

CLIENT CHARTER 2020
SEPANG MUNICIPAL COUNCIL

NO	CLIENT CHARTER	DEPARTMENT ACTION	ACHIEVEMENT & PERCENTAGE 2020												%
			JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	
1.	Process planning permission applications efficiently, orderly and in compliance with all rules within 30 working days until the One Stop Centre (OSC) Committee Meeting.	Town Planning Department	J: 54 100% c: 54 tc: 0 dt: 0	J: 55 100% c: 55 tc: 0 dt: 0	J: 33 100% c: 33 tc: 0 dt: 0	NIL	J: 18 100% c: 18 tc: 0 dt: 0	J: 25 100% c: 25 tc: 0 dt: 0	J: 22 100% c: 22 tc: 0 dt: 0	J: 24 100% c: 24 tc: 0 dt: 0	J: 23 100% c: 23 tc: 0 dt: 0	J: 30 100% c: 30 tc: 0 dt: 0	J: 35 100% c: 35 tc: 0 dt: 0	J: 56 100% c: 56 tc: 0 dt: 0	100%
2.	Ensure processing of landscape plan applications received from One Stop Centre (OSC) Unit is carried out efficiently, in an orderly manner and in compliance with all set of rules approved within 30 working days.		J: 3 100% c: 3 tc: 0 dt: 0	J: 9 100% c: 9 tc: 0 dt: 0	J: 3 100% c: 0 tc: 0 dt: 0	NIL	J: 2 100% c: 2 tc: 0 dt: 0	J: 2 100% c: 2 tc: 0 dt: 0	J: 7 100% c: 7 tc: 0 dt: 0	J: 6 100% c: 6 tc: 0 dt: 0	J: 6 100% c: 6 tc: 0 dt: 0	J: 6 100% c: 6 tc: 0 dt: 0	J: 4 100% c: 4 tc: 0 dt: 0	J: 6 100% c: 6 tc: 0 dt: 0	100%
3.	Feedback of public facilities booking (2 working days from the date of receiving application).	Community Development Department	404/ 404 100%	407/ 407 100%	223/ 223 100%	NIL	NIL	NIL	131/ 131 100%	357/ 357 100%	470/ 470 100%	232/ 232 100%	NIL	NIL	100%

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4.	Process of complete application approval of earthwork, road & drainage plan and in compliance with the technical requirements will be decided by the One Stop Centre (OSC) Committee Meeting within 30 working days.	Engineering Department													
	4a - Approval of earthworks		4/4 100%	4/4 100%	3/3 100%	NIL	NIL	6/6 100%	5/5 100%	2/2 100%	7/7 100%	4/4 100%	3/3 100%	8/8 100%	100%
	4b - Road and drainage approval		6/6 100%	9/9 100%	1/1 100%	NIL	NIL	5/5 100%	3/3 100%	4/4 100%	4/4 100%	4/4 100%	4/4 100%	3/3 100%	100%
	4c - Approval of earthworks, roads and drainage		1/1 100%	3/3 100%	6/6 100%	NIL	NIL	2/2 100%	1/1 100%	1/1 100%	4/4 100%	3/3 100%	7/7 100%	9/9 100%	100%
5.	Process for approval of road dredging permit and complete route permit will be given within 14 working days		14/14 100%	25/25 100%	15/15 100%	NIL	NIL	24/24 100%	12/12 100%	10/10 100%	30/30 100%	20/20 100%	15/15 100%	3/3 100%	100%
6.	Process for approval of complete public lighting plan and in compliance with technical requirements will be given within 30 working days.		6/6 100%	5/5 100%	4/4 100%	NIL	2/2 100%	4/4 100%	5/5 100%	1/1 100%	7/7 100%	5/5 100%	3/3 100%	3/3 100%	100%

[illegible]

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11.	Application to change correspondence address submitted together with complete documents and in compliance with the conditions at the Valuation Department counter will be processed within 1 day.	Valuation And Property Management Department	935/ 935 100%	950/ 950 100%	395/ 395 100%	TP TP TP	415/ 415 100%	680/ 680 100%	780/ 780 100%	560/ 560 100%	660/ 660 100%	420/ 420 100%	310/ 310 100%	370/ 370 100%	100%
12.	Ensure that remission applications are processed and decided within 1 month after the term ends.		DP	DP	864/ 864 100%	NIL	DP	DP	DP	DP	890/ 890 100%	DP	DP	TP	100%
13.	Assessment Tax Confirmation Letter is issued within 7 days of the complete application.		1917/ 1917 100%	1570/ 1570 100%	771/ 771 100%	TP TP TP	837/ 837 100%	1747/ 1747 100%	2467/ 2467 100%	1058/ 1058 100%	461/ 461 100%	601/ 601 100%	225/ 225 100%	2236/ 2236 100%	100%
14.	Heavy Vehicle Parking Confirmation Letter is issued within 7 days of complete application.		1 100%	TP	TP	TP	TP	1 100%	TP	TP	TP	TP	TP	TP	100%

