

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

NO.	CLIENT CHARTER PLEDGES 2022	PERIOD	ACHIEVEMENTS	ACHIEVEMENT PERCENTAGE	ACTION BY
1.	Development project proposal applications.	90 working days	For November 2022 , no applications and project proposals were received.	100% (0 Projects) Jan-Nov Achievement: (24 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	For November 2022 , no socio-economic inputs and suggestions were provided within 14 working days.	100% (0 Inputs) Jan-Nov Achievement: (10 Inputs)	
3.	To resolve repair complaints / maintenance of Bangunan Perak Darul Ridzuan:				MSD
	a) Emergency repairs	24 hours	26 complaints were received in November 2022 and all the emergency repair complaints (minor) were resolved within the stipulated timeframe.	100% (26 Maintenance works) Jan-Nov Achievement: (134 Maintenance works)	
	b) Minor repairs	3 working days	13 minor complaints were received in November 2022 and all the complaints were resolved within the stipulated timeframe.	100% (13 Complaints) Jan-Nov Achievement: (133 Maintenance works)	

	c) Major repairs	365 days	1 major repair complaint was reported in November 2022 . Early reporting was done according to the stipulated timeframe.	100% (1 Maintenance work) Jan-Nov Achievement: (8 Maintenance works)	
4.	To issue payments vouchers to suppliers.	10 days from the date of receipt of duly completed invoices.	For November 2022 , 478 vouchers totalling RM4,337,886.70 were issued and payments made according to the stipulated timeframe.	100% (478 Vouchers) Jan-Nov Achievement: (3,834 Vouchers)	
5.	To make payments to successful Perak State Higher Education Loan applicants for the new session.	21 days	For November 2022 , 140 vouchers totalling RM600,106.20 were issued and payments made according to the stipulated timeframe.	100% (140 Vouchers) Jan-Nov Achievement: (1,109 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. 2. 20.6.2022 for the State Assembly Sitting on 18.7.2022.	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. 23.11.2022 Confirmation of Exco Meeting Minutes No.2087 Distributed on 23.11.2022	100%	

8.	To forward confirmation of service applications to the Perak PSC.	15 days	Confirmation of Service: 10 applications	100% (10 Applications) Jan-Nov Achievement: (169 Applications)	HRMD
9.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: 12 applications	100% (12 Applications) Jan-Nov Achievement: (62 Applications)	
10.	To forward extension of probation period applications to the Perak PSC.	15 days	Extension of Probation: 1 application	100% (1 Application) Jan-Nov Achievement: (10 applications)	
11.	To process duly completed applications for overseas travels via the e-Petra System.	7 working days	For November 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 Applications) Jan-Nov Achievements (237 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 November 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-Nov Achievement: (17 PBTs)	LGD
13.	To give approvals / letters of authority to the PBTs after the Development Meeting.	3 working days	No expenditure approval meetings were held in November 2022 .	100% (0 Letters of Authority)	

				Jan-Nov Achievement: (65 Letters of Authority)	
14.	To provide feedback on complaints received to complainants via the SISPAA system.	3 working days	For November 2022 , 8 complaints were received all forwarded to the relevant authorities within 3 working days.	100% (8 Complaints) Jan-Nov Achievement: (31 Complaints)	CD
15.	To resolve / take actions on Public Complaints via the SISPAA system				
	Normal	14 working days	1 complaint still pending: Management Services 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. 3/2022 on 3 October 2022 (First Meeting) and 5 October 2022 (Continuation Second Meeting).	100% (Reports)	IAD
17.	To resolve complaints / maintenance of application systems within the stipulated timeframe for the following categories:				
	a) Small	15 working days	30 complaints	100% (33 Maintenance Works)	IMD
	b) Medium	30 working days	1 complaints		
	c) Large	80 working days	2 complaints		
	From January – November 2022 , 499 complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below: Small – 484 complaints / maintenance of application systems Medium – 12 complaints / maintenance of application systems Large – 3 complaint / 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	49 complaints of less than 25km (Bangunan Perak) were resolved within the stipulated timeframe. 2 complaints of less than 25km (Central) were resolved within the stipulated timeframe.	100% (51 Maintenance Works)	
	b) Distance more than 25km	2 working days	5 complaints of more than 25km (Northern) were resolved within the stipulated timeframe. 2 complaints of more than 25km (Southern) were resolved within the stipulated timeframe.	100% (7 Maintenance Work)	
19.	To make payments for Financial Aid Applications to State Sports Associations.	7 working days	383 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 November 2022 .	100% (383 Applications) Jan-Nov Achievement: (6,258 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 30 November 2022, 13 disciplinary action decisions were disclosed to the staff concerned within 14 days from the date of meeting.	100%	INTEGRITY