

**PERAK STATE SECRETARIAT CLIENT CHARTER ACHIEVEMENT REPORT
FOR APRIL 2022**

NO.	CLIENT CHARTER PLEDGES 2022	PERIOD	ACHIEVEMENTS	ACHIEVEMENT PERCENTAGE	ACTION BY
1.	Development project proposal applications.	90 working days	For April 2022 , 4 applications and project proposals were received and the results forwarded within 3 months.	100% (4 Projects) Jan-Apr Achievement: (10 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	For April 2022 , no socio-economic inputs and suggestions were provided within 14 working days.	100% (0 Inputs) Jan- Apr Achievement: (3 Inputs)	
3.	To resolve repair complaints / maintenance of Bangunan Perak Darul Ridzuan:				MSD
	a) Emergency repairs	24 hours	15 complaints were received in April 2022 and all the emergency repair complaints (minor) were resolved within the stipulated timeframe.	100% (15 Maintenance works) Jan- Apr Achievement: (49 Maintenance works)	
	b) Minor repairs	3 working days	3 minor complaints were received in April 2022 and all the complaints were resolved within the stipulated timeframe.	100% (3 Complaints) Jan- Apr Achievement: (25 Maintenance works)	

	c) Major repairs	365 days	One major repair complaint was reported in April 2022 . Early reporting was done according to the stipulated timeframe.	100% (1 Maintenance work) Jan- Apr Achievement: (4 Maintenance works)	
4.	To issue payments vouchers to suppliers.	10 days from the date of receipt of duly completed invoices.	For April 2022 , 562 vouchers totalling RM2,072,316.77 were issued and payments made according to the stipulated timeframe.	100% (562 Vouchers) Jan- Apr Achievement: (1,495 Vouchers)	
5.	To make payments to successful Perak State Higher Education Loan applicants for the new session.	21 days	For April 2022 , 90 vouchers totalling RM1,175,200.00 were issued and payments made according to the stipulated timeframe.	100% (90 Vouchers) Jan- Apr Achievement: (275 Vouchers)	
6.	To send written notices to all State Assemblymen.	14 days before the State Assembly Sitting	Written notices sent to all State Assemblymen on:- 1. 22.2.2022 for the State Assembly Sitting on 28.3.2022.	100%	
7.	To ensure the State Executive Council meeting decisions are distributed.	2 working days	State Executive Council meeting decisions were distributed within 2 working days from the date of confirmation of minutes. Details: 1. 6.4.2022 Confirmation of Exco Meeting Minutes No.2064 Distributed on 7.4.2022 2. 13.4.2022 Confirmation of Exco Meeting Minutes No.2065 Distributed on 14.4.2022		SA & SECD

			3. 20.4.2022 Confirmation of Exco Meeting Minutes No.2066 Distributed on 21.3.2022 4. 27.4.22 Confirmation of Exco Meeting Minutes No.2067 Distributed on 28.4.2022	100%	
8.	To forward confirmation of service applications to the Perak PSC.	15 days	Confirmation of Service: 22 applications	100% (22 Applications) Jan- Apr Achievement: (49 Applications)	HRMD
9.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: 2 applications	100% (2 Applications) Jan- Apr Achievement: (3 Applications)	
10.	To forward extension of probation period applications to the Perak PSC.	15 days	Extension of Probation: 0 applications	100% (0 Applications) Jan- Apr Achievement: (0 applications)	
11.	To process duly completed applications for overseas travels via the e-Petra System.	7 working days	For April 2022 , 1 overseas travel application was processed within 7 working days upon receipt of duly completed application until approval was obtained from the SS/Dep.SS (Management) or HRM DIVISION SECRETARY.	100% (1 Application) Jan- Apr Achievements (18 Applications)	

12	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	9 working days	For April 2022, 2 PBTs had submitted their claims and SMK payments totalling RM262,246.55 were made within the stipulated timeframe.	100% (2 PBTs) Jan- Apr Achievement: (17 PBTs)	LGD
13.	To give approvals / letters of authority to the PBTs after the Development Meeting.	3 working days	For April 2022, 4 approval letters for 8 P07 projects totalling RM355.000.00 and 14 approval letters for 14 P08 Projects (Collection of Rubbish outside the PBT Operations Areas) for Kampung / New Sites totalling RM1,750,000.00 were issued within 3 days on 20 April 2022 after the development meeting on 15 April 2022 (Friday).	100% (18 Letters of Authority) Jan- Apr Achievement: (59 Letters of Authority)	
14.	To provide feedback on complaints received to complainants via the SISPAA system.	3 working days	For April 2022, 2 complaints were received and all forwarded to the relevant authorities within 3 working days.	100% (2 Complaints) Jan- Apr Achievement: (6 Complaints)	CD
15.	To resolve / take actions on Public Complaints via the SISPAA system				
	Normal	14 working days	2 complaints still pending:- 1 (Menteri Besar's Office) 1 (Corporate Division)		
	Complex	365 days	No complaints		
16.	To submit balanced and independent audit findings/reports to the Audit Committee.	Quarterly: March, June, September, November	Audit findings reports were completed and tabled at the Audit Committee Meeting No. 1/2022 on 13 April 2022.	100% (Reports)	IAD

17.	To resolve complaints / maintenance of application systems within the stipulated timeframe for the following categories:				
	a) Small	15 working days	68 complaints	100% (69 Maintenance Works)	IMD
	b) Medium	30 working days	1 complaint		
	c) Large	80 working days	0 complaints		
	From January – April 2022 , 195 complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below: Small – 191 complaints / maintenance of application systems Medium – 4 complaints / maintenance of application systems Large – 0 complaints / maintenance of application system				
18.	To carry out maintenance of the Perak ICT network efficiently and effectively within the stipulated timeframe. To provide support services to the network based on the number of complaints received. For 90% of the complaints received, actions need to be taken within the timeframe as follows:				
	a) Distance less than 25km	1 working day	46 complaints of less than 25km (inside Perak State Secretariat building) were resolved within the stipulated timeframe. 1 complaint of less than 25km (Central) was resolved within the stipulated timeframe.	100% (23 Maintenance Works)	
	b) Distance more than 25km	2 working days	1 complaint of more than 25km (Southern) was resolved within the stipulated timeframe.	100% (1 Maintenance Work)	
19.	To make payments for Financial Aid Applications to State Sports Associations.	7 working days	558 duly completed applications for financial aid were paid within 7 working days from the date of receipt of applications as approved by the Director for April 2022 .	100% (558 Applications) Jan- Apr Achievement: (2177 Applications)	PSC

20.	To inform the staff concerned of the disciplinary action decisions within the stipulated timeframe.	14 working days from the date of meeting	4 disciplinary action decisions were disclosed to the staff concerned within 14 days from the date the punishments were handed down.	100%	INTEGRITY
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