

**PERAK STATE SECRETARIAT CLIENT CHARTER ACHIEVEMENT REPORT  
JUNE 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 <b>June 2024</b> , <b>2</b> applications and project proposals were received, and the results submitted within 3 months.                                                                                          | <b>100%</b><br><b>2 Projects</b>           | <b>Jan-June Achievement:</b><br><b>(8 Projects)</b>                           | SEPU      |
| 2.  | To provide socio-economic inputs and suggestions required by other departments / agencies.                            | 14 working days | For <b>June 2024</b> , <b>1</b> socio-economic input and suggestion was provided within 14 working days.<br>1) Drafting answers to oral & written questions for the 2nd Meeting, 2nd Year, 15th Perak State Assembly. | <b>100%</b><br><b>1 Input</b>              | <b>Jan-June Achievement:</b><br><b>(7 Inputs)</b>                             |           |
| 3.  | To ensure bills and claims are paid within 14 days from the date of receipt of duly completed vouchers.               | 14 working days | <b>473</b> bills and claims totalling <b>RM1,187,967.26</b> were paid within 14 days from the date of receipt of duly completed vouchers.                                                                             | <b>100%</b><br><b>373 Vouchers</b>         | <b>Jan-June Achievement:</b><br><b>2370 Vouchers</b><br><b>RM8,250,709.67</b> | MSD       |
| 4.  | To ensure Perak State Higher Education Loan offers are settled within 90 days from the closing date of advertisement. | 90 working days | Loan offers were settled on <b>20.3.2024</b> , with <b>244</b> eligible and complete applications approved by the Board.                                                                                              | <b>100%</b><br><b>244 Applications</b>     | <b>Jan-June Achievement:</b><br><b>(244 Applications)</b>                     |           |
| 5.  | Maintenance of Bangunan Perak Darul Ridzuan / Bangunan Seri Perak / Laman Seri Ridzuan:                               |                 |                                                                                                                                                                                                                       |                                            |                                                                               |           |
|     | a) Emergency repair complaints                                                                                        | 7 working days  | 11 emergency repair complaints were resolved as per the stipulated timeframe.                                                                                                                                         | <b>100%</b><br><b>11 Maintenance works</b> | <b>Jan-June Achievement:</b><br><b>(87 Maintenance works)</b>                 |           |
|     | b) Minor repair complaints                                                                                            | 21 working days | 16 minor repair complaints were resolved as per the stipulated timeframe.                                                                                                                                             | <b>100%</b><br><b>16 Maintenance works</b> | <b>Jan-June Achievement:</b><br><b>(75 Maintenance works)</b>                 |           |

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|    | c) Major repair complaints                                                      | 90 working days               | 0 major repair complaints.                          | 100%<br>0 Maintenance work<br>(In procurement process) | Jan-June Achievement:<br>(6 Maintenance works)  | MSD |
| 6. | Maintenance of State Government Quarters                                        |                               |                                                     |                                                        |                                                 |     |
|    | a) Emergency repair complaints                                                  | 7 working days                | 0 complaints received                               | 100%<br>0 Maintenance works                            | Jan-June Achievement:<br>(1 Maintenance work)   |     |
|    | b) Minor repair complaints                                                      | 21 working days               | 0 complaints received                               | 100%<br>0 Maintenance works                            | Jan-June Achievement:<br>(42 Maintenance works) |     |
|    | c) Major repair complaints                                                      | 90 working days               | 0 complaints received                               | 70%<br>0 Maintenance works                             | Jan-June Achievement:<br>(3 Maintenance works)  |     |
| 7. | Applications for rental of facilities in Bangunan Perak Darul Ridzuan           |                               |                                                     |                                                        |                                                 | MSD |
|    | a) Decision on Rental Applications                                              | 5 working days                | 101 applications for rental of facilities received. | 100%<br>101 Applications                               | Jan-June Achievement<br>(436 Rentals)           |     |
| 8. | Management of State & Federal Events and Functions as well as Protocol Services |                               |                                                     |                                                        |                                                 |     |
|    | a) Applications for Use of Event Equipment                                      | Applications<br>3 days before | For June 2024, 38 applications were received.       | 100%<br>38 Applications                                | Jan-June Achievement<br>(239 Applications)      |     |

