

**RINGKASAN LAPORAN PENCAPAIAN KPI MAJLIS PERBANDARAN HANG TUAH JAYA JANUARI - JUN 2015**

| Bil | Perkhidmatan  | Jabatan | Piagam   | PENCAPAIAN KPI |           |           |        |      |        |        |      |        |           |           |           |           |           |           |           |           |           | OUTPUT KESELURUHAN | JUM SASARAN HINGGA JUN 2015 | PENCAPAIAN KESELURUHAN |
|-----|---|---------|--|----------------|-----------|-----------|--------|------|--------|--------|------|--------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------------------|-----------------------------|------------------------|
|     |   |         |  | JAN            |           |           | FEB    |      |        | MAC    |      |        | APRIL     |           |           | MEI       |           |           | JUN       |           |           |                    |                             |                        |
|     |   |         |  | O              | KPI       | (%)P      | O      | KPI  | (%)P   | O      | KPI  | (%)P   | O         | KPI       | (%)P      | O         | KPI       | (%)P      | O         | KPI       | (%)P      |                    |                             |                        |
| 1   | Pengurusan Pembayaran   | JKEW    | 100% pembayaran dibuat dalam tempoh 14 hari                | N/A            | 100%      | 100%      | N/A    | 100% | 100%   | N/A    | 100% | 100%   | N/A       | 100%      | 100%      | N/A       | 100%      | 100%      | N/A       | 100%      | 100%      | N/A                | 100%                        | 100%                   |
| 2   | Hasil Kutipan Sebenar MPHTJ   | JKEW    | 90% kutipan sebenar daripada bajet setahun                 | N/A            | 8%        | 8.3%      | N/A    | 15%  | 26.0%  | N/A    | 23%  | 29.8%  | N/A       | 30%       | 35.4%     | N/A       | 38%       | 43.8%     | N/A       | 45%       | 47.1%     | N/A                | 45%                         | 47%                    |
| 3   | Pengurusan Pendaftaran dan Pengesahan Penerimaan Aduan Awam           | JKPEM   | 100% didaftar dan diberikan pengesahan dalam tempoh 2 Hari | 116            | 100%      | 100%      | 91     | 100% | 100%   | 119    | 100% | 100%   | 161       | 100%      | 100%      | 139       | 100%      | 100%      | 84        | 100%      | 100%      | 710                | 100%                        | 100%                   |
| 4   | Pengurusan Informasi Media  | JKPEM   | 6 informasi media/ bulan                                   | 10             | 6         | 167%      | 9      | 6    | 150%   | 7      | 6    | 117%   | 6         | 6         | 100%      | 6         | 6         | 100%      | 3         | 6         | 50%       | 41                 | 36                          | 114%                   |
| 5   | Pengurusan Gotong Royong  | JKPEM   | 8 aktiviti/ bulan  | 8              | 8         | 100%      | 16     | 8    | 200%   | 11     | 8    | 138%   | 9         | 8         | 113%      | 12        | 8         | 150%      | 6         | 8         | 75%       | 62                 | 48                          | 129%                   |
| 6   | Mengeluarkan Notis KSN  | JPPH    | 137 notis/ bulan   | 19,500         | 137       | 14234%    | 19,500 | 137  | 14234% | 19,673 | 137  | 14360% | 0         | 137       | 0%        | 0         | 137       | 0%        | 0         | 137       | 0%        | 58,673             | 822                         | 7138%                  |
| 7   | Pengurusan Pindah Milik Nama  | JPPH    | 60 surat maklumi/ bulan                                    | 193            | 60        | 322%      | 172    | 60   | 287%   | 261    | 60   | 435%   | 164       | 60        | 273%      | 173       | 60        | 288%      | 157       | 60        | 262%      | 1120               | 360                         | 311%                   |
| 8   | Pengurusan Permohonan Sewaan Premis                                   | JPPH    | 100% keputusan permohonan dalam tempoh 45 hari diklankan   | 0              | 100%      | 0%        | 26     | 100% | 100%   | 2      | 100% | 100%   | 3         | 100%      | 67%       | 3         | 100%      | 7%        | 42        | 100%      | 93%       | 76                 | 100%                        | 61%                    |
