

**CLIENT CHARTER ACHIEVEMENT OF  
FEDERAL TERRITORIES DIRECTOR'S LANDS AND MINES OFFICE  
MONTH OF MARCH 2019**

BIL	ACTIVITY	TOTAL	COMPLIANCE CHARTER		NON COMPLIANCE CHARTER	
			NUMBERS	PERCENTAGE (%)	NUMBERS	PERCENTAGE (%)
<b>A. LAND REGISTRATION SECTOR</b>						
1	<b>Dealings and non-dealings</b> of land registration within 1 working day for complete presentation.	2051	2043	99.6%	8	0.4%
2	<b>Dealings and non-dealings</b> of Strata within 30 working days for complete presentation.	5851	5701	97.4%	150	2.6%
3	Issuance of <b>Certificate of Shares Unit Formula (SiFUS)</b> within 14 working days.	6	6	100%	0	0%
4	Strata Management involves <b>Application for Partition of Land (Strata Title)</b> is processed within 100 working days after <i>Certificate of Proposed Strata Plan (CPSP)</i> is issued by JUPEM.	2	2	100%	0	0%
5	Processing <b>refund the deposit</b> within 7 days after the approval is received.	2	2	100%	0	0%

BIL	ACTIVITY	TOTAL	COMPLIANCE CHARTER		NON COMPLIANCE CHARTER	
			NUMBERS	PERCENTAGE (%)	NUMBERS	PERCENTAGE (%)
<b>B. LAND MANAGEMENT SECTOR</b>						
1	Application for <b>transfer/charge/lease</b> is processed within 30 working days from the date of complete application is received.	974	974	100%	0	0%
2	Application for <b>Consent of land / Strata by foreigners</b> within 30) working days from receipt of the applications.	470	470	100%	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).	8	8	100%	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	100%	0	0%

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			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.	1	1	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.	1	1	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	0%	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)	3	3	100%	0	0%
<b>C. SERVICE MANAGEMENT SECTOR</b>						
1	Feedback on inquiries and public complaints will be given within 15 working days.	13	13	100%	0	0%
2	Billing and invoicing payments are processed within 14 working days from the date the full document is received.	136 transaksi (RM439,912.31)	136	100%	0	0%