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|     | b) To Plan, Organise and Manage Official State Government Functions | <b>60 days before any event</b>                      | For <b>June 2024</b> , <b>1</b> function was organised.                                                                                                                                              | <b>100%<br/>1 Functions</b>          | <b>Jan-June Achievement<br/>(53 Functions)</b>           |            |
| 9.  | Management of Perak State Secretariat Government Vehicles           |                                                      |                                                                                                                                                                                                      |                                      |                                                          |            |
|     | a) Application for use of vehicles via the booking system facility  | <b>Approval in 2 working days</b>                    | <b>49</b> applications for use of vehicles via the booking system facility in May.<br>- <b>35</b> applications approved<br>- <b>4</b> application not approved<br>- <b>10</b> applications cancelled | <b>100%<br/>49 Applications</b>      | <b>Jan-June Achievement<br/>(208 Applications)</b>       |            |
|     | b) Scheduled/periodic maintenance                                   | <b>Odometer or time period whichever comes first</b> | <b>4 repairs</b>                                                                                                                                                                                     | <b>100%<br/>4 Maintenance Works</b>  | <b>Jan-June Achievement<br/>(91 Maintenance Works)</b>   | <b>MSD</b> |
|     | c) Repair maintenance                                               | <b>Minor:<br/>3 days</b>                             | Overall number of vehicles that have undergone scheduled/periodic/damage maintenance:<br><b>20 vehicles</b>                                                                                          | <b>100%<br/>20 Maintenance Works</b> | <b>Jan-June Achievement:<br/>(143 Maintenance works)</b> |            |
|     |                                                                     | <b>Major:<br/>7 days</b>                             | <b>Nil</b>                                                                                                                                                                                           | <b>0%</b>                            | <b>Jan-June Achievement:<br/>(0 Maintenance works)</b>   |            |
|     | d) Emergency maintenance                                            | <b>24 hours after receiving complaint</b>            | <b>Nil</b>                                                                                                                                                                                           | <b>0%</b>                            | <b>Jan-June Achievement:<br/>(0 Maintenance works)</b>   | <b>MSD</b> |
| 10. | Management of Bangunan Perak Darul Ridzuan (BPDR) Security Card:    |                                                      |                                                                                                                                                                                                      |                                      |                                                          |            |

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|     | a) Bangunan Perak Darul Ridzuan Security Card Application Process              | <b>14 working days</b>                           | <b>21</b> BPDR security card applications were processed as per the stipulated timeframe.                                                                                                                                                                                                                                                                                                              | <b>100%</b><br><b>21 Applications</b> | <b>Jan-June Achievement</b><br><b>(110 Applications)</b>  |                      |
| 11. | To send written notices to all State Assemblymen.                              | <b>14 days before the State Assembly Sitting</b> | Written notices sent to all State Assemblymen on <b>6 Jun 2024</b> for the State Assembly Sitting on 9 July 2024.                                                                                                                                                                                                                                                                                      | <b>100%</b>                           | <b>Jan-June Achievement:</b><br><b>(1 Meeting)</b>        | <b>SA &amp; SECD</b> |
| 12. | To ensure the State Executive Council (MMK) meeting decisions are distributed. | <b>2 working days</b>                            | MMK decisions were distributed within <b>2 working days</b> from the date of confirmation of minutes.<br>Details:<br><br>1. 5.6.2024 Confirmation of Exco Meeting Minutes No.2144<br>Distributed on 6.6.2024<br><br>2. 12.6.2024 Confirmation of Exco Meeting Minutes No.2145<br>Distributed on 13.6.2024<br><br>3. 26.6.2024 Confirmation of Exco Meeting Minutes No.2146<br>Distributed on 27.6.2024 | <b>100%</b><br><b>3 Meetings</b>      | <b>Jan-June Achievement:</b><br><b>(20 Meetings)</b>      |                      |
| 13. | To forward confirmation of service applications to the Perak PSC.              | <b>15 days</b>                                   | Confirmation of Service:<br><b>24 applications</b>                                                                                                                                                                                                                                                                                                                                                     | <b>100%</b><br><b>24 Applications</b> | <b>Jan-June Achievement:</b><br><b>(101 Applications)</b> | <b>HRMD</b>          |
| 14. | To forward offer of pension status applications to the Perak PSC.              | <b>15 days</b>                                   | Offer of Pension Status:<br><b>15 applications</b>                                                                                                                                                                                                                                                                                                                                                     | <b>100%</b><br><b>15 Applications</b> | <b>Jan-June Achievement:</b><br><b>(123 Applications)</b> |                      |
| 15. | To forward extension of probation period applications to the Perak PSC.        | <b>15 days</b>                                   | Extension of Probation:<br><b>0 applications</b>                                                                                                                                                                                                                                                                                                                                                       | <b>100%</b><br><b>0 Applications</b>  | <b>Jan-June Achievement:</b><br><b>(4 applications)</b>   |                      |