| 9   | Proses Permohonan Lesen Perniagaan Tidak Berisiko Tinggi (KPI YB SUK) | BL      | 95% diproses dalam tempoh 1 Hari Bekerja                   | N/A            | 95%       | 100%      | N/A    | 95%  | 100%   | N/A    | 95%  | 100%   | N/A       | 95%       | 100%      | N/A       | 95%       | 100%      | N/A       | 95%       | 100%      | N/A                | 95%                         | 100%                   |
| 10  | Proses Permohonan Lesen Perniagaan Berisiko Tinggi (KPI YB SUK)       | BL      | 87% diproses dalam tempoh 14 hari                          | N/A            | 87%       | 100%      | N/A    | 87%  | 90%    | N/A    | 87%  | 96%    | N/A       | 87%       | 96%       | N/A       | 87%       | 92%       | N/A       | 87%       | 98%       | N/A                | 87%                         | 95%                    |
| 11  | Operasi Khas  | JPK     | 2 aktiviti/ bulan  | 2              | 2         | 100%      | 2      | 2    | 100%   | 2      | 2    | 100%   | 2         | 2         | 100%      | 2         | 2         | 100%      | 2         | 2         | 100%      | 12                 | 12                          | 100%                   |
| 12  | Pemeriksaan premis perniagaan   | JPK     | 50 premis/ bulan   | 50             | 50        | 100%      | 50     | 50   | 100%   | 50     | 50   | 100%   | 50        | 50        | 100%      | 50        | 50        | 100%      | 50        | 50        | 100%      | 300                | 300                         | 100%                   |
| 13  | Semakan Iklan haram & berlesen  | JPK     | 30 semakan/ bulan  | 30             | 30        | 100%      | 31     | 30   | 103%   | 30     | 30   | 100%   | 43        | 30        | 143%      | 30        | 30        | 100%      | 35        | 30        | 117%      | 199                | 180                         | 111%                   |
| 14  | Sitaan  | JPK     | 30 sitaan/ setahun   | 2              | 2.5       | 80%       | 2      | 2.5  | 80%    | 2      | 2.5  | 80%    | 3         | 2.5       | 120%      | 4         | 2.5       | 160%      | 3         | 2.5       | 120%      | 16                 | 15                          | 107%                   |
| 15  | Pengurusan Kawalan Vektor   | BKA     | 20 aktiviti/ bulan   | 10             | 20        | 50%       | 11     | 20   | 55%    | 10     | 20   | 50%    | 9         | 20        | 45%       | 10        | 20        | 50%       | 6         | 20        | 30%       | 56                 | 120                         | 47%                    |
| 16  | Pengredan Tandasa Awam  | BKA     | 7 tandasa/ bulan   | 29             | 7         | 414%      | 29     | 7    | 414%   | 29     | 7    | 414%   | 29        | 7         | 414%      | 29        | 7         | 414%      | 37        | 7         | 529%      | 182                | 42                          | 433%                   |
| 17  | Pengredan Premis Makanan  | BKA     | 15 premis/ bulan   | 14             | 15        | 93%       | 15     | 15   | 100%   | 11     | 15   | 73%    | 14        | 15        | 93%       | 59        | 15        | 393%      | <b>TP</b> | <b>TP</b> | <b>TP</b> | 113                | 75                          | 151%                   |
| 18  | Proses Pendaftaran Permohonan ke Pusat Setempat                       | OSC     | 100% keputusan permohonan dalam tempoh 14 hari             | N/A            | 100%      | 100%      | N/A    | 100% | 100%   | N/A    | 100% | 100%   | N/A       | 100%      | 100%      | N/A       | 100%      | 100%      | N/A       | 100%      | 100%      | N/A                | 100%                        | 100%                   |
| 19  | Proses kelulusan pelan pembangunan (KPI YB SUK)                       | OSC     | 100% keputusan permohonan dalam tempoh 108 hari            | N/A            | 100%      | 100%      | N/A    | 100% | 100%   | N/A    | 100% | 100%   | N/A       | 100%      | 100%      | N/A       | 100%      | 100%      | N/A       | 100%      | 100%      | N/A                | 100%                        | 100%                   |
| 20  | Perakuan pelan Tatatur  | BPBD    | 100% permohonan diprakarakan di dalam tempoh 7 Hari        | <b>TP</b>      | <b>TP</b> | <b>TP</b> | N/A    | 100% | 100%   | N/A    | 100% | 100%   | <b>TP</b> | <b>TP</b> | <b>TP</b> | <b>TP</b> | <b>TP</b> | <b>TP</b> | <b>TP</b> | <b>TP</b> | <b>TP</b> | N/A                | 100%                        | 100%                   |
| 21  | Ulasan permohonan kebenaran merancang                                 | BPBD    | 100% permohonan diberikan ulasan dalam tempoh 14 hari      | N/A            | 100%      | 100%      | N/A    | 100% | 100%   | N/A    | 100% | 100%   | N/A       | 100%      | 100%      | N/A       | 100%      | 100%      | <b>TP</b> | <b>TP</b> | <b>TP</b> | N/A                | 100%                        | 100%                   |
