

Example: Calculation of Service standard for:

Processing and approval of land lots	*within 8 working days
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*** Note: The service standards mentioned is a “start-stop approach” ie it excludes the time taken by surveyors to attend to any queries raised for jobs which are not in order. Upon return of queries, the duration of the service standard will NOT start from day one again but continue from the time when the queries were returned.**

Example:

Surveyor submits land lot job on : 7-1-2019
 Job was submitted incorrectly, queries were raised by SGD on : 11-1-2019
 Surveyor attended to the queries and returned job on : 14-1-2019
 Submission will be approved by the next 4 working days (see below) : 18-1-2019

Balance of Service Standard for approving the job by Survey & Geomatics Division (SGD) is:

8 working days (Service std) - 4 working days already attended by SGD (16-1-2019 minus 11-1-2019 minus weekend, 12-13 Jan 2019) = balance of **4 working days** (from the time surveyor attended and returned the queries) for SGD to meet the service standard.