

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

NO.	CLIENT CHARTER PLEDGES 2022	PERIOD	ACHIEVEMENTS	ACHIEVEMENT PERCENTAGE	ACTION BY
1.	Development project proposal applications.	90 working days	For February 2022 , 2 applications and project proposals were received and the results forwarded within 3 months.	100% (2 Projects) Jan-Feb Achievement: (3 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	For February 2022 , 1 socio-economic input and suggestion was provided within 14 working days.	100% (1 Input) Jan-Feb Achievement: (3 Inputs)	
3.	To resolve repair complaints / maintenance of Bangunan Perak Darul Ridzuan:				MSD
	a) Emergency repairs	24 hours	6 complaints were received in February 2022 and all the emergency repair complaints (minor) were resolved within the stipulated timeframe.	100% (6 Maintenance works) Jan-Feb Achievement: (12 Maintenance works)	
	b) Minor repairs	3 working days	7 minor complaints were received in February 2022 and resolved within the stipulated timeframe.	100% (7 Complaints) Jan-Feb Achievement: (18 Maintenance works)	

	c) Major repairs	365 days	2 major repair complaints were reported in February 2022 . Early reporting was done within the stipulated timeframe.	100% (2 Maintenance works) Jan-Feb Achievement: (3 Maintenance works)	
4.	To issue payments vouchers to suppliers.	10 days from the date of receipt of duly completed invoices.	163 vouchers totalling RM404,497.21 were issued and payments made according to the stipulated timeframe.	100% (163 Vouchers) Jan-Feb Achievement: (301 Vouchers)	
5.	To make payments to successful Perak State Higher Education Loan applicants for the new session.	21 days	14 vouchers totalling RM50,962.05 were issued and payments made according to the stipulated timeframe.	100% (14 Vouchers) Jan-Feb Achievement: (46 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. Nil	0%	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: 9.2.2022 Confirmation of Exco Meeting Minutes No.2057 Distributed on 9.2.2022 16.2.2022 Confirmation of Exco		

			Meeting Minutes No.2058 Distributed on 16.2.2022 23.2.2022 Confirmation of Exco Meeting Minutes No.2059 Distributed on 24.2.2022	100%	
8.	To forward confirmation of service applications to the Perak PSC.	10 days	Confirmation of Service: 11 applications	100% (11 Applications) Jan-Feb Achievement: (17 Applications)	HRMD
9.	To forward offer of pension status applications to the Perak PSC.	10 days	Offer of Pension Status: 0 applications	100% (0 Applications) Jan-Feb Achievement: (0 Applications)	
10.	To forward extension of probation period applications to the Perak PSC.	10 days	Extension of Probation: 0 applications	100% (0 Applications) Jan-Feb Achievement: (0 applications)	
11.	To process duly completed applications for overseas travels via the e-Petra System.	7 working days	For February 2022 , 7 overseas travel applications were 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% (2 Applications) Jan-Feb Achievements (9 Applications)	

12	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	9 days	For February 2022 , 5 PBTs had submitted their claims and SMK payments totalling RM1,184,147.97 were made within the stipulated timeframe.	100% (5 PBTs) Jan-Feb Achievement: (13 PBTs)	LGD
13.	To give approvals / letters of authority to the PBTs after the Development Meeting.	3 days	For February 2022 , 14 approval letters for 17 P07 projects and maintenance totalling RM1,270.301.25 were issued in 1 day on 25 February 2022 after the development meeting on 24 February 2022 .	100% (14 Letters of Approval) Jan-Feb Achievement: (33 Letters of Approval)	
14.	To provide feedback on complaints received to complainants via the SISPAA system.	3 working days	For February 2022 , 2 complaints were received and forwarded to the relevant authorities within 3 working days.	100% (2 Complaints) Jan-Feb Achievement: (4 Complaints)	CD
15.	To resolve / take actions on Public Complaints via the SISPAA system				
	Normal	14 working days	1 complaint resolved, 1 complaint still pending: 1 Local Government Division	100% (2 Complaints)	
	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. 4 2021 on 24 November 2021.	100% (Reports)	IAD

17.	To resolve complaints / maintenance of application systems within the stipulated timeframe for the following categories:				
	a) Small	15 working days	41 complaints	100% (41 Maintenance Works)	IMD
	b) Medium	30 working days	0 complaints		
	c) Large	80 working days	0 complaint		
	From January – February 2022 , 91 complaints / maintenance applications were resolved within the stipulated timeframe as per the categories below: Small – 91 complaints / maintenance applications Medium – 0 complaint / maintenance applications Large – 0 complaints / maintenance applications				
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	16 complaints of less than 25km (inside Perak State Secretariat building) were resolved within the stipulated timeframe.	100% (16 Maintenance Works)	
	b) Distance more than 25km	2 working days	1 complaint of more than 25km (Northern) 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	525 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 February 2022 .	100% (525 Applications) Jan-Feb Achievement: (1029 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	1 disciplinary action decision was disclosed to the staff concerned within 14 days from the date the punishment was handed down.	100%	INTEGRITY
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