| 22  | Proses pelan bangunan (prosedur 01)                                   | BKB     | 100% keputusan permohonan di dalam tempoh 5 Hari           | N/A            | 100%      | 76%       | N/A    | 100% | 100%   | N/A    | 100% | 63%    | N/A       | 100%      | 87%       | N/A       | 100%      | 84%       | N/A       | 100%      | 60%       | N/A                | 100%                        | 78%                    |
| 23  | Proses pelan bangunan (prosedur 02,04,06)                             | BKB     | 100% keputusan permohonan di dalam tempoh 14 hari          | N/A            | 100%      | 100%      | N/A    | 100% | 100%   | N/A    | 100% | 60%    | N/A       | 100%      | 46%       | N/A       | 100%      | 64%       | N/A       | 100%      | 67%       | N/A                | 100%                        | 73%                    |
| 24  | Proses pelan bangunan (prosedur 03)                                   | BKB     | 100% keputusan permohonan di dalam tempoh 21 Hari          | N/A            | 100%      | 100%      | N/A    | 100% | 100%   | N/A    | 100% | 100%   | N/A       | 100%      | 50%       | N/A       | 100%      | 100%      | N/A       | 100%      | 100%      | N/A                | 100%                        | 92%                    |
| 25  | Penguatkuasaan bangunan tanpa kelulusan                               | BKB     | 15 pemantauan/ bulan                                       | 10             | 15        | 67%       | 17     | 15   | 113%   | 38     | 15   | 253%   | 29        | 15        | 193%      | 32        | 15        | 213%      | 37        | 15        | 247%      | 163                | 90                          | 181%                   |
| 26  | Proses Pelan Lanskap  | BLN     | 100% keputusan permohonan dalam tempoh 14 hari             | N/A            | 100%      | 100%      | N/A    | 100% | 100%   | N/A    | 100% | 100%   | N/A       | 100%      | 100%      | N/A       | 100%      | 100%      | N/A       | 100%      | 100%      | N/A                | 100%                        | 100%                   |
| 27  | Penanaman Pokok Ameniti   | BLN     | 250 batang/ sebulan  | 47             | 250       | 19%       | 188    | 250  | 75%    | 37     | 250  | 15%    | 4         | 250       | 2%        | 5         | 250       | 2%        | 202       | 250       | 81%       | 483                | 1,500                       | 32%                    |
| 28  | Proses Pelan Kerja Tanah  | JK      | 100% keputusan permohonan dalam tempoh 14 hari             | N/A            | 100%      | 100%      | N/A    | 100% | 100%   | N/A    | 100% | 100%   | <b>TP</b> | <b>TP</b> | <b>TP</b> | <b>TP</b> | <b>TP</b> | <b>TP</b> | <b>TP</b> | <b>TP</b> | <b>TP</b> | N/A                | 100%                        | 100%                   |
| 29  | Proses Pelan Jalan & Parit  | JK      | 100% keputusan permohonan dalam tempoh 14 hari             | N/A            | 100%      | 100%      | N/A    | 100% | 100%   | N/A    | 100% | 100%   | <b>TP</b> | <b>TP</b> | <b>TP</b> | <b>TP</b> | <b>TP</b> | <b>TP</b> | <b>TP</b> | <b>TP</b> | <b>TP</b> | N/A                | 100%                        | 100%                   |
| 30  | Pemeriksaan penyelenggaraan harta Majlis (Lampu Awam)                 | JK      | 10 semakan/ bulan  | 5              | 10        | 50%       | 6      | 10   | 60%    | 4      | 10   | 40%    | 4         | 10        | 40%       | 4         | 10        | 40%       | 10        | 10        | 100%      | 33                 | 60                          | 55%                    |
| 31  | Pemantauan Projek Pembangunan (Tender)                                | JK      | 4 pemantauan/ bulan  | 4              | 4         | 100%      | 6      | 4    | 150%   | 4      | 4    | 100%   | 5         | 4         | 125%      | 6         | 4         | 150%      | 3         | 4         | 75%       | 28                 | 24                          | 117%                   |
| 32  | Membuat "Back Up" data  | BTM     | 4 aktiviti/ bulan  | 6              | 4         | 150%      | 4      | 4    | 100%   | 14     | 4    | 350%   | 5         | 4         | 125%      | 4         | 4         | 100%      | 4         | 4         | 100%      | 37                 | 24                          | 154%                   |

