

**PRESTASI PIAGAM PELANGGAN**  
**UNIT B & C (PENDAFTARAN & GERAN)**

**LAPORAN KEMAJUAN URUSNIAGA/BUKAN URUSNIAGA**

(Februari 2026)

| Janji                     |                                          | Menepati Tempoh Masa/Standard Piagam Pelanggan |                       | Tidak Menepati Tempoh Masa/Standard Piagam Pelanggan |                             | Jumlah Perkhidmatan |
|---------------------------|------------------------------------------|------------------------------------------------|-----------------------|------------------------------------------------------|-----------------------------|---------------------|
| Bil.                      | Urusan                                   | Jumlah Menepati Standard*                      | Menepati Standard*(%) | Jumlah Tidak Menepati Standard*                      | Tidak Menepati Standard*(%) |                     |
| 1.                        | Pindahmilik (Tanah/Gadaian/Pajakan)      | 82                                             | 100%                  | 0                                                    | 0%                          | 63                  |
| 2.                        | Gadaian (Tanah/Pajakan)                  | 10                                             | 100%                  | 0                                                    | 0%                          | 5                   |
| 3.                        | Pajakan                                  | 0                                              | 100%                  | 0                                                    | 0%                          | 0                   |
| 4.                        | Melepaskan Gadaian                       | 5                                              | 100%                  | 0                                                    | 0%                          | 4                   |
| 5.                        | Kaveat                                   | 17                                             | 100%                  | 0                                                    | 0%                          | 11                  |
| 6.                        | Pemotongan/TarikBalik/Pe mbatalan Kaveat | 12                                             | 100%                  | 0                                                    | 0%                          | 3                   |
| 7.                        | Pesaka                                   | 35                                             | 100%                  | 0                                                    | 0%                          | 30                  |
| 8.                        | Perintah Mahkamah                        | 0                                              | 100%                  | 0                                                    | 0%                          | 0                   |
| 9.                        | Lain-lain                                | 14                                             | 100%                  | 0                                                    | 0%                          | 0                   |
| <b>JUMLAH KESULURUHAN</b> |                                          |                                                |                       |                                                      |                             | <b>116</b>          |