

**PERAK STATE SECRETARIAT CLIENT CHARTER ACHIEVEMENT REPORT
UNTIL FEBRUARY 2023**

NO.	CLIENT CHARTER PLEDGES 2023	PERIOD	ACHIEVEMENTS	ACHIEVEMENT PERCENTAGE	ACTION BY
1.	Development project proposal applications.	90 working days	For February 2023 , no applications and project proposals were received.	0% (0 Projects) Jan-Feb Achievement: (0 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	For February 2023 , 1 socio-economic input and suggestion was provided within 14 working days. 1. Request for Perak Socio-economic Data input by Information Management Division. Date requested: 9 February 2023 Date of Programme: 5 March 2023	100% (1 Input) Jan-Feb Achievement: (2 Inputs)	
3.	To resolve repair complaints / maintenance of Bangunan Perak Darul Ridzuan:				MSD
	a) Emergency repairs	24 hours	20 complaints were received in February 2023 and all the emergency repair complaints (minor) were resolved within the stipulated timeframe.	100% (20 Complaints) Jan-Feb Achievement: (39 Maintenance works)	
	b) Minor repairs	3 working days	7 minor complaints were received in February 2023 and all the complaints were resolved within the stipulated timeframe.	100% (7 Complaints) Jan-Feb Achievement: (13 Maintenance works)	

	c) Major repairs	365 days	3 major repair complaints were reported in February 2023. Early reporting was done according to the stipulated timeframe.	100% (3 Complaints) Jan-Feb Achievement: (12 Maintenance works)	
4.	To issue payments vouchers to suppliers.	10 days from the date of receipt of duly completed invoices.	For February 2023 , 267 vouchers totalling RM1,246,869.85 were issued and payments made according to the stipulated timeframe.	100% (267 Vouchers) Jan-Feb Achievement: (432 Vouchers)	
5.	To make payments to successful Perak State Higher Education Loan applicants for the new session.	21 days	For February 2023 , 8 vouchers totalling RM11,921.75 were issued and payments made according to the stipulated timeframe.	100% (8 Vouchers) Jan-Feb Achievement: (43 Vouchers)	
6.	To send written notices to all State Assemblymen.	14 days before the State Assembly Sitting	Written notices sent to all State Assemblymen: - 1. Nil	0%	
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: 08.02.2023 Confirmation of Exco Meeting Minutes No.2092 Distributed on 09.02.2023 15.02.2023 Confirmation of Exco Meeting Minutes No.2093 Distributed on 16.02.2023 22.02.2023 Confirmation of Exco Meeting	100%	SA & SECD

			Minutes No.2094 Distributed on 23.02.2023		
8.	To forward confirmation of service applications to the Perak PSC.	15 days	Confirmation of Service: 15 applications	100% (15 Applications) Jan-Feb Achievement: (40 Applications)	HRMD
9.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: 20 applications	100% (20 Applications) Jan-Feb Achievement: (38 Applications)	
10.	To forward extension of probation period applications to the Perak PSC.	15 days	Extension of Probation: 2 applications	100% (2 Applications) Jan-Feb Achievement: (2 applications)	
11.	To process duly completed applications for overseas travels via the e-Petra System.	7 working days	For February 2023 , 43 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% (43 Applications) Jan-Feb Achievements: (83 Applications)	
12	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	9 working days	For February 2023 , 4 PBTs had submitted their claims and SMK payments totalling RM1.160 million were made within the stipulated timeframe.	100% (4 PBTs) Jan-Feb Achievement: (15 PBTs)	LGD

13.	To give approvals / letters of authority to the PBTs after the Development Meeting was held.	3 working days	No meetings and no applications were approved.	0% Jan-Feb Achievement: (6 Letters of Approval)	
14.	To provide feedback on complaints received to complainants via the SISPAA system.	3 working days	For February 2023, 2 complaints were received and all forwarded to the relevant authorities within 3 working days.	100% (2 Complaints) Jan-Feb Achievement: (5 Complaints)	CD
15.	To resolve / take actions on Public Complaints via the SISPAA system				
	Normal	14 working days	2 complaints were resolved and 1 complaint still pending.		
	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. 4/2022 on 11 January 2023.	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 complaints		
	From 1 Jan – 28 Feb 2023, 100 complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below: Small – 100 complaints / maintenance of application systems Medium – 0 complaints / maintenance of application systems Large – 0 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	30 complaints of less than 25km (Bangunan Perak) were resolved within the stipulated timeframe.	100% (30 Maintenance Works)	
	b) Distance more than 25km	2 working days	No complaints of more than 25km (Southern) were resolved within the stipulated timeframe.	100% (0 Maintenance Works)	
19.	To make payments for Financial Aid Applications to State Sports Associations.	7 working days	128 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 February 2023 .	100% (128 Applications) Jan-Feb Achievement: (174 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 28 February 2023, 22 disciplinary action decisions were disclosed to the staff concerned within 14 days from the date of meeting.	100%	INTEGRITY