CLIENT CHARTER ACHIEVEMENT OF
FEDERAL TERRITORIES DIRECTOR'S LANDS AND MINES OFFICE
MONTH OF APRIL 2024

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.	2,171	1,393	64.16%	778	64.20
2	**Dealings and non-dealings** of Strata within 30 working days for complete presentation.	8,564	7,918	92.45%	646	92.5
3	Issuance of **Certificate of Shares Unit Formula (SiFUS)** within 14 working days.	<u>**SIFUS**</u> **7** **PSIFUS** **5**	**7** **5**	**100%** **100%**	-	-
4	Strata Management involves **Application for Partition of Land (Strata Title)** is processed within 100 working days after *Certificate of Proposed Strata Plan* (CPSP) is issued by JUPEM.	**9**	**9**	**100%**	-	-

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			NUMBERS	PERCENTAGE (%)	NUMBERS	PERCENTAGE (%)
5	Processing **refund the deposit** within 7 days after the approval is received.	**0**	**0**	**0**	-	-
B. LAND MANAGEMENT SECTOR						
1	Application for **transfer/charge/ lease** is processed within 27 working days from the date of complete application is received.	1,663	681	41%	982	59%
2	Application for **Consent of land / Strata by foreigners** within 27 working days from receipt of the applications.	494	84	17%	410	83%
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: 14 Fail selesai: 5	5	100%	0	0%

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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: 15 Fail selesai:6	6	100%	0	0%
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: 2 Fail selesai: 2	2	100%	0	0%
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: 3 Fail selesai: 3	3	100%	0	0%
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: 2 Fail selesai: 1	1	100%	0	0%

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			NUMBERS	PERCENTAGE (%)	NUMBERS	PERCENTAGE (%)
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.	Jumlah fail: 3 Fail selesai: 2	2	100%	0	0%
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: 0	0	0%	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.	Jumlah fail: 1 Fail selesai: 0	0	0%	0	0%

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C. SERVICE MANAGEMENT SECTOR						
1	Feedback on inquiries and public complaints will be given within 15 working days.	2	2	100%	0	0%
2	Billing and invoicing payments are processed within 14 working days from the date the full document is received.	RM 248,667.99 (KL)	189 BIL	100.00%	0	0%