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| 16. | To process duly completed applications for overseas travels via the e-Petra System.                  | 7 working days                                 | For <b>June 2024</b> , <b>188</b> 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%<br>188 Applications            | Jan-June Achievement:<br>(821 Applications)                                                        |     |
| 17  | To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP). | 9 working days                                 | For <b>June 2024</b> – no claims received.                                                                                                                                                                                                                                             | 100%<br>0 Payments                  | Jan-June Achievement:<br>(16 PBTs)                                                                 | LGD |
| 18. | To give approvals / letters of authority to PBTs after the Development Meeting.                      | 3 working days                                 | For <b>June 2024</b> , <b>7</b> approval letters were issued for 14 P07 Projects, 1 Vehicle & ICT maintenance, and 2 residual projects. Overall distribution totalling RM1,440,346.00 was disbursed to the PBTs on 13 & 14 June 2024, after the approval meeting on 11 Jun 2024 (Tue). | 100%<br>7 Approval Letters          | Jan-June Achievement:<br>(46 Approval Letters)                                                     |     |
| 19. | To provide feedback on complaints received to complainants via the SISPAA system.                    | 3 working days                                 | For <b>June 2024</b> , <b>7</b> complaints were received and all forwarded within 3 days.                                                                                                                                                                                              | 100%<br>7 Complaints                | Jan-June Achievement:<br>(19 Complaints)                                                           | CD  |
| 20. | To resolve / take actions on Public Complaints via the SISPAA system                                 |                                                |                                                                                                                                                                                                                                                                                        |                                     |                                                                                                    |     |
|     | <ul style="list-style-type: none"> <li>Normal</li> </ul>                                             | 14 working days                                | 1 complaint resolved.<br>6 complaints pending.                                                                                                                                                                                                                                         | 100%<br>7 Complaints                | Jan-June Achievement:<br>(19 Complaints)                                                           |     |
|     | <ul style="list-style-type: none"> <li>Complex</li> </ul>                                            | 365 days                                       | No complaints.                                                                                                                                                                                                                                                                         |                                     |                                                                                                    |     |
| 21. | To submit balanced and independent audit findings/reports to the Audit Committee.                    | Quarterly:<br>March, June, September, November | Audit findings reports were completed and tabled at:<br>a) Audit Committee Meeting No.1/2024 on 3.4.2024.                                                                                                                                                                              | 100%<br>1 Report - 1st quarter 2024 | Jan-June Achievement:<br>(1 Report)<br>1st quarter 2024.<br>- Perak Mufti Dept (Procurement Audit) | IAD |

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| 22. | To resolve complaints / maintenance of application systems within the stipulated timeframe for the following categories:                                                                                                                                                                                                                                            |                 |                                                                                                                                                   |                        |                                        | IMD       |
|     | a) Small                                                                                                                                                                                                                                                                                                                                                            | 15 working days | 9 complaints                                                                                                                                      | 100% Maintenance Works | Jan-June Achievement: (9 Complaints)   |           |
|     | b) Medium                                                                                                                                                                                                                                                                                                                                                           | 30 working days | 0 complaints                                                                                                                                      |                        |                                        |           |
|     | c) Large                                                                                                                                                                                                                                                                                                                                                            | 80 working days | 0 complaints                                                                                                                                      |                        |                                        |           |
|     | From <b>1 Jan – 30 June 2024</b> , <b>92</b> complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below:<br>Small – <b>89</b> complaints / applications for maintenance<br>Medium – <b>3</b> complaints / applications for maintenance<br>Large – <b>0</b> complaints / applications for maintenance |                 |                                                                                                                                                   |                        |                                        |           |
| 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   | 17 complaints of less than 25km were resolved within the stipulated timeframe.                                                                    | 100% Maintenance Works | Jan-June Achievement: (182 Complaints) |           |
|     | b) Distance more than 25km                                                                                                                                                                                                                                                                                                                                          | 2 working days  | 0 complaints.                                                                                                                                     | 100% Maintenance Works |                                        |           |
| 24. | To provide feedback on receipt of complaints on integrity to complainants                                                                                                                                                                                                                                                                                           | 3 working days  | For <b>June 2024</b> , <b>2</b> feedback on complaint on integrity were sent to the complainant within 3 working days after receipt of complaint. | 100%<br>2 Feedback     | Jan-June Achievement: (5 Decisions)    | INTEGRITY |
| 25. | To issue letters on disciplinary action decisions to the department and staff concerned.                                                                                                                                                                                                                                                                            | 14 working days | For <b>June 2024</b> , <b>3</b> disciplinary action decisions department and staff concerned within 14 working days from the date of the meeting. | 100%<br>3 Decisions    | Jan-June Achievement: (21 Decisions)   |           |

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| 26. | To issue payment vouchers to suppliers | <b>10 days from the date of receipt of duly completed invoices</b> | For June <b>2024</b> , <b>127</b> vouchers totalling RM503,965.00 were issued. | <b>100%<br/>127 Vouchers</b> | <b>Jan-June Achievement:<br/>(741 Vouchers totalling RM3,083,655.65)</b> | <b>MB's OFFICE</b> |
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