

## LAPORAN PENCAPAIAN PIAGAM PELANGGAN KESELURUHAN MAJLIS DAERAH BANDAR BARU 2026

| BIL. | PIAGAM PELANGGAN                                                                                       | BAHAGIAN/ UNIT               | JENIS DATA                                         | BIL. / PERATUS | JAN  | FEB  | MAC  | APR | MEI  | JUN | JUL | OGOS | SEPT | OCT | NOV | DIS | PENCAPAIAN KESELURUHAN |     |
|------|--------------------------------------------------------------------------------------------------------|------------------------------|----------------------------------------------------|----------------|------|------|------|-----|------|-----|-----|------|------|-----|-----|-----|------------------------|-----|
|      |                                                                                                        |                              |                                                    |                |      |      |      |     |      |     |     |      |      |     |     |     | Jumlah Capai Piagam    |     |
| 1    | Sentiasa bersedia memberikan layanan terhadap sebarang permasalahan dengan segera, mesra dan bersopan. | Pentadbiran                  | Data Aduan                                         | Bil.           | 13   | 17   | 10   | 8   | 12   | 16  |     |      |      |     |     |     | 76                     |     |
|      |                                                                                                        | Kesihatan                    | Data Kaunter Kutipan Lesen                         | Bil.           | 245  | 78   | 61   | 80  | 50   | 48  |     |      |      |     |     |     | 562                    |     |
|      |                                                                                                        | OSC                          |                                                    |                |      |      |      |     |      |     |     |      |      |     |     |     |                        |     |
|      |                                                                                                        | Kewangan                     | Layanan kaunter penerimaan                         | Bil.           | 2487 | 2584 | 1587 | 845 | 1158 | 987 |     |      |      |     |     |     | 9648                   |     |
|      |                                                                                                        | Perancang                    |                                                    |                |      |      |      |     |      |     |     |      |      |     |     |     |                        |     |
|      |                                                                                                        | Penilaian                    |                                                    |                |      |      |      |     |      |     |     |      |      |     |     |     |                        |     |
|      |                                                                                                        | Kejuruteraan                 |                                                    |                |      |      |      |     |      |     |     |      |      |     |     |     |                        |     |
|      |                                                                                                        | Teknologi Maklumat / ePBT    | Kandungan Laman Web / FB / Instagram / Twitter     | Bil.           | 6    | 9    | 9    | 7   | 6    | 6   |     |      |      |     |     |     | 43                     |     |
| 2    | Sentiasa berusaha dan mempertingkatkan kualiti perkhidmatan yang menjadi teras MDBB.                   | Pentadbiran                  | HRMIS (Data Profil Perkhidmatan)                   | %              | 100  | 100  | 100  | 100 | 100  | 100 |     |      |      |     |     |     | 600                    |     |
|      |                                                                                                        |                              | HRMIS (Data Rekod Peribadi)                        | %              | 100  | 100  | 100  | 100 | 100  | 100 |     |      |      |     |     |     | 600                    |     |
|      |                                                                                                        | Kesihatan                    |                                                    |                |      |      |      |     |      |     |     |      |      |     |     |     |                        |     |
|      |                                                                                                        | Perundangan & Penguatkuasaan | Penyelesaian Aduan Penguatkuasaan                  | Bil.           | 5    | 8    | 4    | 6   | 5    | 7   |     |      |      |     |     |     | 35                     |     |
|      |                                                                                                        | Perundangan & Penguatkuasaan | Notis / Komaun Dikeluarkan                         | Bil.           | 2    | 4    | 1    | 2   | 1    | 2   |     |      |      |     |     |     | 12                     |     |
|      |                                                                                                        | OSC                          |                                                    |                |      |      |      |     |      |     |     |      |      |     |     |     |                        |     |
|      |                                                                                                        | Kewangan                     | Pembayaran Bil, Invois dan Pesanan Kerajaan        | Bil.           | 10   | 25   | 15   | 28  | 21   | 23  |     |      |      |     |     |     |                        | 122 |
|      |                                                                                                        |                              | Layanan atas talian (CIMB Clicks, JomPAY & PBTPay) | Bil.           | 34   | 15   | 20   | 13  | 22   | 15  |     |      |      |     |     |     |                        | 119 |
|      |                                                                                                        |                              | Layanan Atas talian (Pos Online)                   | Bil.           | 1    | 1    | 1    | 1   | 2    | 1   |     |      |      |     |     |     |                        | 7   |
|      |                                                                                                        | Kejuruteraan Bangunan        | Kelulusan Permit Bangunan Sementara                | Bil.           | 5    | 4    | 1    | 3   | 2    | 1   |     |      |      |     |     |     |                        | 16  |
|      |                                                                                                        | Penilaian                    |                                                    |                |      |      |      |     |      |     |     |      |      |     |     |     |                        |     |

