

**PERAK STATE SECRETARIAT CLIENT CHARTER ACHIEVEMENT REPORT
MARCH 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 March 2024 , 1 application and project proposal was received, and the results submitted within 3 months.	100% 1 Project	Jan-Mar Achievement: (4 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	For March 2024 , 1 socio-economic input and suggestion was provided within 14 working days. 1) Formulation of Perak Sejahtera KPI	100% 1 Input	Jan-Mar Achievement: (4 Inputs)	
3.	To ensure bills and claims are paid within 14 days from the date of receipt of duly completed vouchers.	14 working days	396 bills and claims totalling RM1,522,128.63 were paid within 14 days from the date of receipt of duly completed vouchers.	100% 396 Vouchers	Jan-Mar Achievement: 853 Vouchers RM2,693,504.74	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 20.3.2024, with 244 eligible and complete applications approved by the Board.	100% 244 Applications	Jan-Mar Achievement: (244 Applications)	
5.	Maintenance of Bangunan Perak Darul Ridzuan / Bangunan Seri Perak / Laman Seri Ridzuan:					
	a) Emergency repair complaints	7 working days	18 emergency repair complaints were resolved as per the stipulated timeframe.	100% 18 Maintenance works	Jan-Mar Achievement: (60 Maintenance works)	
	b) Minor repair complaints	21 working days	1 minor repair complaint was resolved as per the stipulated timeframe.	100% 1 Maintenance work	Jan-Mar Achievement: (33 Maintenance works)	

	c) Major repair complaints	90 working days	2 major repair complaints were received.	100% 0 Maintenance work (In purchasing process)	Jan-Mar Achievement: (6 Maintenance works)	MSD
6.	Maintenance of State Government Quarters					
	a) Emergency repair complaints	7 working days	No complaints received	0% 0 Maintenance works	Jan-Mar Achievement: (0 Maintenance works)	
	b) Minor repair complaints	21 working days	Nil	50% 19 Maintenance works	Jan-Mar Achievement: (38 Maintenance works)	
	c) Major repair complaints	90 working days	Nil	50% 2 Maintenance work	Jan-Mar Achievement: (2 Maintenance works)	
7.	Applications for rental of facilities in Bangunan Perak Darul Ridzuan					
	a) Decision on Rental Applications	5 working days	115 applications for rental of facilities received.	100% 115 Applications	Jan-Mar Achievement (150 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 March 2024, 35 applications were received.	100% 35 Applications	Jan-Mar Achievement (115 Applications)	

	b) To Plan, Organise and Manage Official State Government Functions	60 days before any event	For March 2024 , 3 functions were organised.	100% 3 Functions	Jan-Mar Achievement (47 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	31 applications for use of vehicles via the booking system facility in January. - 11 applications approved - 6 applications not approved - 14 applications cancelled	100% 31 Applications	Jan-Mar Achievement (92 Applications)	
	b) Scheduled/periodic maintenance	Odometer or time period whichever comes first	6 repairs	100% 6 Maintenance Works	Jan-Mar Achievement (39 Maintenance Works)	MSD
	c) Repair maintenance	Minor: 3 days	Overall number of vehicles that have undergone scheduled/periodic/damage maintenance: 15 vehicles	100% 15 Maintenance Works	Jan-Mar Achievement: (74 Maintenance works)	
		Major: 7 days	Nil	0%	Jan-Mar Achievement: (0 Maintenance works)	
	d) Emergency maintenance	24 hours after receiving complaint	Nil	0%	Jan-Mar 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	21 BPDR security card applications were processed as per the stipulated timeframe.	100% 21 Applications	Jan-Mar Achievement (62 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-Mar 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: 1. 7.3.2024 Confirmation of Exco Meeting Minutes No.2133 Distributed on 8.3.2024 2. 13.3.2024 Confirmation of Exco Meeting Minutes No.2134 Distributed on 13.3.2024 3. 20.3.2024 Confirmation of Exco Meeting Minutes No.2135 Distributed on 20.3.2024 4. 26.3.2024 Confirmation of Exco Meeting Minutes No.2136 Distributed on 26.3.2024	100% 4 Meetings	Jan-Mar Achievement: (10 Meetings)	
13.	To forward confirmation of service applications to the Perak PSC.	15 days	Confirmation of Service: 5 applications	100% 5 Applications	Jan-Mar Achievement: (38 Applications)	HRMD
14.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: 22 applications	100% 22 Applications	Jan-Mar Achievement: (65 Applications)	

15.	To forward extension of probation period applications to the Perak PSC.	15 days	Extension of Probation: 1 application	100% 1 Application	Jan-Mar Achievement: (3 applications)	
16.	To process duly completed applications for overseas travels via the e-Petra System.	7 working days	For March 2024, 83 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% 83 Applications	Jan-Mar Achievement: (292 Applications)	
17	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	7 working days	For March 2024, SMK payments were made to 2 PBTs within the stipulated timeframe.	100% Payments to 2 PBTs	Jan-Mar Achievement: (11 PBTs)	LGD
18.	To give approvals / letters of authority to PBTs after the Development Meeting.	3 working days	For March 2024, 4 approval letters were issued for 6 P07 Projects, 2 Vehicle & ICT maintenance, and 1 new title amendment project. Overall distribution totalling RM1,772,160.26 was disbursed to the PBTs on 21.3.2024 (Thurs) after the approval meeting on 20.3.2024 (Wed).	100% 4 Approval Letters	Jan-Mar Achievement: (32 Approval Letters)	
19.	To provide feedback on complaints received to complainants via the SISPAA system.	3 working days	For March 2024, 4 complaints were received and forwarded within 3 working days.	100% 4 Complaints	Jan-Mar Achievement: (11 Complaints)	CD
20.	To resolve / take actions on Public Complaints via the SISPAA system					
	• Normal	14 working days	No complaints.			
	• 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-Mar Achievement: (1 Meeting)	IAD	
22.	To resolve complaints / maintenance of application systems within the stipulated timeframe for the following categories:					IMD	
	a) Small	15 working days	11 complaints	100% 12 Maintenance Works			
	b) Medium	30 working days	1 complaint				
	c) Large	80 working days	0 complaints				
	From 1 Jan – 31 March 2024 , 67 complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below: Small – 65 complaints / applications for maintenance Medium – 2 complaints / applications for maintenance Large – 0 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	43 complaints of less than 25km were resolved within the stipulated timeframe.	100% 43 Maintenance Works	Jan-Mar Achievement: (117 Complaints)		
	b) Distance more than 25km	2 working days	1 complaint of more than 25km was resolved within the stipulated timeframe.	100% 1 Maintenance Work			
24.	To provide feedback on receipt of complaints on integrity to complainants	3 working days	For March 2024 , 2 feedback on complaints on integrity received were sent to the complainants within 3 working days after receipt of complaints.	100% 2 Feedback	Jan-Mar Achievement: (4 Decisions)		INTEGRITY

25.	To issue letters on disciplinary action decisions to the department and staff concerned.	14 working days	For March 2024 , 14 disciplinary action decisions were notified to the department and staff concerned within 14 working days from the date of the meeting.	100% 14 Decisions	Jan-Mar Achievement: (18 Decisions)	
26.	To issue payment vouchers to suppliers	10 days from the date of receipt of duly completed invoices	For March 2024 , 120 vouchers totalling RM287,515.67 were issued.	100% 120 Vouchers	Jan-Mar Achievement: (120 Vouchers)	MB's OFFICE