

**CLIENT CHARTER ACHIEVEMENT OF  
FEDERAL TERRITORIES DIRECTOR'S LANDS AND MINES OFFICE  
MONTH OF SEPTEMBER 2018**

| 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.  | 1671  | 1669               | 99.9%          | 2                      | 0.1%           |
| 2                           | Dealings and non-dealings of Strata within 30 working days for complete presentation.   | 4229  | 4171               | 98.6%          | 58                     | 1.4%           |
| 3                           | Issuance of Certificate of Shares Unit Formula (SiFUS) within 14 working days.  | 7     | 6                  | 85.7%          | 1                      | 14.3%          |
| 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. | 0     | 0                  | 0%             | 0                      | 0%             |
| 5                           | Processing refund the deposit within 7 days after the approval is received.   | 0     | 0                  | 0%             | 0                      | 0%             |

| BIL                       | ACTIVITY  | TOTAL | COMPLIANCE CHARTER |                | NON COMPLIANCE CHARTER |                |
|---------------------------|---|-------|--------------------|----------------|------------------------|----------------|
|                           |   |       | NUMBERS            | PERCENTAGE (%) | NUMBERS                | PERCENTAGE (%) |
| B. LAND MANAGEMENT SECTOR |   |       |                    |                |                        |                |
| 1                         | Application for <b>transfer/charge/lease</b> is processed within 30 working days from the date of complete application is received.   | 807   | 807                | 0%             | 0                      | 0%             |
| 2                         | Application for <b>Consent of land / Strata by foreigners</b> within 30) working days from receipt of the applications.   | 374   | 374                | 0%             | 0                      | 0%             |
| 3                         | Application for <b>variation of conditions, restrictions and categories</b> under Section 124 NLC is processed within 60 working days from receipt of the applications until the application is submitted to Federal Territory Secretariat of the Land Committee (UJKT WP). | 5     | 5                  | 0%             | 0                      | 0%             |
| 4                         | Applications for <b>approval of surrender and re-alienation</b> under Section 204D NLC is processed within 60 working days from receipt of the applications until the application is submitted to Federal Territory Secretariat of the Land Committee (UJKT WP)             | 5     | 5                  | 0%             | 0                      | 0%             |

| BIL | ACTIVITY   | TOTAL | COMPLIANCE CHARTER |                | NON COMPLIANCE CHARTER |                |
|-----|--|-------|--------------------|----------------|------------------------|----------------|
|     |  |       | NUMBERS            | PERCENTAGE (%) | NUMBERS                | PERCENTAGE (%) |
| 5   | Application for the <b>sub-division of land</b> under Section 137 NLC is processed within 30 working days from the date of complete application is received until the application is submitted to the Land Administrator.        | 3     | 3                  | 100%           | 0                      | 0%             |
| 6   | Application for the <b>partition of lands</b> under Section 142 NLC is processed within 30 working days from the date of complete application is received until the application is submitted to the Land Administrator.          | 1     | 1                  | 100%           | 0                      | 0%             |
| 7   | Applications for <b>approval of surrender of part</b> under Section 200 NLC is processed within 30 working days from the date of complete application is received until the application is submitted to the Land Administrator.  | 2     | 2                  | 100%           | 0                      | 0%             |
| 8   | Applications for <b>approval of surrender of whole</b> under Section 197 NLC 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%             |

| BIL                                 | ACTIVITY   | TOTAL                           | COMPLIANCE CHARTER |                | NON COMPLIANCE CHARTER |                |
|-------------------------------------|--|---------------------------------|--------------------|----------------|------------------------|----------------|
|                                     |  |                                 | NUMBERS            | PERCENTAGE (%) | NUMBERS                | PERCENTAGE (%) |
| 9                                   | Application for <b>amalgamation of lands</b> under Section 148 NLC 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                  | 100%           | 0                      | 0%             |
| 10                                  | Application for <b>permit extraction and removal of rock material</b> under Section 70 NLC is processed within 30 working days from the date of complete application is received until the application is submitted to Federal Territory Secretariat of the Land Committee (UJKT WP) | 1                               | 1                  | 100%           | 0                      | 0%             |
| <b>C. SERVICE MANAGEMENT SECTOR</b> |  |                                 |                    |                |                        |                |
| 1                                   | Feedback on inquiries and public complaints will be given within 15 working days.  | 13                              | 12                 | 92.3%          | 1                      | 7.7%           |
| 2                                   | Billing and invoicing payments are processed within 14 working days from the date the full document is received.   | 126 transacts<br>(RM199,685.57) | 126                | 100%           | 0                      | 0%             |