

PERBADANAN PUTRAJAYA ACHIEVEMENT REPORT CLIENT CHARTER 2024

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:				
	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		14 Days	100%		
(b) Development Approval Of Precomputation Plan		14 Days	* -		
(c) Development Approval Of Building		14 Days	100%		
(d) Development Approval Of Temporary Period		14 Days	100%		
(e) Approval Of Buildings' Name		14 Days	100%		
(f) Temporary 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 Approval					
i) Approval Of Earth Works		14 Days	* -		
ii) Approval Of Road And Drainage	14 Days	* -			

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	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	* -	
	ii) 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:			
	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 distrust public Accesibility)	Within 48 Hours	* -	
5.	LICENCE APPLICATION			

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	(a) To approve temporary hawkers 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:			
	i) 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**