0 - Pencapaian KPI

E - Maklumat tidak lengkap

Q - Tiada Laporan Diterima

**335%**

Disediakan oleh :

Disemak oleh :

(HAFIZAWATI BINTI AHMAD)  
Ketua Bahagian Pentadbiran Am  
Tarikh :

(NOOR BAHYAH BINTI SAMSUL BAHARIN)  
Pegarah Pengurusan  
Tarikh :

Nota:

Jumlah % ini diperolehi kerana pada tahun 2015, Program Semakan Semula Cukai dilaksanakan. Oleh itu, nilai telah diselaraskan dan notis dikeluarkan kepada pemilik Bangunan di Kawasan MPHTJ

**RINGKASAN LAPORAN PENCAPAIAN PIAGAM PELANGGAN MAJLIS PERBANDARAN HANG TUAH JAYA JANUARI - JUN 2015**

| Bil | Perkhidmatan  | Jabatan | Piagam                                     | PENCAPAIAN |     |      |        |     |      |        |     |      |        |     |      |        |     |      |        |     |      | JUMLAH PATUH | JUMLAH TIDAK PATUH |
|-----|---|---------|--|------------|-----|------|--------|-----|------|--------|-----|------|--------|-----|------|--------|-----|------|--------|-----|------|--------------|--------------------|
|     |   |         |  | JAN        |     |      | FEB    |     |      | MAC    |     |      | APRIL  |     |      | MEI    |     |      | JUN    |     |      |              |                    |
|     |   |         |  | P          | TP  | (%)P | P      | TP  | (%)P | P      | TP  | (%)P | P      | TP  | (%)P | P      | TP  | (%)P | P      | TP  | (%)P |              |                    |
| 1   | Keputusan Permohonan Lesen Perniagaan Berisiko Tinggi   | BL      | 14 Hari                                    | 35         | 4   | 90%  | 25     | 6   | 81%  | 40     | 13  | 75%  | 53     | 2   | 96%  | 34     | 3   | 92%  | 48     | 1   | 98%  | 235          | 29                 |
| 2   | Proses pembayaran Bil   | JKEW    | 14 Hari                                    | 31         | 0   | 100% | 34     | 0   | 100% | 265    | 0   | 100% | 173    | 0   | 100% | 183    | 0   | 100% | 334    | 0   | 100% | 1,020        | 0                  |
| 3   | Permohonan Pelan sambungan dan ubahsuai Bangunan Rumah Teres  | BKB     | 5 Hari                                     | 34         | 0   | 100% | 32     | 0   | 100% | 31     | 18  | 63%  | 41     | 6   | 87%  | 29     | 2   | 94%  | 18     | 12  | 60%  | 185          | 38                 |
| 4   | Permohonan Pelan Sambungan dan Ubahsuai Bangunan sesebuah   | BKB     | 14 Hari                                    | 26         | 0   | 100% | 12     | 0   | 100% | 9      | 10  | 47%  | 19     | 1   | 95%  | 14     | 0   | 100% | 12     | 0   | 100% | 92           | 11                 |
| 5   | Permohonan Pelan pembinaan bangunan Sesebuah  | BKB     | 21 Hari                                    | 11         | 0   | 100% | 3      | 0   | 100% | 5      | 3   | 63%  | 5      | 5   | 50%  | 6      | 0   | 100% | 7      | 0   | 100% | 37           | 8                  |
| 6   | Permohonan bangunan bengkel, Kilang dan Gudang  | BKB     | 14 Hari                                    | 3          | 0   | 100% | T/P    | T/P | 0%   | T/P    | T/P | 0%   | 2      | 0   | 100% | T/P    | T/P | 0%   | T/P    | T/P | 0%   | 5            | 0                  |
| 7   | Permohonan Kerja Tanah  | JK      | 14 Hari                                    | 1          | 0   | 100% | 3      | 0   | 100% | 3      | 0   | 100% | T/P    | T/P | 0%   | T/P    | T/P | 0%   | 2      | 0   | 100% | 9            | 0                  |
