

**RINGKASAN LAPORAN PENCAPAIAN KPI MAJLIS PERBANDARAN HANG TUAH JAYA SEPTEMBER 2017**

Bil	Perkhidmatan	Jabatan	Piagam	PENCAPAIAN KPI																								OUTPUT KESELURUHAN	SASARAN HINGGA SEPTEMBER 2017	PENCAPAIAN KESELURUHAN						
				JAN			FEB			MAC			APRIL			MEI			JUN			JULAI			OGOS						SEPT					
				O	KPI	(%)P	O	KPI	(%)P	O	KPI	(%)P	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%	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	90%	9.4%	N/A	90%	34.0%	N/A	90%	40.5%	N/A	90%	48.8%	N/A	90%	52.2%	N/A	90%	54.2%	N/A	90%	57.6%	N/A	90%	70.6%	N/A	90%	81%	N/A	90%	81%	N/A	90%	81%
3	Pengurusan Pendaftaran dan Pengesahan Penerimaan Aduan Awam	JKPM	100% didaftar dan diberikan pengesahan dalam tempoh 2 Hari	89	100%	100%	90	100%	100%	98	100%	98%	68	100%	92%	76	100%	100%	35	100%	100%	105	100%	99%	153	100%	79%	115	100%	96%	829	100%	95%	100%	100%	95%
4	Pengurusan Informasi Media	JKPM	6 informasi media/ bulan	37	6	617%	15	6	250%	17	6	283%	25	6	417%	18	6	300%	18	6	300%	7	6	117%	28	6	466%	9	6	150%	174	54	322%	54	54	322%
5	Pengurusan Gotong Royong	JKPM	8 aktiviti/ bulan	1	8	13%	2	8	25%	13	8	163%	13	8	163%	11	8	138%	2	8	25%	6	8	75%	6	8	75%	5	8	63%	59	72	82%	72	72	82%
6	Mengeluarkan Notis KSN	JPPH	137 notis/ bulan (1 Penggal sebanyak 411 Notis )	1,129	137	824%	TP	137	TP	TP	137	TP	TP	137	TP	TP	137	TP	TP	137	TP	TP	137	TP	TP	137	TP	TP	137	TP	1,129	1233	92%	1233	1233	92%
7	Pengurusan Pindah Milik Nama	JPPH	60 surat makluman/ bulan	332	60	553%	374	60	623%	238	60	397%	268	60	447%	217	60	362%	108	60	180%	153	60	255%	200	60	333%	83	60	138%	1973	540	365%	540	540	365%
8	Pengurusan Permohonan Sewaan Premis	JPPH	100% keputusan permohonan dalam tempoh 45 hari dikendalikan	TP	100%	TP	1	100%	100%	TP	100%	0%	32	100%	100%	33	100%	100%	33	100%	100%	33	100%	100%	33	100%	100%	3	100%	100%	168	100%	100%	100%	100%	100%
9	Proses Permohonan Lesen Perniagaan Tidak Berisiko Tinggi (KPI YB SUK)	JPL	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%	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)	JPL	87% diproses dalam tempoh 14 hari	N/A	87%	100%	N/A	87%	100%	N/A	87%	100%	N/A	87%	100%	N/A	87%	100%	N/A	87%	100%	N/A	87%	100%	N/A	87%	100%	N/A	87%	100%	N/A	87%	95%	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%	2	2	100%	2	2	100%	2	2	100%	18	18	100%	18	18	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%	50	50	100%	50	50	100%	50	50	100%	450	450	100%	450	450	100%
13	Semakan Iklan haram & berlesen	JPK	30 semakan/ bulan	19	30	63%	18	30	60%	23	30	77%	19	30	63%	21	30	70%	18	30	60%	21	30	70%	22	30	73%	18	30	60%	179	270	66%	270	270	66%
14	Sitaan	JPK	30 sitaan/ setahun	7	2.5	280%	12	2.5	480%	6	2.5	240%	5	2.5	200%	13	2.5	520%	TL	2.5	TL	6	2.5	240%	7	2.5	280%	17	2.5	680%	73	22.5	324%	22.5	22.5	324%
15	Pengurusan Kawalan Vektor	JKKA	20 aktiviti/ bulan	20	20	100%	20	20	100%	4	20	20%	4	20	20%	2	20	10%	2	20	10%	6	20	30%	14	20	70%	11	20	55%	83	180	46%	180	180	46%
