

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

NO.	CLIENT CHARTER PLEDGES 2023	PERIOD	ACHIEVEMENTS	ACHIEVEMENT PERCENTAGE	CULMULATIVE	ACTION BY
1.	Development project proposal applications.	90 working days	For November 2023 , no applications and project proposals were received.	0% 0 Projects	Jan-Nov Achievement: (6 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	For November 2023 , no socio-economic inputs and suggestions were provided within 14 working days.	0% 0 Inputs	Jan-Nov Achievement: (2 Inputs)	
3.	To resolve repair complaints / maintenance of Bangunan Perak Darul Ridzuan:					MSD
	a) Emergency repairs	7 days	15 complaints were received in November 2023 and all the minor emergency repair complaints were resolved as per the stipulated timeframe.	100% 15 Complaints	Jan-Nov Achievement: (207 Maintenance works)	
	b) Minor repairs	21 working days	7 complaints were received in November 2023 and all the complaints (minor) were resolved as per the stipulated timeframe.	100% 7 Complaints	Jan-Nov Achievement: 143 Maintenance works)	
	c) Major repairs	90 days	4 complaint were received in November 2023 .	100% 4 Complaint	Jan-Nov Achievement: (34 Maintenance works)	
4.	To issue payment vouchers to suppliers.	10 days from the date of receipt of duly completed invoices.	For November 2023 , 404 vouchers totalling RM6,829,381.20 were issued and payments made as per the stipulated timeframe.	100% 404 Vouchers	Jan-Nov Achievement: (3544 Vouchers)	

5.	To make payments to successful Perak State Higher Education Loan applicants for the new session.	21 days	For November 2023 , 16 vouchers totalling RM63,000.00 were issued and payments made as per the stipulated timeframe.	100% 16 Vouchers	Jan-Nov Achievement: (1154 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 6 October 2023 for the State Assembly Sitting on 1 December 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: 01.11.2023 Confirmation of Exco Meeting Minutes No.2121 Distributed on 02.11.2023 08.11.2023 Confirmation of Exco Meeting Minutes No.2122 Distributed on 09.11.2023 15.11.2023 Confirmation of Exco Meeting Minutes No.2123 Distributed on 16.11.2023 22.11.2023 Confirmation of Exco Meeting Minutes No.2124 Distributed on 23.11.2023 29.11.2023 Confirmation of Exco Meeting Minutes No.2125 Distributed on 30.11.2023	100% 5 Meetings	Jan-Nov Achievement: (35 Meetings)	SA & SECD

8.	To forward confirmation of service applications to the Perak PSC.	15 days	Confirmation of Service: 19 applications	100% 19 Applications	Jan-Nov Achievement: (223 Applications)	HRMD
9.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: 67 applications	100% 67 Applications	Jan-Nov Achievement: (184 Applications)	
10.	To forward extension of probation period applications to the Perak PSC.	15 days	Extension of Probation: 2 applications	100% 2 Applications	Jan-Nov Achievement: (9 applications)	
11.	To process duly completed applications for overseas travels via the e-Petra System.	7 working days	For November 2023 , 107 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 DIV. SECRETARY.	100% 107 Applications	Jan-Nov Achievements: (920 Applications)	
12	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	9 working days	For November 2023 , no claims were received. For Jan-Nov 2023 , SMK payments were made to 17 PBTs within the stipulated timeframe.	0% Payments made within the stipulated timeframe	Jan-Nov Achievement: (17 PBTs)	LGD
13.	To give approvals / letters of authority to the PBTs after the Development Meeting was held.	3 working days	No Approval Meetings were held and no approval letters issued.	0% 0 Approval Letters	Jan-Nov Achievement: (16 Approval Letters)	
14.	To provide feedback on complaints received to complainants via the SISPA system.	3 working days	For November 2023 , 4 complaints were received and forwarded to the relevant authorities within 3 working days.	100% 4 Complaints	Jan-Nov Achievement: (49 Complaints)	CD

15.	To resolve / take actions on Public Complaints via the SISPAA system					
	Normal	14 working days	3 complaints still pending: - HR Management Division (1) - Local Government Division (1) - Corporate Division (1)			
	Complex	365 days	No complaints.			
16	To hold Meet The Clients Day	Once a month	Meet The Clients Day was held on 23 November 2023 at Dewan Hj. Lope Hashim, Bagan Datuk.	100% (Programmes)	Jan-Nov Achievement: (10 programmes)	
17.	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: a) Audit Committee Meeting No. 1/2023 on 11 April 2023. b) Audit Committee Meeting No. 2/2023 on 12 July 2023. c) Audit Committee Meeting No. 3/2023 on 4 October 2023.	100% Reports for First and Second Quarters 2023	Jan-Nov Achievement: (3 Meetings)	IAD
18.	To resolve complaints / maintenance of application systems within the stipulated timeframe for the following categories:					
	a) Small	15 working days	68 complaints	100% 68 Maintenance Works		
	b) Medium	30 working days	0 complaints			
	c) Large	80 working days	0 complaints			
	From 1 January-30 November 2023 , 723 complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below:					

	Small – 713 complaints / applications for maintenance Medium – 9 complaints / applications for maintenance Large – 1 complaint / application for maintenance					IMD
19.	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	25 complaints of less than 25km (Bangunan Perak) were resolved within the stipulated timeframe. 3 complaints of less than 25km (Central) were resolved within the stipulated timeframe.	100% 54 Maintenance Works	Jan-Nov Achievement: (286 Complaints)	
	b) Distance more than 25km	2 working days	No complaints of more than 25km (Southern).	0% 0 Maintenance Works	Jan-Nov Achievement: (8 Complaints)	
20.	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 30 November 2023, 80 disciplinary action decisions were disclosed to the staff concerned within 14 days from the date of meeting.	100%	Jan-Nov Achievement: (80 Decisions)	INTEGRITY