

**PERAK STATE SECRETARIAT CLIENT CHARTER ACHIEVEMENT 2020
(01 UNTIL 31 DECEMBER 2020)**

We are committed to providing quality service as follows:

No.	Pledges	2020 Achievement (01 Until 31 December 2020)	Achievement Percentage	Action By
1.	To forward results of applications and project proposals duly completed within 3 months.	Until 31 December 2020, 2 applications and project proposals were received and the results forwarded within 3 months.	100% (2 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments/agencies within 14 working days.	Until 31 December 2020, no socio-economic inputs and suggestions were provided.	0% (No Inputs)	SEPU
3.	To organize 15 types of official state government functions within a year meticulously and effectively according to the regulations and programmes set from time to time.	Until 31 December 2020, 9 official government functions were organized according to regulations and programmes set. 9 letters of appreciation were received from clients.	100% (9 Official Functions)	MSD
4.	To make payments for all vouchers which are in order within 10 days from the date of receipt of duly completed invoices.	Until 31 December 2020, a total of 4,448 vouchers were issued and payments made according to the stipulated timeframe.	100% (4,448 Vouchers)	MSD
5.	To process and decide upon all duly completed Perak State Government education loan applications within 5 months after the closing date.	Until 31 December 2020, Perak Higher Education Loan offers for the 2020/2021 session had been decided in the Perak Malay and Non-Malay Higher Education Scholarship Fund Board Meeting No.1/2020 for 500 successful applicants in the different levels of studies - diploma to PhD.	100% (Applications)	MSD

6.	To ensure the State Assembly Sittings are held 3 times a year.	Expected - 3 sittings Achieved - 3 sittings	100% (3 Sittings)	SA & SECD
7.	To ensure the State Executive Council Meetings are held 36 times a year.	State Exco Meetings: Expected - 30 times Meetings held - 27 times Number of Meeting Papers a. 395 Meeting Papers b. 483 Assessment/Initial Papers / MB's Approval	90.0% (27 Meetings)	SA & SECD
8.	To process and forward confirmation of service applications, offer of pension status and extension of probation period to the Public Service Commission within 15 working days.	Until 31 December 2020, 4 applications on service matters received were duly processed within 15 working days; as per the following breakdown: <ul style="list-style-type: none"> • Confirmation of service: 3 • Offer of pension status: 1 • Extension of probation period: 0 	100% (4 Applications)	HRMD
9.	To process approval for overseas travels for support group personnel grade 40 and below within seven (7) working days for duly completed applications.	Until 31 December 2020, no overseas travel applications were processed.	0% (No Applications)	HRMD
10.	To process claims for state government financial allocations in lieu of Federal property assessment payments (SMK) within ten (10) working days on receipt of duly completed documents from the 17 Local Authorities (PBT). (Including DBKL and MPPP)	Until 31 December 2020, 17 Local Authorities had submitted their SMK claims and payments were made within the stipulated timeframe.	100% (17 Claims)	LGD

