

**PERAK STATE SECRETARIAT CLIENT CHARTER ACHIEVEMENT REPORT
MAY 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 May 2024 , 1 application and project proposal was received, and the results submitted within 3 months.	100% 1 Project	Jan-May Achievement: (6 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	For May 2024 , 1 socio-economic input and suggestion was provided within 14 working days. 1) Collection of Input on 2nd Year Perak Sejahtera 2030 Progress Report.	100% 1 Input	Jan-May Achievement: (6 Inputs)	
3.	To ensure bills and claims are paid within 14 days from the date of receipt of duly completed vouchers.	14 working days	353 bills and claims totalling RM918,511.23 were paid within 14 days from the date of receipt of duly completed vouchers.	100% 353 Vouchers	Jan-May Achievement: 1897 Vouchers RM7,062,742.41	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-May Achievement: (244 Applications)	
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.	100% 11 Maintenance works	Jan-May Achievement: (76 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-May Achievement: (59 Maintenance works)	

	c) Major repair complaints	90 working days	0 major repair complaints.	100% 0 Maintenance work (In procurement process)	Jan-May Achievement: (6 Maintenance works)	MSD
6.	Maintenance of State Government Quarters					
	a) Emergency repair complaints	7 working days	0 complaints received	100% 0 Maintenance works	Jan-May Achievement: (1 Maintenance work)	
	b) Minor repair complaints	21 working days	2 complaints received	100% 2 Maintenance works	Jan-May Achievement: (42 Maintenance works)	
	c) Major repair complaints	90 working days	0 complaints received	70% 0 Maintenance works	Jan-May Achievement: (3 Maintenance works)	
7.	Applications for rental of facilities in Bangunan Perak Darul Ridzuan					
	a) Decision on Rental Applications	5 working days	101 applications for rental of facilities received.	100% 101 Applications	Jan-May Achievement (335 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 May 2024, 41 applications were received.	100% 41 Applications	Jan-May Achievement (201 Applications)	

	b) To Plan, Organise and Manage Official State Government Functions	60 days before any event	For May 2024 , 2 functions were organised.	100% 2 Functions	Jan-May Achievement (52 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	38 applications for use of vehicles via the booking system facility in May. - 19 applications approved - 1 application not approved - 18 applications cancelled	100% 38 Applications	Jan-May Achievement (159 Applications)	
	b) Scheduled/periodic maintenance	Odometer or time period whichever comes first	26 repairs	100% 26 Maintenance Works	Jan-May Achievement (87 Maintenance Works)	MSD
	c) Repair maintenance	Minor: 3 days	Overall number of vehicles that have undergone scheduled/periodic/damage maintenance: 26 vehicles	100% 26 Maintenance Works	Jan-May Achievement: (123 Maintenance works)	
		Major: 7 days	Nil	0%	Jan-May Achievement: (0 Maintenance works)	
	d) Emergency maintenance	24 hours after receiving complaint	Nil	0%	Jan-May 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	12 BPDR security card applications were processed as per the stipulated timeframe.	100% 12 Applications	Jan-May Achievement (89 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-May 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: 2.5.2024 Confirmation of Exco Meeting Minutes No.2139 Distributed on 6.5.2024 8.5.2024 Confirmation of Exco Meeting Minutes No.2140 Distributed on 9.5.2024 14.5.2024 Confirmation of Exco Meeting Minutes No.2141 Distributed on 15.5.2024 23.5.2024 Confirmation of Exco Meeting Minutes No.2142 Distributed on 24.5.2024 29.5.2024 Confirmation of Exco Meeting Minutes No.2143 Distributed on 30.5.2024	100% 2 Meetings	Jan-May Achievement: (12 Meetings)	
13.	To forward confirmation of service applications to the Perak PSC.	15 days	Confirmation of Service: 30 applications	100% 30 Applications	Jan-May Achievement: (77 Applications)	

14.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: 18 applications	100% 18 Applications	Jan-May Achievement: (108 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-May Achievement: (4 applications)	
16.	To process duly completed applications for overseas travels via the e-Petra System.	7 working days	For May 2024 , 222 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% 222 Applications	Jan-May Achievement: (633 Applications)	
17	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	9 working days	For May 2024 , SMK payments were made to 2 PBTs within the stipulated timeframe.	100% 2 PBT Payments	Jan-May Achievement: (16 PBTs)	LGD
18.	To give approvals / letters of authority to PBTs after the Development Meeting.	3 working days	No development meetings held, and no approval letters were issued.	100% 0 Approval Letters	Jan-May Achievement: (39 Approval Letters)	
19.	To provide feedback on complaints received to complainants via the SISPA system.	3 working days	For May 2024 , no complaints were received.	100% 0 Complaints	Jan-May Achievement: (12 Complaints)	CD
20.	To resolve / take actions on Public Complaints via the SISPA system					
	Normal	14 working days	0 complaints pending.			
	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: a) Audit Committee Meeting No.1/2024 on 3.4.2024.	100% 1st quarter 2024 reported	Jan-May Achievement: 1 Report for 1st quarter 2024. - Perak Mufti Dept (Procurement Audit)	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	Jan-May Achievement: (10 Complaints)	
	b) Medium	30 working days	1 complaint			
	c) Large	80 working days	0 complaints			
	From 1 Jan – 31 May 2024, 83 complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below: Small – 80 complaints / applications for maintenance Medium – 3 complaints / 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	44 complaints of less than 25km were resolved within the stipulated timeframe.	100% 44 Maintenance Works	Jan-May Achievement: (165 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 May 2024 , 1 feedback on complaint on integrity was sent to the complainant within 3 working days after receipt of complaint.	100% 1 Feedback	Jan-May Achievement: (5 Decisions)	INTEGRITY
25.	To issue letters on disciplinary action decisions to the department and staff concerned.	14 working days	For May 2024 , No disciplinary action decisions.	100% 0 Decisions	Jan-May Achievement: (18 Decisions)	
26.	To issue payment vouchers to suppliers	10 days from the date of receipt of duly completed invoices	For January 2024 , 120 vouchers totalling RM287,515.67 were issued. (To be discussed again as the existing client charter needs to be amended/changed.)	100% 120 Vouchers	Jan Achievement: (120 Vouchers)	MB's OFFICE