

**PERAK STATE SECRETARIAT CLIENT CHARTER ACHIEVEMENT REPORT
FEBRUARY 2024**

NO.	CLIENT CHARTER PLEDGES 2023	PERIOD	ACHIEVEMENTS	ACHIEVEMENT PERCENTAGE	CULMULATIVE	ACTION BY
1.	To submit results of duly completed application and project proposals.	90 working days	For February 2024 , 1 application and project proposal was received, and the results submitted within 3 months.	100% 1 Project	Jan-Feb Achievement: (3 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	For February 2024 , 2 socio-economic inputs and suggestions were provided within 14 working days. 1) Feedback from 142nd Menteri Besar and Chief Minister’s Meeting. 2) Formulation of Perak Sejahtera KPI	100% 2 Inputs	Jan-Feb Achievement: (3 Inputs)	
3.	To ensure bills and claims are paid within 14 days from the date of receipt of duly completed vouchers.	14 working days	237 bills and claims totalling RM515,058.02 were paid within 14 days from the date of receipt of duly completed vouchers.	100% 237 Vouchers	Jan-Feb Achievement: 457 Vouchers RM1,171,376.11	MSD
4.	To ensure Perak State Higher Education Loan offers are settled within 90 days from the closing date of advertisement.	90 working days	Perak State Higher Education Loan application advertisement closed on 31/12/2023, and this administration is in the process of vetting and checking the 475 applications received. The Education Loan offers will be settled before 30 March 2024.	70%	Jan-Feb Achievement: Final vetting and checking process before submitting to the Board for decision.	
5.	Maintenance of Bangunan Perak Darul Ridzuan / Bangunan Seri Perak / Laman Seri Ridzuan:					
	a) Emergency repair complaints	7 working days	20 emergency repair complaints were resolved as per the stipulated timeframe.	100% 20 Maintenance works	Jan-Feb Achievement: (42 Maintenance works)	

	b) Minor repair complaints	21 working days	15 minor repair complaints were resolved as per the stipulated timeframe.	100% 15 Maintenance works	Jan-Feb Achievement: (32 Maintenance works)	MSD
	c) Major repair complaints	90 working days	1 major repair complaint was received.	100% 1 Maintenance work	Jan-Feb Achievement: (6 Maintenance works)	
6.	Maintenance of State Government Quarters					
	a) Emergency repair complaints	7 working days	No complaints received	0% 0 Maintenance works	Jan-Feb Achievement: (0 Maintenance works)	
	b) Minor repair complaints	21 working days	19 complaints received: (JKR 2120/3)	50% 19 Maintenance works	Jan-Feb Achievement: (38 Maintenance works)	
	c) Major repair complaints	90 working days	2 complaints received (JKR 2119/1) (JKR 2139/37)	50% 2 Maintenance work	Jan-Feb Achievement: (2 Maintenance works)	
7.	Applications for rental of facilities in Bangunan Perak Darul Ridzuan					
	a) Decision on Rental Applications	5 working days	11 applications for rental of facilities received:	100% 11 Applications	Jan-Feb Achievement (35 Rentals)	MSD

8.	Management of State & Federal Events and Functions as well as Protocol Services					
	a) Applications for Use of Event Equipment	Applications 3 days before	For February 2024 , 38 applications were received.	100% 38 Applications	Jan-Feb Achievement (80 Applications)	
	b) To Plan, Organise and Manage Official State Government Functions	60 days before any event	For February 2024 , 2 functions were organised.	100% 2 Functions	Jan-Feb Achievement (44 Functions)	
9.	Management of Perak State Secretariat Government Vehicles					
	a) Application for use of vehicles via the booking system facility	Approval in 2 working days	40 applications for use of vehicles via the booking system facility in January. - 18 applications approved - 6 applications not approved - 16 applications cancelled	100% 40 Applications	Jan-Feb Achievement (61 Applications)	
	b) Scheduled/periodic maintenance	Odometer or time period whichever comes first	4 repairs	100% 4 Maintenance Works	Jan-Feb Achievement (33 Maintenance Works)	MSD
	c) Repair maintenance	Minor: 3 days	Overall number of vehicles that have undergone scheduled/periodic/damage maintenance: 30 vehicles	100% 30 Maintenance Works	Jan-Feb Achievement: (59 Maintenance works)	
		Major: 7 days	Nil	0%	Jan-Feb Achievement: (0 Maintenance works)	

