

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

We are committed to providing quality service as follows:

No.	Pledges	2020 Achievement (01 Until 31 October 2020)	Achievement Percentage	Action By
1.	To forward results of applications and project proposals duly completed within 3 months.	Until 31 October 2020, 8 applications and project proposals were received and the results forwarded within 3 months.	100% (8 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments/agencies within 14 working days, or as soon as possible subject to existing data.	Until 31 October 2020, 16 socio-economic inputs and suggestions from the socio-economic aspect were given for the various uses/programmes as follows: <ol style="list-style-type: none"> 1. Prime Minister's visit to Pangkor 2. Economics Affairs Minister's visit to Perak 3. Finance Minister's visit to Perak 4. Energy and Natural Resources Minister's visit to Perak 5. Housing and Local Government Minister's visit 6. Tourism, Arts and Culture Minister's visit to Lenggong 7. Deputy Finance Minister's visit to Perak 8. Perlis State Secretariat Delegation's visit to Perak 9. Terengganu Exco's visit to Perak State Secretariat 10. Preparation of Menteri Besar's speech 11. Preparation of HRH Sultan of Perak's speech 12. Preparation of State Assembly questions 13. Preparation of slides for presentation to Economic Affairs Minister 14. Preparation of State Secretary's presentation slides 15. Preparation of Agro-Food Sector Development Strategy for Exco together with Agriculture and Food Industry Minister 	100% (16 Inputs)	SEPU

		16. Preparation of COVID-19 Briefing slides during EXCO Meeting		
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 October 2020, 8 official government functions were organized according to regulations and programmes set. No letters of appreciation were received from clients.	40.0% (8 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 October 2020, a total of 3,335 vouchers were issued and payments made according to the stipulated timeframe.	100% (3,335 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 October 2020, the Perak Malay Higher Education Scholarship Fund Board had its meeting on 22 September 2020 to discuss issues related to loan offers and other matters arising.	70.0% (Applications)	MSD
6.	To ensure the State Assembly Sittings are held 3 times a year.	Expected - 2 sittings Achieved - 2 sittings	100% (2 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 - 23 times Number of Meeting Papers a. 395 Meeting Papers b. 483 Assessment/Initial Papers / MB's Approval	76.67% (23 Meetings)	SA & SECD
8.	To process and forward confirmation of service	Until 31 October 2020, 18 applications on service		

	applications, offer of pension status and extension of probation period to the Public Service Commission within 15 working days.	<p>matters received were duly processed within 15 working days; as per the following breakdown:</p> <ul style="list-style-type: none"> • Confirmation of service: 15 • Offer of pension status: 2 • Extension of probation period: 1 	100% (18 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 October 2020, no overseas travel applications were processed.	(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 October 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 October 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>	98.65% (S) (Allocation: RM2,762,329.44) 0% (P)	LGD
12.	To forward complaints received from complainants to the relevant departments/agencies within 3 working days.	Until 31 October 2020, a total of 18 complaints were received and all forwarded to the relevant authorities within 3 working days.	100% (18 Complaints)	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. 3 2020 on 31 October 2020.	100.0% (Reports)	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 October 2020:</p> <table border="1" data-bbox="848 428 1524 1442"> <thead> <tr> <th>MONTH</th> <th>MAINTENANCE CATEGORY</th> <th>NUMBER</th> </tr> </thead> <tbody> <tr> <td>JANUARY</td> <td>TOTAL</td> <td>9</td> </tr> <tr> <td></td> <td>Small</td> <td>9</td> </tr> <tr> <td></td> <td>Medium</td> <td>0</td> </tr> <tr> <td></td> <td>Large</td> <td>0</td> </tr> <tr> <td>FEBRUARY</td> <td>TOTAL</td> <td>14</td> </tr> <tr> <td></td> <td>Small</td> <td>14</td> </tr> <tr> <td></td> <td>Medium</td> <td>0</td> </tr> <tr> <td></td> <td>Large</td> <td>0</td> </tr> <tr> <td>MARCH</td> <td>TOTAL</td> <td>8</td> </tr> <tr> <td></td> <td>Small</td> <td>8</td> </tr> <tr> <td></td> <td>Medium</td> <td>0</td> </tr> <tr> <td></td> <td>Large</td> <td>0</td> </tr> <tr> <td>APRIL</td> <td>TOTAL</td> <td>17</td> </tr> <tr> <td></td> <td>Small</td> <td>17</td> </tr> <tr> <td></td> <td>Medium</td> <td>0</td> </tr> <tr> <td></td> <td>Large</td> <td>0</td> </tr> <tr> <td>MAY</td> <td>TOTAL</td> <td>13</td> </tr> <tr> <td></td> <td>Small</td> <td>13</td> </tr> <tr> <td></td> <td>Medium</td> <td>0</td> </tr> <tr> <td></td> <td>Large</td> <td>0</td> </tr> <tr> <td>JUNE</td> <td>TOTAL</td> <td>20</td> </tr> <tr> <td></td> <td>Small</td> <td>20</td> </tr> <tr> <td></td> <td>Medium</td> <td></td> </tr> <tr> <td></td> <td>Large</td> <td></td> </tr> <tr> <td>JULY</td> <td>TOTAL</td> <td>21</td> </tr> <tr> <td></td> <td>Small</td> <td>21</td> </tr> <tr> <td></td> <td>Medium</td> <td></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		Small	17		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		<p>100% (37 Maintenance Works)</p>	<p>IMD</p>
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	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
OVERALL TOTAL		168

All **168** maintenance works were completed within the timeframe stipulated according to the categories.

Please refer to the attached Application System Maintenance Analysis Report (Ref. No. SUK/BPM/PS-02) for October 2020 for further information.

The number of complaints and feedback received for the period until 31 October 2020 is **0**, as per the following breakdown:

Action Timeframe	Number of Complaints
2 working days - less than 25 km	0
4 working days – more than 25km	0
Total Complaints	0

**No
Maintenance
Works**

IMD

15. 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>Actions were taken on all 0 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 October 2020 for further information.</p>		
16.	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.	A total of 645 duly completed applications for financial aid were paid within 7 working days from the date of receipt of application for the month of October.	100% (645 Applications)	PSC