

**Example** : Calculation of Service standard for:

Processing and approval of land lots	*within 14 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	:	5-1-2009
Job was submitted incorrectly, queries were raised by SS on	:	15-1-2009
Surveyor attended to the queries and returned job on	:	21-1-2009
Submission will be approved by the next 6 working days (see below)	:	29-1-2009

**Balance of Service Standard for approving the job by Survey Services is :**

14 working days (Service std) - 8 working days already attended by SS (15-1-09 minus 5-1-09 minus weekend, 10-11 Jan 09) = balance of **6 working days** (from the time surveyor attended and returned the queries) for SS to meet the service standard.