	Respond to complaints	15 Days	100%	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%	100%	
	ii) Applications By Mail	3 Days	100%	100%	
	iii) Internal Application	3 Days	100%	100%	
	(b) Approval For Rental of The Multipurpose Hall In The Neighbourhood Complex:				
	i) Application Over the Counter	10 Minutes	100%	100%	
	ii) Applications By Mail	3 Days	100%	100%	
	3.	PLANNING AND DEVELOPMENT APPLICATION			
		Receive, Process and Issue Approvals/Permits/Permissions for Applications of Completed Application Form Submitted Electronically (ES) And At 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	100%	100%	
(d) Temporary Building Erection Planning Permission Approval		48 Days	100%	100%	
(e) KM Extension Approval		48 Days	100%	*-	
(f) Building Name Approval		48 Days	100%	100%	
(g) Change Of Material		48 Days	100%	*-	
(h) Temporary Permit Application		30 Days	100%	100%	
(i) CCC (For Record)		14 Days	100%	*-	
(j) Building Erection Approval		37 Days	100%	100%	
(k) Plan Amendment Approval		37 Days	100%	100%	

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	(l) Minor Works and Modifications Plan Approval	14 Days	100%	100%
	(m) Minor Works Permit	3 Days	*-	100%
	(n) Fence Construction Approval	30 Days	100%	100%
	(o) Earthworks And Foundation Plan Approval	30 Days	100%	100%
	(p) Road and Drainage Works Approval	48 Days	100%	100%
	(q) Roadwork Plan Approval (Streetlights and Traffic Lights)	48 Days	100%	*-
	(r) Work Permit Approval:			
	i) Roads	21 Days	72.73%	100%
	ii) Lane Closures	21 Days	68.89%	100%
	iii) Night	21 Days	68.75%	100%
	iv) Material Transport	21 Days	50%	100%
	v) Logistics Routes	21 Days	66.67%	*-
	(s) Landscape Plan Approval	48 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	*-	*-
	ii) Non-Critical	14 Days	100%	100%
	(b) Building Maintenance and Related Component (SISPAA Complaints):			
	i) Critical And Required Prompt Repairs	Within 24 Hours	100%	*-
	ii) Non-Critical (Cost Does Not Exceed RM20,000)	14 Days	100%	100%
	iii) Non-Critical (Cost Exceed RM20,000)	60 Days	*-	*-

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	(c) Respond To Traffic Signal Problems:			
	i) Hotline Complaints	Within 24 Hours	100%	100%
	ii) SISPAAC Complaints	Within 48 Hours	100%	100%
	(d) Respond To Fallen Trees:			
	i) Critical Area (Roads, House Area, Office Area, Area Which Disrupt Public Accessibility)	Within 24 Hours	100%	100%
	ii) Non-Critical Area (park and area which does not disrupt public Accessibility)	Within 48 Hours	100%	100%
5.	LICENCE APPLICATION			
	(a) To approve temporary hawker licence	1 Hours	100%	100%
	(b) To approve business premise licence	14 Working Days	100%	100%
	(c) To approve temporary business signage licence	14 Working Days	100%	100%
	(d) To approve business signage licence	14 Working Days	100%	95.71%
	(e) To Approve All Licence Renewal:			
	i) Premise	1 Working Days	100%	100%
	ii) Signage	1 Working Days	100%	100%
6.	PAYMENT			
	To Proceed Payment After Complete Documents Received:			
	i) Payment through Procurement Order, Work Indent and others	Within 14 Days	100%	100%
	ii) Payment Through Contract	Follow Contract Requirement	100%	100%

UPDATED ON 12 JULAI 2024

NOTE

***NO APPLICATION**