

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

NO.	CLIENT CHARTER PLEDGES 2022	PERIOD	ACHIEVEMENTS	ACHIEVEMENT PERCENTAGE	ACTION BY
1.	Development project proposal applications.	90 working days	For June 2022 , 2 applications and project proposals were received and the results forwarded within 3 months.	100% (2 Projects) Jan-June Achievement: (15 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	For June 2022 , no socio-economic inputs and suggestions were provided within 14 working days.	100% (0 Inputs) Jan-June Achievement: (3 Inputs)	
3.	To resolve repair complaints / maintenance of Bangunan Perak Darul Ridzuan:				MSD
	a) Emergency repairs	24 hours	10 complaints were received in June 2022 and all the emergency repair complaints (minor) were resolved within the stipulated timeframe.	100% (10 Maintenance works) Jan-June Achievement: (69 Maintenance works)	
	b) Minor repairs	3 working days	6 minor complaints were received in June 2022 and all the complaints were resolved within the stipulated timeframe.	100% (6 Complaints) Jan-June Achievement: (40 Maintenance works)	

	c) Major repairs	365 days	No major repair complaints were reported in June 2022 . Early reporting was done according to the stipulated timeframe.	100% (0 Maintenance works) Jan-June Achievement: (5 Maintenance works)	
4.	To issue payments vouchers to suppliers.	10 days from the date of receipt of duly completed invoices.	For June 2022 , 243 vouchers totalling RM626,630.96 were issued and payments made according to the stipulated timeframe.	100% (243 Vouchers) Jan-June Achievement: (1,901 Vouchers)	
5.	To make payments to successful Perak State Higher Education Loan applicants for the new session.	21 days	For June 2022 , 51 vouchers totalling RM117,817.10 were issued and payments made according to the stipulated timeframe.	100% (51 Vouchers) Jan-June Achievement: (389 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. 20.6.2022 for the State Assembly Sitting on 18.7.2022.	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. 2.6.2022 Confirmation of Exco Meeting Minutes No.2071 Distributed on 3.6.2022 2. 8.6.2022 Confirmation of Exco Meeting Minutes No.2072 Distributed on 9.6.2022	100%	SA & SECD

			3. 15.6.2022 Confirmation of Exco Meeting Minutes No.2073 Distributed on 16.6.2022 4. 22.6.22 Confirmation of Exco Meeting Minutes No.2074 Distributed on 23.6.2022 5. 29.6.22 Confirmation of Exco Meeting Minutes No.2075 Distributed on 30.6.2022		
8.	To forward confirmation of service applications to the Perak PSC.	15 days	Confirmation of Service: 13 applications	100% (13 Applications) Jan-June Achievement: (75 Applications)	HRMD
9.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: 15 applications	100% (15 Applications) Jan-June Achievement: (21 Applications)	
10.	To forward extension of probation period applications to the Perak PSC.	15 days	Extension of Probation: 4 applications	100% (4 Applications) Jan-June Achievement: (5 applications)	
11.	To process duly completed applications for overseas travels via the e-Petra System.	7 working days	For June 2022 , 31 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% (31 Application) Jan-June Achievements (79 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 June 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-June Achievement: (17 PBTs)	LGD
13.	To give approvals / letters of authority to the PBTs after the Development Meeting.	3 working days	No Budget Approval Meetings conducted in June 2022.	100% (0 Letters of Authority) Jan-June Achievement: (59 Letters of Authority)	
14.	To provide feedback on complaints received to complainants via the SISPAA system.	3 working days	For June 2022, 1 complaint was received and forwarded to the relevant authorities within 3 working days.	100% (1 Complaint) Jan-June Achievement: (9 Complaints)	CD
15.	To resolve / take actions on Public Complaints via the SISPAA system				
	• Normal	14 working days	No 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. 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	58 complaints	100% (58 Maintenance Works)	
	b) Medium	30 working days	0 complaints		
	c) Large	80 working days	0 complaints		
From January – June 2022 , 288 complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below: Small – 280 complaints / maintenance of application systems Medium – 8 complaints / maintenance of application systems Large – 0 complaints / maintenance of application systems					
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:				IMD
	a) Distance less than 25km	1 working day	15 complaints of less than 25km (inside Perak State Secretariat building) were resolved within the stipulated timeframe. 2 complaints of less than 25km (Central) was resolved within the stipulated timeframe.	100% (17 Maintenance Works)	
	b) Distance more than 25km	2 working days	No complaints of more than 25km (Southern) was resolved within the stipulated timeframe.	100% (0 Maintenance Works)	
19.	To make payments for Financial Aid Applications to State Sports Associations.	7 working days	737 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 June 2022 .	100% (737 Applications) Jan-June Achievement: (3433 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 June 2022 , 5 disciplinary action decisions were disclosed to the staff concerned within 14 days from the date the punishments were handed down.	100%	INTEGRITY

