

**CLIENT CHARTER ACHIEVEMENT OF
FEDERAL TERRITORIES DIRECTOR'S LANDS AND MINES OFFICE
MONTH OF JANUARY 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.	2,266	2,035	90%	231 ¹	10%
2	Dealings and non-dealings of Strata within 30 working days for complete presentation.	7,761	7,704	99.3%	57	0.7%
3	Issuance of Certificate of Shares Unit Formula (SiFUS) within 14 working days.	2	2	100%	0	0%
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.	2	2	100%	0	0%

¹ i) Masalah sistem ETANAH - perserahan tidak boleh dibuat kemasukan

BIL	ACTIVITY	TOTAL	COMPLIANCE CHARTER		NON COMPLIANCE CHARTER	
			NUMBERS	PERCENTAGE (%)	NUMBERS	PERCENTAGE (%)
5	Processing refund the deposit within 7 days after the approval is received.	0	0	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.	1,668	1,557	93%	111	7%
2	Application for Consent of land / Strata by foreigners within 27 working days from receipt of the applications.	594	226	38%	368	62%
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: 1 Fail selesai: 0	0	0%	0	0%

BIL	ACTIVITY	TOTAL	COMPLIANCE CHARTER		NON COMPLIANCE CHARTER	
			NUMBERS	PERCENTAGE (%)	NUMBERS	PERCENTAGE (%)
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: 1 Fail selesai: 0	0	0%	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: 1 Fail selesai: 0	0	0%	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: 1 Fail selesai: 0	0	0%	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: 0 Fail selesai: 0	0	0%	0	0%

BIL	ACTIVITY	TOTAL	COMPLIANCE CHARTER		NON COMPLIANCE CHARTER	
			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. NOTA: Papan piagam pelanggan 6 bln	PT - 26 PLMS - 27 PSBS - 10 PRU - 02 PLTP - 11 (Seksyen 90A)	PT - 0 % PLMS - 0 % PSBS - 0 % PRU - 0 % PLTP - 0 (Seksyen 90A)	PT - 0 % PLMS - 0 % PSBS - 0 % PRU - 0 % PLTP - 0 (Seksyen 90A)	PT - 26 PLMS - 27 PSBS - 10 PRU - 02 PLTP - 11 (Seksyen 90A)	PT : 100 % PLMS : 100 % PSBS : 100 % PRU : 100 % PLTP : 100% (Seksyen 90A)
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: 0 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.	0	0	0%	0	0%

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			NUMBERS	PERCENTAGE (%)	NUMBERS	PERCENTAGE (%)
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.	37 BIL RM 33,677.96	37 BIL RM 33,677.96	100%	0	0%