

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

NO.	CLIENT CHARTER PLEDGES 2022	PERIOD	ACHIEVEMENTS	ACHIEVEMENT PERCENTAGE	ACTION BY
1.	Development project proposal applications.	90 working days	For March 2022 , 3 applications and project proposals were received and the results forwarded within 3 months.	100% (3 Projects) Jan-Mar Achievement: (6 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	For March 2022 , no socio-economic inputs and suggestions were provided within 14 working days.	100% (0 Inputs) Jan-Mar Achievement: (3 Inputs)	
3.	To resolve repair complaints / maintenance of Bangunan Perak Darul Ridzuan:				MSD
	a) Emergency repairs	24 hours	22 complaints were received in March 2022 and all the emergency repair complaints (minor) were resolved within the stipulated timeframe.	100% (22 Maintenance works) Jan-Mar Achievement: (34 Maintenance works)	
	b) Minor repairs	3 working days	4 minor complaints were received in March 2022 and all the complaints were resolved within the stipulated timeframe.	100% (4 Complaints) Jan-Mar Achievement: (22 Maintenance works)	

	c) Major repairs	365 days	No major repair complaints were reported in March 2022 .	100% (0 Maintenance works) Jan-Mar Achievement: (3 Maintenance works)	
4.	To issue payments vouchers to suppliers.	10 days from the date of receipt of duly completed invoices.	For March 2022 , 632 vouchers totalling RM1,723,810.23 were issued and payments made according to the stipulated timeframe.	100% (632 Vouchers) Jan-Mar Achievement: (933 Vouchers)	
5.	To make payments to successful Perak State Higher Education Loan applicants for the new session.	21 days	For March 2022 , 139 vouchers totalling RM486,777.10 were issued and payments made according to the stipulated timeframe.	100% (139 Vouchers) Jan-Mar Achievement: (185 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%	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. 2.3.2022 Confirmation of Exco Meeting Minutes No.2060 Distributed on 2.3.2022 2. 9.3.2022 Confirmation of Exco Meeting Minutes No.2061 Distributed on 10.3.2022		

			3. 16.3.2022 Confirmation of Exco Meeting Minutes No.2062 Distributed on 17.3.2022 4. 23.3.22 Confirmation of Exco Meeting Minutes No.2063 Distributed on 23.3.2022	100%	
8.	To forward confirmation of service applications to the Perak PSC.	15 days	Confirmation of Service: 10 applications	100% (10 Applications) Jan-Mar Achievement: (27 Applications)	HRMD
9.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: 1 application	100% (1 Application) Jan-Mar Achievement: (1 Application)	
10.	To forward extension of probation period applications to the Perak PSC.	15 days	Extension of Probation: 0 applications	100% (0 Applications) Jan-Mar Achievement: (0 applications)	
11.	To process duly completed applications for overseas travels via the e-Petra System.	7 working days	For March 2022 , 8 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% (8 Applications) Jan-Mar Achievements (17 Applications)	

12	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	9 days	For March 2022 , 2 PBTs had submitted their claims and SMK payments totalling RM90,165.12 were made within the stipulated timeframe.	100% (2 PBTs) Jan-Mar Achievement: (15 PBTs)	LGD
13.	To give approvals / letters of authority to the PBTs after the Development Meeting.	3 days	For March 2022 , 8 approval letters for 20 P07 projects and maintenance totalling RM1,334.000.00 were issued in 1 day on 22 March 2022 after the development meeting on 21 March 2022 .	100% (8 Letters of Authority) Jan-Mar Achievement: (41 Letters of Authority)	
14.	To provide feedback on complaints received to complainants via the SISPAA system.	3 working days	For March 2022 , no complaints were received.	100% (0 Complaints) Jan-Mar Achievement: (4 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. 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	32 complaints	100% (35 Maintenance Works)	IMD
	b) Medium	30 working days	3 complaints		
	c) Large	80 working days	0 complaints		
	From January – March 2022 , 126 complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below: Small – 123 complaints / maintenance of application system Medium – 3 complaints / maintenance of application system 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	21 complaints of less than 25km (inside Perak State Secretariat building) were resolved within the stipulated timeframe. 2 complaints of less than 25km (Central) were resolved within the stipulated timeframe.	100% (23 Maintenance Works)	
	b) Distance more than 25km	2 working days	1 complaint of more than 25km (Central) was resolved within the stipulated timeframe. 1 complaint of more than 25km (Northern) was resolved within the stipulated timeframe.	100% (2 Maintenance Works)	
19.	To make payments for Financial Aid Applications to State Sports Associations.	7 working days	590 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 March 2022 .	100% (590 Applications) Jan-Mar Achievement: (1619 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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