	d) Emergency maintenance	24 hours after receiving complaint	Nil	0%	Jan-Feb Achievement: (0 Maintenance works)	MSD
10.	Management of Bangunan Perak Darul Ridzuan (BPDR) Security Card:					
	a) Bangunan Perak Darul Ridzuan Security Card Application Process	14 working days	15 BPDR security card applications were processed as per the stipulated timeframe.	100% 15 Applications	Jan-Feb Achievement (41 Applications)	
11.	To send written notices to all State Assemblymen.	14 days before the State Assembly Sitting	Written notices sent to all State Assemblymen on 28 December 2023 for the State Assembly Sitting on 23 February 2024.	100%	Jan-Feb Achievement: (1 Meeting)	SA & SECD
12.	To ensure the State Executive Council (MMK) meeting decisions are distributed.	2 working days	MMK decisions were distributed within 2 working days from the date of confirmation of minutes. Details: 7.2.2024 Confirmation of Exco Meeting Minutes No.2131 Distributed on 8.2.2024 21.2.2024 Confirmation of Exco Meeting Minutes No.2132 Distributed on 26.2.2024 <i>(decisions delivered late as minutes were not finalised on 22&23.2.2024 due to rehearsal (22.2.24) and State Assembly Sitting Opening by HRH Sultan of Perak (23.2.24).</i>	100% 2 Meetings	Jan-Feb Achievement: (6 Meetings)	
13.	To forward confirmation of service applications to the Perak PSC.	15 days	Confirmation of Service: 16 applications	100% 16 Applications	Jan-Feb Achievement: (33 Applications)	

14.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: 25 applications	100% 25 Applications	Jan-Feb Achievement: (43 Applications)	HRMD
15.	To forward extension of probation period applications to the Perak PSC.	15 days	Extension of Probation: 1 application	100% 1 Application	Jan-Feb Achievement: (2 applications)	
16.	To process duly completed applications for overseas travels via the e-Petra System.	7 working days	For February 2024, 20 overseas travel applications were processed within 7 working days upon receipt of duly completed applications until approvals were obtained from the SS/Dep.SS (Management) or HRM DIV SEC.	100% 20 Applications	Jan-Feb Achievement: (209 Applications)	
17	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	7 working days	For February 2024, SMK payments were made to 3 PBTs within the stipulated timeframe.	100% Payments to 3 PBTs	Jan-Feb Achievement: (9 PBTs)	LGD
18.	To give approvals / letters of authority to PBTs after the Development Meeting.	3 working days	For February 2024, 11 approval letters were issued for 21 P07 Projects, 34 Vehicle & ICT maintenance, and 1 Collection of Rubbish outside the PBT Operations Areas programme. Overall distribution totalling RM1,772,160.26 was disbursed to the PBTs on 16.1.2024 (Wed) after the approval meeting on 12.1.2024 (Fri).	100% 11 Approval Letters	Jan-Feb Achievement: (28 Approval Letters)	
19.	To provide feedback on complaints received to complainants via the SISPA system.	3 working days	For February 2024, 4 complaints were received and forwarded within 3 working days.	100% 4 Complaints	Jan-Feb Achievement: (7 Complaints)	CD
20.	To resolve / take actions on Public Complaints via the SISPA system					
	Normal	14 working days	2 complaints still pending: 1. Information Management Division (1) 2. Integrity Unit (1)			

	Complex	365 days	No complaints.			
21.	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: 1. No meeting	0%	Jan-Feb Achievement: (1 Meeting)	IAD
22.	To resolve complaints / maintenance of application systems within the stipulated timeframe for the following categories:					
	a) Small	15 working days	9 complaints	100% 10 Maintenance Works		
	b) Medium	30 working days	1 complaint			
	c) Large	80 working days	0 complaints			
	From 1 Jan – 29 Feb 2024, 55 complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below: Small – 54 complaints / applications for maintenance Medium – 1 complaint / applications for maintenance Large – 0 complaints / applications for maintenance					IMD
23.	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	34 complaints of less than 25km were resolved within the stipulated timeframe.	100% 34 Maintenance Works	Jan-Feb Achievement: (73 Complaints)	
	b) Distance more than 25km	2 working days	3 complaints of more than 25km were resolved within the stipulated timeframe.	100% 3 Maintenance Works		

24.	To provide feedback on receipt of complaints on integrity to complainants	3 working days	For February 2024 , 2 feedback on complaints on integrity received were sent to the complainants within 3 working days after receipt of complaints.	0% 2 Feedback	Jan-Feb Achievement: (2 Decisions)	INTEGRITY
25.	To issue letters on disciplinary action decisions to the department and staff concerned.	14 working days	For February 2024 , No disciplinary action decisions were forwarded to the department and staff concerned.	0%	Jan-Feb Achievement: (4 Decisions)	
26.	To issue payment vouchers to suppliers	10 days from the date of receipt of duly completed invoices	For February 2024 , 120 vouchers totalling RM287,515.67 were issued.	100% 120 Vouchers	Jan-Feb Achievement: (120 Vouchers)	MB's OFFICE