16	Pengredan Tandas Awam	JKKA	7 tandas/ bulan	29	7	414%	7	7	100%	TL	7	TL	TL	7	TL	TL	7	TL	TL	7	TL	TL	7	TL	1	7	14%	8	7	114%	45	63	71%	63	63	71%
17	Pengredan Premis Makanan	JPL	15 premis/ bulan	39	15	260%	7	15	47%	TL	15	TL	TL	15	TL	TL	15	TL	TL	15	TL	TL	15	TL	TL	15	TL	TL	15	TL	46	135	34%	135	135	34%
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%	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%	N/A	100%	100%	N/A	100%	100%	N/A	100%	100%	N/A	100%	100%
20	Perakuan pelan Tatatur	JPB	100% permohonan diperakui di dalam tempoh 7 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%	N/A	100%	100%	N/A	100%	100%	N/A	100%	91%	100%	100%	91%
21	Ulasan permohonan kebenaran merancang	JPB	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%	N/A	100%	100%	N/A	100%	100%	N/A	100%	100%	N/A	100%	100%	N/A	100%	100%	N/A	100%	100%
22	Proses pelan bangunan (prosedur 01)	JKB	100% keputusan permohonan di dalam tempoh 5 Hari	N/A	100%	4%	N/A	100%	24%	N/A	100%	66%	N/A	100%	14%	N/A	100%	16%	N/A	100%	59%	N/A	100%	86%	N/A	100%	56%	N/A	100%	97%	N/A	100%	47%	100%	100%	47%
23	Proses pelan bangunan (prosedur 02,04,06)	JKB	100% keputusan permohonan di dalam tempoh 14 hari	N/A	100%	73%	N/A	100%	86%	N/A	100%	28%	N/A	100%	61%	N/A	100%	61%	N/A	100%	67%	N/A	100%	98%	N/A	100%	64%	N/A	100%	33%	N/A	100%	88%	100%	100%	88%
24	Proses pelan bangunan (prosedur 03)	JKB	100% keputusan permohonan di dalam tempoh 21 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%	N/A	100%	89%	N/A	100%	100%	N/A	100%	100%	100%	100%	100%
25	Penguatkuasaan bangunan tanpa kelulusan	JKB	15 pemantauan/ bulan	10	15	67%	34	15	227%	28	15	187%	20	15	133%	8	15	53%	12	15	80%	14	15	93%	24	15	160%	15	15	100%	165	135	122%	135	135	122%
26	Proses Pelan Lanskap	JLN	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%	N/A	100%	100%	N/A	100%	100%	N/A	100%	100%	N/A	100%	100%
27	Penanaman Pokok Ameniti	JLN	250 batang/ sebulan	TP	250	TP	3763	250	1505%	2726	250	1090%	12,095	250	4838%	6,920	250	2768%	11,560	250	4624%	10,190	250	4076%	1,322	250	529%	TP	250	TP	48,576	2,250	2159%	2,250	2,250	2159%
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%	TP	100%	0%	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%
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%	TP	100%	0%	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%
30	Pemeriksaan penyelenggaraan harta Majlis (Lampu Awam)	JK	10 semakan/ bulan	10	10	100%	10	10	100%	12	10	120%	10	10	100%	10	10	100%	10	10	100%	16	10	100%	10	10	100%	10	10	100%	98	90	109%	90	90	109%
31	Pemantauan Projek Pembangunan (Tender)	JK	4 pemantauan/ bulan	TP	4	TP	TP	4	TP	TP	4	TP	TP	4	TP	TP	4	TP	TP	4	TP	TP	4	TP	TP	4	TP	TP	4	TP	0	36	0%	36	36	0%
32	Membuat "Back Up" data	JTM	4 aktiviti/ bulan	4	4	100%	4	4	100%	4	4	100%	4	4	100%	4	4	100%	4	4	100%	4	4	100%	4	4	100%	4	4	100%	36	36	100%	36	36	100%

0 - Pencapaian KPI

E - Maklumat tidak lengkap

TL - Tiada Laporan Diterima

175%

Nota:

Pencapaian bagi bulan September haruslah berada pada tahap 68% bagi mencapai Pencapaian Keseluruhan sebanyak 90%