

**CLIENT CHARTER ACHIEVEMENT OF
FEDERAL TERRITORIES DIRECTOR'S LANDS AND MINES OFFICE
MONTH OF MAY 2023**

BIL	ACTIVITY	TOTAL	COMPLIANCE CHARTER		NON COMPLIANCE CHARTER	
			NUMBERS	PERCENTAGE (%)	NUMBERS	PERCENTAGE (%)
A. LAND REGISTRATION SECTOR						
1	Dealings and non-dealings of land registration within 1 working day for complete presentation.	2421	2073	85.63%	348	14.37%
2	Dealings and non-dealings of Strata within 30 working days for complete presentation.	8460	7277	86%	1183	14%
3	Issuance of Certificate of Shares Unit Formula (SiFUS) within 14 working days.	0	0	0%	0	0%
4	Strata Management involves Application for Partition of Land (Strata Title) is processed within 100 working days after <i>Certificate of Proposed Strata Plan (CPSP)</i> is issued by JUPEM.	7	7	100%	0	0%
5	Processing refund the deposit within 7 days after the approval is received.	1	1	100%	0	0%

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			NUMBERS	PERCENTAGE (%)	NUMBERS	PERCENTAGE (%)
B. LAND MANAGEMENT SECTOR						
1	Application for transfer/charge/lease is processed within 27 working days from the date of complete application is received.	1,645	1,645	100%	0	0%
2	Application for Consent of land / Strata by foreigners within 27 working days from receipt of the applications.	501	501	100%	0	0%
3	Application for variation of conditions, restrictions and categories under Section 124 NLC is processed within 72 working days from receipt of the applications until the application is submitted to Federal Territory Secretariat of the Land Committee (UJKT WP).	Jumlah fail: 23 Fail selesai: 3	3	100%	0	0%
4	Applications for approval of surrender and re-alienation under Section 204D NLC 1965 is processed within 65 working days from receipt of the applications until the application is submitted to Federal Territory Secretariat of the Land Committee (UJKT WP)	Jumlah fail: 17 Fail selesai: 9	6	66.67%	3	33.33%

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			NUMBERS	PERCENTAGE (%)	NUMBERS	PERCENTAGE (%)
5	Application for the sub-division of land under Section 137 NLC 1965 is processed within 45 working days from the date of complete application is received until a letter of approval is issued.	Jumlah fail: 4 Fail selesai: 2	1	50%	1	50%
6	Application for the partition of lands under Section 142 NLC 1965 is processed within 45 working days from the date of complete application is received until a letter of approval is issued.	Jumlah fail: 6 Fail selesai: 2	1	50%	1	50%
7	Applications for approval of surrender of part under Section 200 NLC 1965 is processed within 45 working days from the date of complete application is received a letter of approval is issued.	Jumlah fail: 5 Fail selesai: 2	2	100%	0	0%
8	Applications for approval of surrender of whole under Section 197 NLC 1965 is processed within 45 working days from the date of complete application is received until the application is submitted to the Land Administrator. NOTA: Papan piagam pelanggan 6 bln	PT - 26 PLMS - 25 PSBS - 54 PRU - 0	PT - 0 PLMS - 0 PSBS - 0 PRU - 0	PT - 0 % PLMS - 0 % PSBS - 0 % PRU - 0 %	PT - 26 PLMS - 25 PSBS - 54 PRU - 0	PT : 100 % PLMS : 100 % PSBS : 100 % PRU : 100 %

BIL	ACTIVITY	TOTAL	COMPLIANCE CHARTER		NON COMPLIANCE CHARTER	
			NUMBERS	PERCENTAGE (%)	NUMBERS	PERCENTAGE (%)
9	Application for amalgamation of lands under Section 148 NLC 1965 is processed within 45 working days from the date of complete application is received until the application is submitted to the Land Administrator.	Jumlah fail: 1 Fail selesai: 1	1	100%	0	0%
10	Application for permit extraction and removal of rock material under Section 70 NLC 1965 is processed within 30 working days from the date of complete application is received until the application is submitted to the Land Administrator.	0	0	0%	0	0%
C. SERVICE MANAGEMENT SECTOR						
1	Feedback on inquiries and public complaints will be given within 15 working days.	5	5	100%	0	0%
2	Billing and invoicing payments are processed within 14 working days from the date the full document is received.	166 BIL RM 436,3210.13	166 BIL RM 436,3210.13	100%	0	0%