| 8   | Permohonan Pelan Jalan dan parit  | JK      | 14 Hari                                    | 1          | 0   | 100% | 3      | 0   | 100% | 3      | 0   | 100% | T/P    | T/P | 0%   | T/P    | T/P | 0%   | 2      | 0   | 100% | 9            | 0                  |
| 9   | Permohonan Pelan Lanskap  | BLN     | 14 Hari                                    | 3          | 0   | 100% | T/P    | T/P | 0%   | 3      | 0   | 100% | 1      | 0   | 100% | 2      | 0   | 100% | 3      | 0   | 100% | 12           | 0                  |
| 10  | Perakuan Pelan Tatatur  | BPBD    | 7 Hari                                     | 3          | 0   | 100% | 3      | 0   | 100% | 2      | 0   | 100% | T/P    | T/P | 0%   | T/P    | T/P | 0%   | T/P    | T/P | 0%   | 8            | 0                  |
| 11  | Proses Penyusunan, pemakluman, dan keputusan permohonan ke mesyuarat  | OSC     | 14 Hari                                    | 3          | 0   | 100% | 1      | 0   | 100% | 8      | 0   | 100% | 8      | 0   | 100% | 8      | 0   | 100% | 9      | 2   | 82%  | 37           | 2                  |
| 12  | Pengeluaran Bil Cukai Taksiran  | JPPH    | Sebelum 15 Januari & 15 Julai setiap tahun | 56,716     | 0   | 100% | 56,716 | 0   | 100% | 56,716 | 0   | 100% | 56,716 | 0   | 100% | 56,716 | 0   | 100% | 56,716 | 0   | 100% | 56,716       | 0                  |
| 13  | Keputusan Permohonan Lesen Perniagaan Tidak Berisiko Tinggi   | BL      | 24 Jam                                     | 133        | 0   | 100% | 112    | 0   | 100% | 104    | 0   | 100% | 80     | 0   | 100% | 84     | 0   | 100% | 381    | 0   | 100% | 894          | 0                  |
| 14  | Pengesahan Penerimaan Aduan   | JKPEM   | 2 Hari                                     | 116        | 0   | 100% | 91     | 0   | 100% | 119    | 0   | 100% | 161    | 0   | 100% | 139    | 0   | 100% | 84     | 0   | 100% | 710          | 0                  |
| 15  | Pengurusan Aduan Awam (Penyelesaian aduan selain permohonan)  | JKPEM   | 14 Hari                                    | 42         | 0   | 100% | 33     | 0   | 100% | 65     | 0   | 100% | 52     | 0   | 100% | 28     | 0   | 100% | 15     | 0   | 100% | 235          | 0                  |
| 16  | Penyelesaian Aduan (Tidak Termasuk Aduan yang memerlukan peruntukan dan keputusan mesyuarat) (SPB-PBT 3.2 (vii) ) | JKPEM   | 3 Hari                                     | 8          | 0   | 100% | 10     | 0   | 100% | 11     | 0   | 100% | 10     | 0   | 100% | 3      | 0   | 100% | 2      | 0   | 100% | 44           | 0                  |
| 17  | Pengeluaran siji perakuan penubuhan JMB   | COB     | 3 Hari                                     | T/P        | T/P | 0%   | T/P    | T/P | 0%   | T/P    | T/P | 0%   | T/P    | T/P | 0%   | 1      | 0   | 100% | T/P    | T/P | 0%   | 1            | 0                  |

P - Jumlah Mematuhi Piagam

0 - Jumlah Tidak Mematuhi Piagam

0 - Tiada Laporan Diterima

T/P - Tiada Permohonan Diterima

Disediakan oleh :

Disemak oleh :

(HAFIZAWATI BINTI AHMAD)  
Ketua Bahagian Pentadbiran Am  
Tarikh :

(NOOR BAHYAH BINTI SAMSUL BAHARIN)  
Pengaroh Pengurusan  
Tarikh :

