

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

NO.	CLIENT CHARTER PLEDGES 2023	PERIOD	ACHIEVEMENTS	ACHIEVEMENT PERCENTAGE	CULMULATIVE	ACTION BY
1.	Development project proposal applications.	90 working days	For May 2023 , 4 applications and project proposals were received and the results were forwarded within 3 months.	100% 4 Projects	Jan-May Achievement: (4 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	For May 2023 , no socio-economic inputs and suggestions were provided within 14 working days.	0% 0 Inputs	Jan-May Achievement: (2 Inputs)	
3.	To resolve repair complaints / maintenance of Bangunan Perak Darul Ridzuan:					MSD
	a) Emergency repairs	7 days	20 complaints were received in May 2023 and all the minor emergency repair complaints were resolved within the stipulated timeframe.	100% 20 Complaints	Jan-May Achievement: (89 Maintenance works)	
	b) Minor repairs	21 working days	12 minor complaints were received in April 2023 and all the complaints were resolved within the stipulated timeframe.	100% 12 Complaints	Jan-May Achievement: (41 Maintenance works)	
	c) Major repairs	90 days	1 complaint was received in May 2023 .	100% 1 Complaint	Jan-May Achievement: (23 Maintenance works)	
4.	To issue payments vouchers to suppliers.	10 days from the date of receipt of duly completed invoices.	For May 2023 , 346 vouchers totalling RM1,891,729.7 were issued and payments made according to the stipulated timeframe.	100% 346 Vouchers	Jan-May Achievement: (1643 Vouchers)	

5.	To make payments to successful Perak State Higher Education Loan applicants for the new session.	21 days	For May 2023 , 127 vouchers totalling RM411,358.17 were issued and payments made according to the stipulated timeframe.	100% 127 Vouchers	Jan-May Achievement: (592 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 7 April 2023 for the State Assembly Sitting on 22 May 2023.	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: 03.05.2023 Confirmation of Exco Meeting Minutes No.2103 Distributed on 05.05.2023 10.05.2023 Confirmation of Exco Meeting Minutes No.2104 Distributed on 11.05.2023 16.05.2023 Confirmation of Exco Meeting Minutes No.2105 Distributed on 18.05.2023 26.05.2023 Confirmation of Exco Meeting Minutes No.2106 Distributed on 29.05.2023	100% 4 Meetings	Jan-May Achievement: (16 Meetings)	SA & SECD
8.	To forward confirmation of service applications to the Perak PSC.	15 days	Confirmation of Service: 27 applications	100% 27 Applications	Jan-May Achievement: (95 Applications)	

9.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: 5 applications	100% 5 Applications	Jan-May Achievement: (56 Applications)	HRMD
10.	To forward extension of probation period applications to the Perak PSC.	15 days	Extension of Probation: 0 applications	0% 0 Applications	Jan-May Achievement: (4 applications)	
11.	To process duly completed applications for overseas travels via the e-Petra System.	7 working days	For May 2023, 61 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% 61 Applications	Jan-May Achievements: (215 Applications)	
12	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	9 working days	For May 2023, no PBTs submitted their claims. For Jan-May 2023, SMK payments totalling RM1.840 million were made to 15 PBTs.	0% 0 PBTs	Jan-May 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 were held and no applications were approved.	0% 0 Approval Letters	Jan-May Achievement: (8 Approval Letters)	
14.	To provide feedback on complaints received to complainants via the SISPAA system.	3 working days	For April 2023, 4 complaints were received and forwarded to the relevant authorities within 3 working days.	100% 4 Complaints	Jan-May Achievement: (18 Complaints)	CD
15.	To resolve / take actions on Public Complaints via the SISPAA system					
	Normal	14 working days	3 complaints still pending: - Perak Menteri Besar's Office (3)			

	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. 1/2023 on 11 April 2023.	100% Reports		IAD
17.	To resolve complaints / maintenance of application systems within the stipulated timeframe for the following categories:					IMD
	a) Small	15 working days	63 complaints	100% 64 Maintenance Works		
	b) Medium	30 working days	1 complaint			
	c) Large	80 working days	0 complaints			
	From 1 January-31 May 2023, 404 complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below: Small – 398 complaints / maintenance of application systems Medium – 5 complaints / maintenance of application systems Large – 1 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	8 complaints of less than 25km (Bangunan Perak) were resolved within the stipulated timeframe. 1 complaint of less than 25km (Central Zone) was resolved within the stipulated timeframe.	100% 9 Maintenance Works	Jan-May Achievement: (126 Complaints)	
	b) Distance more than 25km	2 working days	No complaints.	0% 0 Maintenance Works	Jan-May Achievement: (5 Complaints)	

19.	To inform the staff concerned of the disciplinary action decisions within the stipulated timeframe.	14 working days from the date of meeting	From 1 January to 31 May 2023, 30 disciplinary action decisions were disclosed to the staff concerned within 14 days from the date of meeting.	100%	Jan-May Achievement: (30 Decisions)	INTEGRITY
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