|   |                                                                                                                                                               |                         |                                                  |      |   |    |   |    |   |   |  |  |  |  |  |    |
|---|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|--------------------------------------------------|------|---|----|---|----|---|---|--|--|--|--|--|----|
| 3 | Sentiasa memastikan pembangunan membabitkan projek kerajaan dan inisiatif swasta / individu dipantau melalui peraturan dan kawalan yang teratur dan berkesan. | Pentadbiran             |                                                  |      |   |    |   |    |   |   |  |  |  |  |  |    |
|   |                                                                                                                                                               | Kesihatan               |                                                  |      |   |    |   |    |   |   |  |  |  |  |  |    |
|   |                                                                                                                                                               | OSC                     | Kelulusan Kebenaran Merancang                    | Bil. | 2 | 1  | 0 | 2  | 1 | 0 |  |  |  |  |  | 6  |
|   |                                                                                                                                                               |                         | Kelulusan Secara Serentak KM                     | Bil. | 2 | 0  | 1 | 1  | 1 | 2 |  |  |  |  |  | 7  |
|   |                                                                                                                                                               |                         | Kelulusan Pelan Kejuruteraan                     | Bil. | 0 | 0  | 1 | 1  | 1 | 0 |  |  |  |  |  | 3  |
|   |                                                                                                                                                               | Kewangan                |                                                  |      |   |    |   |    |   |   |  |  |  |  |  |    |
|   |                                                                                                                                                               | Perancang               |                                                  |      |   |    |   |    |   |   |  |  |  |  |  |    |
|   |                                                                                                                                                               | Penilaian               | Pindah Milik                                     | Bil. | 5 | 10 | 3 | 8  | 6 | 4 |  |  |  |  |  | 36 |
|   |                                                                                                                                                               |                         | Permohonan Sewaan Ruang niaga                    | Bil. | 3 | 5  | 0 | 15 | 8 | 7 |  |  |  |  |  | 38 |
|   |                                                                                                                                                               | Kejuruteraan / Bangunan | Kelulusan Pelan Pindaan/ Tambahan Bangunan       | Bil. | 3 | 2  | 5 | 3  | 4 | 7 |  |  |  |  |  | 24 |
|   |                                                                                                                                                               | OSC                     | Pelan Bangunan                                   | Bil. | 0 | 0  | 1 | 1  | 1 | 1 |  |  |  |  |  | 4  |
|   |                                                                                                                                                               |                         | CFO/CCC                                          | Bil. | 0 | 0  | 1 | 1  | 1 | 1 |  |  |  |  |  | 4  |
| 4 | Sentiasa mengutamakan aspek kesejahteraan hidup rakyat.                                                                                                       | Pentadbiran             |                                                  |      |   |    |   |    |   |   |  |  |  |  |  |    |
|   |                                                                                                                                                               | Kesihatan               |                                                  |      |   |    |   |    |   |   |  |  |  |  |  |    |
|   |                                                                                                                                                               | OSC                     |                                                  |      |   |    |   |    |   |   |  |  |  |  |  |    |
|   |                                                                                                                                                               | Kewangan                |                                                  |      |   |    |   |    |   |   |  |  |  |  |  |    |
|   |                                                                                                                                                               | Perancang               |                                                  |      |   |    |   |    |   |   |  |  |  |  |  |    |
|   |                                                                                                                                                               | Penilaian               |                                                  |      |   |    |   |    |   |   |  |  |  |  |  |    |
|   |                                                                                                                                                               | Kejuruteraan            | Penyelenggaraan Infrastruktur/ Bencana/ Bangunan | Bil. | 0 | 0  | 0 | 0  | 2 | 0 |  |  |  |  |  | 2  |