| **BIL.** | **PROGRAMME/**  **ACTIVITIES** | **QUALITY/ QUANTITY/ PERIOD** | **ACHIEVEMENT**  **(%)**  **QUARTER 3**  **JUL-SEPT**  **(Q4)** | **ACHIEVEMENT**  **(%)**  **QUARTER 4**  **OKT-DIS**  **(Q4)** |
| --- | --- | --- | --- | --- |
| 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 | 14 Days | **100%** |  |
| (b) Development Approval Of Precomputation Plan | 14 Days | **\*-** |  |
| (c) Development Approval Of Building | 14 Days | **100%** |  |
| (d) Development Approval Of Temperory Period | 14 Days | **100%** |  |
| (e) Approval Of Buildings' Name | 14 Days | **100%** |  |
| (f) Temperory Permit | 14 Days | **100%** |  |
| (g) Approval Of Building Plan | 14 Days | **100%** |  |
| (h) Plan Amendment Approval | 14 Days | **100%** |  |
| (i) Approval Of Renovation | 14 Days | **100%** |  |
| (j) Small Scale Work Permit | 7 Days | **100%** |  |
| (k) Fence Permit | 7 Days | **\*-** |  |
| (l) Infra Aprroval | | | |
| 1. Approval Of Earth Works | 14 Days | **\*-** |  |
| ii) Approval Of Road And Drainage | 14 Days | **\*-** |  |
| iii) Approval Of Road Works (Street Light And Traffic Light) | 14 Days | **\*-** |  |
| iv) Earth Works, Road And Drainage | 14 Days | **100%** |  |
| (m) Permit Approval: | | | |
| i) Road Work Permit | 7 Days | **100%** |  |
| ii) Close Road Permit | 7 Days | **100%** |  |
| iii) Night Work Permit | 7 Days | **100%** |  |
| iv) Material Transport Permit | 7 Days | **100%** |  |
| (n) 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 | **\*-** |  |
| 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 | **\*-** |  |
| 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 | **\*-** |  |
| 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 | **97.73%** |  |
| (d)  To approve business signage licence | 14 Working Days | **95.80%** |  |
| (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 9 OKTOBER 2024**

**NOTE**

**\*NO APPLICATION**