

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

NO.	CLIENT CHARTER PLEDGES 2021	PERIOD	ACHIEVEMENTS	ACHIEVEMENT PERCENTAGE	ACTION BY
1.	Development project proposal applications.	90 working days	For January 2022 , 1 application and project proposal was received and the result forwarded within 3 months.	100% (1 Project) January Achievement: (1 Project)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	For January 2022 , 2 socio-economic inputs and suggestions were provided within 14 working days.	100% (2 Inputs) January Achievement: (2 Inputs)	
3.	To resolve repair complaints / maintenance of Bangunan Perak Darul Ridzuan:				MSD
	a) Emergency repairs	24 hours	13 complaints were received in January 2022 and all the emergency repair complaints (minor) were resolved within the stipulated timeframe.	100% (13 Maintenance works) January Achievement: (13 Maintenance works)	
	b) Minor repairs	3 working days	1 minor complaint was received in January 2022 and resolved within the stipulated timeframe.	100% (1 Maintenance work) January Achievement: (1 Maintenance work)	

	c) Major repairs	365 days	No major repair complaints reported in January 2022.	100% (0 Maintenance works) January Achievement: (0 Maintenance works)	
4.	To issue payments vouchers to suppliers.	10 days from the date of receipt of duly completed invoices.	142 vouchers totalling RM237,021.43 were issued and payments made according to the stipulated timeframe.	100% (142 Vouchers) January Achievement: (142 Vouchers)	
5.	To make payments to successful Perak State Higher Education Loan applicants for the new session.	21 days	2 vouchers totalling RM5,724.00 were issued and payments made according to the stipulated timeframe.	100% (2 Vouchers) January Achievement: (2 Vouchers)	
6.	To send written notices to all State Assemblymen.	14 days before the State Assembly Sitting	Written notices were 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: 5.1.2022 Confirmation of Exco Meeting Minutes No.2053		

			(Distributed on 10.12.2021 because all confirmation of minutes was immediate.) 12.1.2022 Confirmation of Exco Meeting Minutes No.2054 Distributed on 12.1.2022 19.1.2022 Confirmation of Exco Meeting Minutes No.2055 Distributed on 20.1.2022 26.1.2022 Confirmation of Exco Meeting Minutes No.2056 Distributed on 27.1.2022	100%	
8.	To forward confirmation of service applications to the Perak PSC.	10 days	Confirmation of Service: 6 applications	100% (6 Applications) January Achievement: (6 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) January 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) January Achievement: (0 applications)	

11.	To process duly completed applications for overseas travels via the e-Petra System.	7 working days	For January 2022 , 2 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) January Achievements (2 Applications)	
12	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	9 days	For January 2022 , no PBTs submitted their SMK claims.	100% (0 Claims) January Achievement: (0 Claims)	LGD
13.	To give approvals / letters of authority to the PBTs after the Development Meeting.	3 days	For January 2022 , no development meetings were held & no letters of authority were issued.	100% (0 Letters of Approval) January Achievement: (0 Letters of Approval)	
14.	To provide feedback on complaints received to the complainants via SISPAA system.	3 working days	For January 2022 , 5 complaints were received and all forwarded to the relevant authorities within 3 working days.	100% (5 Complaints) January Achievement: (5 Complaints)	CD
15.	To resolve / take actions on Public Complaints via SISPAA system				
	Normal	14 working days	5 complaints resolved	100%	

	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	50 complaints	100% (50 Maintenance Works)	IMD
	b) Medium	30 working days	0 complaints		
	c) Large	80 working days	0 complaint		
	For January 2022, 50 complaints / maintenance applications were resolved within the stipulated timeframe as per the categories below: Small – 50 complaints / maintenance applications Medium – 0 complaint / maintenance application 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	5 complaints of less than 25km (inside Perak State Secretariat building) were resolved within the stipulated timeframe.	100% (5 Maintenance Works)	
	b) Distance more than 25km	2 working days	No complaints	No Achievement	

19.	To make payments for Financial Aid Applications to State Sports Associations.	7 working days	No applications for financial aid were received for January 2022 .	100% (0 Applications) January Achievement: (0 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	No disciplinary action decisions.	0%	INTEGRITY