

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

NO.	CLIENT CHARTER PLEDGES 2022	PERIOD	ACHIEVEMENTS	ACHIEVEMENT PERCENTAGE	ACTION BY
1.	Development project proposal applications.	90 working days	For May 2022 , 3 applications and project proposals were received and the results forwarded within 3 months.	100% (3 Projects) Jan-May Achievement: (13 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	For May 2022 , no socio-economic inputs and suggestions were provided within 14 working days.	100% (0 Inputs) Jan-May 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 May 2022 and all the emergency repair complaints (minor) were resolved within the stipulated timeframe.	100% (10 Maintenance works) Jan-May Achievement: (59 Maintenance works)	
	b) Minor repairs	3 working days	9 minor complaints were received in May 2022 and all the complaints were resolved within the stipulated timeframe.	100% (9 Complaints) Jan-May Achievement: (34 Maintenance works)	

	c) Major repairs	365 days	One major repair complaint was reported in May 2022 . Early reporting was done according to the stipulated timeframe.	100% (1 Maintenance work) Jan-May Achievement: (5 Maintenance works)	
4.	To issue payments vouchers to suppliers.	10 days from the date of receipt of duly completed invoices.	For May 2022 , 163 vouchers totalling RM785,030.50 were issued and payments made according to the stipulated timeframe.	100% (163 Vouchers) Jan-May Achievement: (1,658 Vouchers)	
5.	To make payments to successful Perak State Higher Education Loan applicants for the new session.	21 days	For May 2022 , 63 vouchers totalling RM251,299.45 were issued and payments made according to the stipulated timeframe.	100% (63 Vouchers) Jan-May Achievement: (338 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%	
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. 11.5.2022 Confirmation of Exco Meeting Minutes No.2068 Distributed on 12.5.2022 2. 18.5.2022 Confirmation of Exco Meeting Minutes No.2069 Distributed on 19.5.2022	100%	SA & SECD

			3. 25.5.2022 Confirmation of Exco Meeting Minutes No.2070 Distributed on 26.5.2022		
8.	To forward confirmation of service applications to the Perak PSC.	15 days	Confirmation of Service: 13 applications	100% (13 Applications) Jan-May Achievement: (62 Applications)	HRMD
9.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: 3 applications	100% (3 Applications) Jan-May Achievement: (6 Applications)	
10.	To forward extension of probation period applications to the Perak PSC.	15 days	Extension of Probation: 1 application	100% (1 Application) Jan-May Achievement: (1 application)	
11.	To process duly completed applications for overseas travels via the e-Petra System.	7 working days	For May 2022 , 30 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 DIV SEC.	100% (30 Applications) Jan-May Achievements (48 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 May 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-May Achievement: (17 PBTs)	

13.	To give approvals / letters of authority to the PBTs after the Development Meeting.	3 working days	No Budget Approval Meetings conducted in May 2022.	100% (0 Letters of Authority) Jan-May Achievement: (59 Letters of Authority)	LGD
14.	To provide feedback on complaints received to complainants via the SISPAA system.	3 working days	For May 2022 , 2 complaints were received and all forwarded to the relevant authorities within 3 working days.	100% (2 Complaints) Jan-May Achievement: (8 Complaints)	CD
15.	To resolve / take actions on Public Complaints via the SISPAA system				
	Normal	14 working days	2 complaints still pending:- 1 (Menteri Besar's Office) 1 (Corporate Division)		
	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	31 complaints	100% (35 Maintenance Works)	
	b) Medium	30 working days	4 complaint		
	c) Large	80 working days	0 complaints		

	From January – May 2022 , 230 complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below: Small – 222 complaints / maintenance of application systems Medium – 8 complaints / maintenance of application systems Large – 0 complaints / maintenance of application systems				IMD
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	26 complaints of less than 25km (inside Perak State Secretariat building) were resolved within the stipulated timeframe. 4 complaints of less than 25km (Central) was resolved within the stipulated timeframe.	100% (30 Maintenance Works)	
	b) Distance more than 25km	2 working days	5 complaints of more than 25km (Southern) was resolved within the stipulated timeframe.	100% (5 Maintenance Works)	
19.	To make payments for Financial Aid Applications to State Sports Associations.	7 working days	519 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 May 2022 .	100% (519 Applications) Jan-May Achievement: (2696 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 were disclosed to the staff concerned within 14 days from the date the punishments were handed down.	100%	INTEGRITY