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15.	Premises rental offer letter is issued within 14 days after confirmation of damage from the Building Department.	Valuation And Property Management Department	12/12 100%	2/2 100%	NIL	NIL	NIL	5/5 100%	6/6 100%	2/2 100%	9/9 100%	6/6 100%	TP	4/4 100%	100%
16.	Building Plan Approval i. Public facilities buildings housing, shops / offices, factories, institutions, complexes within 30 days (as per ISO)	Building Control Department	9 – L 100%	9 – L 100%	6 – L 100%	-	-	6 – L 100%	3 – L 100%	-	3 – L 100%	2 – L 100%	6 – L 100%	8 – L 100%	100%
17.	CFO approval within 14 days after receipt of Form E		TP	TP	TP	TP	TP	1 100%	TP	TP	TP	TP	TP	TP	100%
18.	Carry out inspections and act on complaints related to the cleanliness of food premises within 2 working days after the complaint is received	Health Environmental Department	4/4 COMPL AINT 100%	5/5 COMP LAINT 100%	11/11 COMP LAINT 100%	1/1 COMP LAINT 100%	4/4 COMP LAINT 100%	1/1 COMP LAINT 100%	7/7 COMP LAINT 100%	2/2 COMP LAINT 100%	7/7 COMP LAINT 100%	1/1 COMP LAINT 100%	NIL	2/2 COMP LAINT 100%	100%

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19.	Process and approve complete dog license application immediately: - - New application - Renew	Health Environmental Department	7/7 (PB) 188/188 (R) 100%	13/13 (PB) 131/131 (R) 100%	5/5 (PB) 21/21 (R) 100%	NIL	3/3 (PB) 7 /7(R) 100%	9/9 (PB) 18/18 (R) 100%	15/15 (PB) 9/9 (R) 100%	10/10 (PB) 8/8 (R) 100%	10/10 (PB) 7/7 (R) 100%	2/2 (PB) 10/10 (R) 100%	2/2 (PB) 4/4 (R) 100%	NIL	100%
20.	Issue monthly contractor performance monitoring reports for solid waste management and public cleansing		63/63 (100%)	63/63 (100%)	69/69 (100%)	69/69 (100%)	79/79 (100%)	79/79 (100%)	112/112 (100%)	109/109 (100%)	117/117 (100%)	113/113 (100%)	166/166 (100%)	118/118 (100%)	100%
21.	All applications that are complete and comply with the licensing requirements are processed and decided within 14 working days (results including approved, deferred and rejected).	Licensing Department	29/29 100%	29/29 100%	1/24 4.16%	NIL	2/10 20%	34/34 100%	35/35 100%	31/31 100%	25/25 100%	30/31 96.7%	8/24 33.3%	24/24 100%	71.18%
22.	Application for a risk-free license that has been completed and complied with the licensing requirements will be given an immediate decision.		87/87 100%	79/79 100%	66/66 100%	NIL	18/18 100%	57/57 100%	86/86 100%	86/86 100%	64/64 100%	135/135 100%	67/67 100%	87/87 100%	91.7%

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23.	98% of Offense Notices issued meet legal requirements	Enforcement Department	1994/2021 98.66%	2399/2445 98.12%	901/909 99.1%	NIL	5/5 100%	34/34 100%	150/157 95.5%	367/376 97.6%	629/662 95.0%	435/444 98%	60/63 95.2%	14/14 100%	98%
24.	Ensure that the matter of setting the compound rate and the process of issuing payment bills for each notice of offense is made within 10 minutes	Legal Unit	100% (181/181) ≤ 10M = 181 > 10M = 0	100% (366/366) ≤ 10M = 366 > 10M = 0	100% (213/213) ≤ 10M = 213 > 10M = 0	NIL (0/0) ≤ 10M = 0 > 10M = 0	100% (9/9) ≤ 10M = 9 > 10M = 0	100% (94/94) ≤ 10M = 94 > 10M = 0	100% (125/125) ≤ 10M = 125 > 10M = 0	100% (173/173) ≤ 10M = 173 > 10M = 0	100% (185/185) ≤ 10M = 185 > 10M = 0	100% (140/140) ≤ 10M = 140 > 10M = 0	100% (70/70) ≤ 10M = 70 > 10M = 0	100% (145/145) ≤ 10M = 145 > 10M = 0	100%
25.	Manage the registration and issuance of JMB certificate within 7 days from the date of the complete document application certificate is received.	Commissioner Of Building Unit	1/1 100%	1/1 100%	TP	TP	TP	1/1 100%	TP	TP	1/1 100%	2/2 100%	TP	1/1 100%	100%
26.	Process of quotations and tenders within 45 working days of the documents receipts date from the Quotation / Tender Opening Committee until approval from the Quotation / Tender Committee Meeting	Tender And Contract Unit	NIL	4/4 100%	NIL	NIL	42/42 100%	26/26 100%	16/16 100%	25/25 100%	16/16 100%	9/9 100%	0/0 100%	21/21 100%	100%

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27.	Submit feedback of customer complaint status to customer (14 days from the date of the complaint received)	Corporate And Public Relations Unit	667/ 667 100%	861/ 861 100%	455/ 455 100%	244/ 244 100%	395/ 395 100%	711/ 711 100%	977/ 977 100%	727/ 727 100%	935/ 935 100%	802/ 802 100%	852/ 852 100%	685/ 685 100%	100%