11.	To give approval / letter of authority to the PBTs within 3 days after the development meeting.	<p>Until 31 December 2020, state allocations totalling RM2,762,329.44 had been disbursed to the Local Authorities in Perak.</p> <p>Federal allocation has not been received.</p>	<p>97.78% (S) (Allocation: RM2,762,329.44) 0% (P)</p>	LGD																																	
12.	To forward complaints received from complainants to the relevant departments/agencies within 3 working days.	Until 31 December 2020, a total of 18 complaints were received and all forwarded to the relevant authorities within 3 working days.	<p>100% (18 Complaints)</p>	CORPORATE																																	
13.	To submit balanced and independent quarterly audit findings/reports to the Audit Committee.	Audit findings reports were completed and tabled at the Audit Committee Meeting No. 4 2020 on 21 December 2020.	<p>100.0% (Reports)</p>	IAD																																	
14.	To improve and maintain application systems within 30 days for small-scale systems, 60 days for medium-scale systems and 90 days for large- scale system	<p>Number of system maintenance done until 31 December 2020:</p> <table border="1" data-bbox="846 933 1522 1453"> <thead> <tr> <th>MONTH</th> <th>MAINTENANCE CATEGORY</th> <th>NUMBER</th> </tr> </thead> <tbody> <tr> <td rowspan="4">JANUARY</td> <td>TOTAL</td> <td>9</td> </tr> <tr> <td>Small</td> <td>9</td> </tr> <tr> <td>Medium</td> <td>0</td> </tr> <tr> <td>Large</td> <td>0</td> </tr> <tr> <td rowspan="4">FEBRUARY</td> <td>TOTAL</td> <td>14</td> </tr> <tr> <td>Small</td> <td>14</td> </tr> <tr> <td>Medium</td> <td>0</td> </tr> <tr> <td>Large</td> <td>0</td> </tr> <tr> <td rowspan="4">MARCH</td> <td>TOTAL</td> <td>8</td> </tr> <tr> <td>Small</td> <td>8</td> </tr> <tr> <td>Medium</td> <td>0</td> </tr> <tr> <td>Large</td> <td>0</td> </tr> <tr> <td rowspan="2">APRIL</td> <td>TOTAL</td> <td>17</td> </tr> </tbody> </table>	MONTH	MAINTENANCE CATEGORY	NUMBER	JANUARY	TOTAL	9	Small	9	Medium	0	Large	0	FEBRUARY	TOTAL	14	Small	14	Medium	0	Large	0	MARCH	TOTAL	8	Small	8	Medium	0	Large	0	APRIL	TOTAL	17		
MONTH	MAINTENANCE CATEGORY	NUMBER																																			
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	Small	8																																			
	Medium	0																																			
	Large	0																																			
APRIL	TOTAL	17																																			

		Small	17	100% (20 Maintenance Works)	IMD
		Medium	0		
		Large	0		
MAY	TOTAL		13		
		Small	13		
		Medium	0		
		Large	0		
JUNE	TOTAL		20		
		Small	20		
		Medium			
		Large			
JULY	TOTAL		21		
		Small	21		
		Medium			
		Large			
AUGUST	TOTAL		17		
		Small	17		
		Medium			
		Large			
SEPTEMBER	TOTAL		12		
		Small	12		
		Medium	0		
		Large	0		
OCTOBER	TOTAL		37		
		Small	37		
		Medium	0		
		Large	0		
NOVEMBER	TOTAL		23		
			22		
			0		
			1		
DECEMBER	TOTAL		20		
			19		
			0		
			1		
	OVERALL TOTAL		211		

		<p>All 211 maintenance works were completed within the timeframe stipulated according to the categories.</p> <p>Please refer to the attached Application System Maintenance Analysis Report (Ref. No. SUK/BPM/PS-02) for December 2020 for further information.</p>										
15.	<p>To repair and maintain PerakNet network within 2 working days for locations less than 25km from the Perak State Secretariat, and 4 working days for locations more than 25km from the Perak State Secretariat.</p>	<p>The number of complaints and feedback received for the period until 31 December 2020 is 14, as per the following breakdown:</p> <table border="1"> <thead> <tr> <th>Action Timeframe</th> <th>Number of Complaints</th> </tr> </thead> <tbody> <tr> <td>2 working days - less than 25 km</td> <td>14</td> </tr> <tr> <td>4 working days – more than 25km</td> <td>0</td> </tr> <tr> <td>Total Complaints</td> <td>14</td> </tr> </tbody> </table> <p>Actions were taken on all 14 complaints according to the timeframe as stated in the client charter.</p> <p>Please refer to the attached Perak ICT Network Maintenance Analysis Report (Ref. No. SUK/BPM/PS-01) for December 2020 for further information.</p>	Action Timeframe	Number of Complaints	2 working days - less than 25 km	14	4 working days – more than 25km	0	Total Complaints	14	<p>100% (14 Maintenance Works)</p>	<p>IMD</p>
Action Timeframe	Number of Complaints											
2 working days - less than 25 km	14											
4 working days – more than 25km	0											
Total Complaints	14											
16.	<p>To ensure that every duly complete financial aid application for participating in tournaments from the State Sports Associations are paid within 7 working days from the date of receipt of application.</p>	<p>A total of 29 duly completed applications for financial aid were paid within 7 working days from the date of receipt of application for the month of December.</p>	<p>100% (29 Applications)</p>	<p>PSC</p>								