

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

**We are committed to providing quality service as follows:**

No.	Pledges	2020 Achievement (01 Until 31 March 2020)	Achievement Percentage	Action By
1.	To forward results of applications and project proposals duly completed within 3 months.	Until 17 March 2020, <b>no</b> applications and project proposals were received nor results forwarded within 3 months.	<b>Nil</b>	<b>SEPU</b>
2.	To provide socio-economic input and suggestions required by other departments/agencies within 14 working days.	Until 17 March 2020, <b>no</b> socio-economic input and suggestions were provided within 14 working days.	<b>Nil</b>	<b>SEPU</b>
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 March 2020, <b>2</b> official government functions were organized according to regulations and programmes set. No letters of appreciation were received from clients.	<b>13.33%</b>	<b>MSD</b>
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 March 2020, a total of <b>1812</b> vouchers were issued and payments made according to the stipulated timeframe.	<b>100%</b>	<b>MSD</b>
5.	To process and decide upon all duly completed Perak State Government education loan applications within 5 months after the closing date.	Until 31 March 2020, the Perak Higher Education Loan Unit had planned to conduct interviews at SUK Perak from 16 - 28 March 2020. However, the interviews were postponed due to the Covid-19 Movement Control Order.	<b>25.0%</b>	<b>MSD</b>

6.	To ensure the State Assembly Sittings are held 3 times a year.	Expected - 1 sitting Achieved - 0 sittings	0%	SA & SECD
7.	To ensure the State Executive Council Meetings are held 36 times a year.	<b>State Exco Meetings:</b> Expected - 0 times Meetings held - 0 times  a. 0 Meeting Papers b. 0 Assessment/Initial Papers / MB's Approval	0% (MCO)	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 March 2020, 1 application on service matters received was duly processed within 15 working days; as per the following breakdown: <ul style="list-style-type: none"> <li>• Confirmation of service: 0</li> <li>• Offer of pension status: 0</li> <li>• Extension of probation period: 1</li> </ul>	100%	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 March 2020, 3 overseas travel applications were processed within 7 working days upon receipt of duly completed application until approval was obtained from the SS/Dep.SS (Management) or HRM DIVISION SECRETARY.	100%	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 March 2020, 14 Local Authorities had forwarded their SMK claims and payments were made within the stipulated timeframe.	100%	LGD

11.	To disburse allocations for development projects to the PBTs within 3 days from the date of receipt of allocations from the Federal and State Governments.	Until 31 March 2020, state allocations totalling <b>RM644,500.00</b> had been disbursed to the Local Authorities. Federal allocation has not been received.	<b>16.96% (S)</b> <b>0% (P)</b>	<b>LGD</b>																																					
12.	To forward complaints received from complainants to the relevant departments/agencies within 3 working days.	Until 31 March 2020, a total of <b>19</b> complaints were received and all forwarded to the relevant authorities within 3 working days.	<b>100%</b>	<b>CORPORATE</b>																																					
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 2019 No.4 on 19 December 2019.	<b>100.0%</b>	<b>IAD</b>																																					
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 March 2020:</p> <table border="1" data-bbox="848 899 1524 1453"> <thead> <tr> <th>MONTH</th> <th>MAINTENANCE CATEGORY</th> <th>NUMBER</th> </tr> </thead> <tbody> <tr> <td rowspan="3"><b>JANUARY</b></td> <td><b>TOTAL</b></td> <td><b>9</b></td> </tr> <tr> <td>Small</td> <td>9</td> </tr> <tr> <td>Medium</td> <td>0</td> </tr> <tr> <td rowspan="3">Large</td> <td></td> <td>0</td> </tr> <tr> <td><b>FEBRUARY</b></td> <td><b>TOTAL</b></td> <td><b>14</b></td> </tr> <tr> <td>Small</td> <td>14</td> </tr> <tr> <td rowspan="3">Medium</td> <td></td> <td>0</td> </tr> <tr> <td rowspan="3">Large</td> <td></td> <td>0</td> </tr> <tr> <td><b>MARCH</b></td> <td><b>TOTAL</b></td> <td><b>8</b></td> </tr> <tr> <td>Small</td> <td>8</td> </tr> <tr> <td rowspan="2">Medium</td> <td></td> <td>0</td> </tr> <tr> <td>Large</td> <td>0</td> </tr> <tr> <td colspan="2"><b>OVERALL TOTAL</b></td> <td><b>31</b></td> </tr> </tbody> </table>	MONTH	MAINTENANCE CATEGORY	NUMBER	<b>JANUARY</b>	<b>TOTAL</b>	<b>9</b>	Small	9	Medium	0	Large		0	<b>FEBRUARY</b>	<b>TOTAL</b>	<b>14</b>	Small	14	Medium		0	Large		0	<b>MARCH</b>	<b>TOTAL</b>	<b>8</b>	Small	8	Medium		0	Large	0	<b>OVERALL TOTAL</b>		<b>31</b>	<b>100% Fulfilment of Client Charter</b>	<b>IMD</b>
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		<p>All <b>31</b> 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 March 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 March 2020 is <b>26</b>, 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><b>25</b></td> </tr> <tr> <td>4 working days – more than 25km</td> <td><b>1</b></td> </tr> <tr> <td><b>Total Complaints</b></td> <td><b>26</b></td> </tr> </tbody> </table> <p>Actions were taken on all <b>26</b> 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 March 2020 for further information</p>	Action Timeframe	Number of Complaints	2 working days - less than 25 km	<b>25</b>	4 working days – more than 25km	<b>1</b>	<b>Total Complaints</b>	<b>26</b>	<p><b>100% Fulfilment of Client Charter</b></p>	<p><b>IMD</b></p>
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16.	<p>To ensure that duly completed applications for financial aid 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 <b>648</b> duly completed applications for financial aid were paid within 7 working days from the date of receipt of application for the month of March.</p>	<p><b>100%</b></p>	<p><b>PSC</b></p>								