

**PERAK STATE SECRETARIAT CLIENT CHARTER ACHIEVEMENT REPORT
UNTIL DECEMBER 2022**

NO.	CLIENT CHARTER PLEDGES 2022	PERIOD	ACHIEVEMENTS	ACHIEVEMENT PERCENTAGE	ACTION BY
1.	Development project proposal applications.	90 working days	For December 2022 , no applications and project proposals were received.	100% (0 Projects) Jan-Dec Achievement: (24 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	For December 2022 , 1 socio-economic input and suggestion was provided within 14 working days. 1. Input for preparation of answers for 1st Year of 15th State Assembly Date requested: 8 Dec 2022 Date given: 15 Dec 2022	100% (0 Inputs) Jan-Dec Achievement: (12 Inputs)	
3.	To resolve repair complaints / maintenance of Bangunan Perak Darul Ridzuan:				MSD
	a) Emergency repairs	24 hours	16 complaints were received in December 2022 and all the emergency repair complaints (minor) were resolved within the stipulated timeframe.	100% (16 Maintenance works) Jan-Dec Achievement: (150 Maintenance works)	
	b) Minor repairs	3 working days	13 minor complaints were received in December 2022 and all the complaints were resolved within the stipulated timeframe.	100% (13 Complaints) Jan-Dec Achievement: (146 Maintenance works)	

	c) Major repairs	365 days	No major repair complaints were reported in December 2022 . Early reporting was done according to the stipulated timeframe.	100% (0 Maintenance works) Jan-Dec Achievement: (8 Maintenance works)	
4.	To issue payments vouchers to suppliers.	10 days from the date of receipt of duly completed invoices.	For December 2022 , 154 vouchers totalling RM335,117.79 were issued and payments made according to the stipulated timeframe.	100% (154 Vouchers) Jan-Dec Achievement: (3,988 Vouchers)	
5.	To make payments to successful Perak State Higher Education Loan applicants for the new session.	21 days	For December 2022 , no vouchers were issued as the account was closed on 30 November 2022.	100% (0 Vouchers) Jan-Dec Achievement: (1,109 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 2. 20.6.2022 for the State Assembly Sitting on 18.7.2022 3. 30.11.2022 for the State Assembly Sitting on 19.12.2022 4. 30.11.2022 for the State Assembly Sitting on 20.12.2022	100%	SA & SECD
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. 7.12.2022 Confirmation of Exco Meeting Minutes No.2088 Distributed on 8.12.2022 2. 14.12.2022 Confirmation of Exco Meeting Minutes No.2089 Distributed on 15.12.2022 3. 14.12.2022 Confirmation of Exco Meeting Minutes No.2090 Distributed on 15.12.2022	100%	
8.	To forward confirmation of service applications to the Perak PSC.	15 days	Confirmation of Service: 17 applications	100% (17 Applications) Jan-Dec Achievement: (186 Applications)	HRMD
9.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: 23 applications	100% (23 Applications) Jan-Dec Achievement: (85 Applications)	
10.	To forward extension of probation period applications to the Perak PSC.	15 days	Extension of Probation: 4 applications	100% (4 Applications) Jan-Dec Achievement: (14 applications)	
11.	To process duly completed applications for overseas travels via the e-Petra System.	7 working days	For December 2022, 31 overseas travel applications were processed within 7 working days upon receipt of duly completed applications until approval was obtained from the SS/Dep.SS (Management) or HRM DIVISION SECRETARY.	100% (31 Applications) Jan-Dec Achievements (268 Applications)	

12	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	9 working days	No SMK claims were processed in December 2022. All 17 PBT claims were completed in April 2022. SMK payments totalling RM1,994,536.91 were made within the stipulated timeframe.	100% (0 PBTs) Jan-Dec Achievement: (17 PBTs)	LGD
13.	To give approvals / letters of authority to the PBTs after the Development Meeting.	3 working days	No expenditure approval meetings were held in December 2022.	100% (0 Letters of Authority) Jan-Dec Achievement: (65 Letters of Authority)	
14.	To provide feedback on complaints received to complainants via the SISPAA system.	3 working days	For December 2022, 8 complaints were received and all forwarded to the relevant authorities within 3 working days.	100% (8 Complaints) Jan-Dec Achievement: (39 Complaints)	CD
15.	To resolve / take actions on Public Complaints via the SISPAA system				
	Normal	14 working days	3 complaints still pending: - Local Government Division (2) - Perak MB's Office (1)		
	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. 3/2022 on 3 October 2022 (First Meeting) and 5 October 2022 (Continuation Second Meeting).	100% (Reports)	IAD

17.	To resolve complaints / maintenance of application systems within the stipulated timeframe for the following categories:				
	a) Small	15 working days	28 complaints	100% (29 Maintenance Works)	IMD
	b) Medium	30 working days	1 complaint		
	c) Large	80 working days	0 complaints		
	From January – December 2022 , 529 complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below: Small – 512 complaints / maintenance of application systems Medium – 13 complaints / maintenance of application systems Large – 4 complaint / 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	44 complaints of less than 25km (Bangunan Perak) were resolved within the stipulated timeframe. 1 complaint of less than 25km (Central) was resolved within the stipulated timeframe.	100% (45 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	19 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 December 2022 .	100% (19 Applications) Jan-Dec Achievement: (6,277 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	Until 31 December 2022 , 17 disciplinary action decisions were disclosed to the staff concerned within 14 days from the date of meeting.	100%	INTEGRITY