

**PERAK STATE SECRETARIAT CLIENT CHARTER ACHIEVEMENT REPORT
FOR AUGUST 2021**

NO.	CLIENT CHARTER PLEDGES 2021	PERIOD	ACHIEVEMENTS	ACHIEVEMENT PERCENTAGE	ACTION BY
1.	Development project proposal applications.	90 working days	Until 31 August 2021 , No applications and project proposals were received.	100% (0 Projects) Jan-Aug Achievement: (16 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	Until 31 August 2021 , 1 socio-economic input and suggestion was provided within 14 working days.	100% (1 Input) Jan-Aug Achievement: (36 Inputs)	
3.	To resolve repair complaints / maintenance of Bangunan Perak Darul Ridzuan:				MSD
	a) Emergency repairs	24 hours	No complaints were received in August 2021 .	100% (0 Maintenance works) Jan- Aug Achievement: (83 Maintenance works)	
	b) Minor repairs	3 working days	No minor complaints were received in August 2021 .	100% (0 Complaints)	

				Jan- Aug Achievement: (46 Maintenance works)	
	c) Major repairs	Subject to degree of damage	No major repair complaints were reported in August 2021.	100% (0 Maintenance works) Jan- Aug Achievement: (6 Maintenance works)	
4.	To issue payments vouchers to suppliers.	10 days from the date of receipt of duly completed invoices.	174 vouchers totalling RM603,342.80 were issued and payments made according to the stipulated timeframe.	100% (174 Vouchers) Jan-Aug Achievement: (3082 Vouchers)	
5.	To make payments to successful Perak State Higher Education Loan applicants for the new session.	21 days	64 vouchers totalling RM234,361.15 were issued and payments made according to the stipulated timeframe.	100% (64 Vouchers) Jan-Aug Achievement: (889 Vouchers)	
6.	To send written notices to all State Assemblymen.	14 days before the State Assembly Sitting	Written notices were send to all State Assemblymen on 5 August 2021 for the State Assembly Sitting from 25-30 August 2021.	100%	
7.	To ensure the State Executive Council meeting decisions are distributed.	2 working days	State Executive Council meeting decisions were distributed within 2 working days from the date of confirmation of minutes.		SA & SECD

			Details: 1. 4.8.2021 Confirmation of Exco Meeting Minutes No.2037 Distributed on 5.8.2021 2. 11.8.2021 Confirmation of Exco Meeting Minutes No.2038. Distributed on 12.8.2021 3. 18.8.2021 Confirmation of Exco Meeting Minutes No.2039 Distributed on 19.8.2021	100%	
8.	To forward confirmation of service applications to the Perak PSC.	10 days	Confirmation of Service: 9 applications	100% (9 Applications) Jan-Aug Achievement: (44 Applications)	HRMD
9.	To forward offer of pension status applications to the Perak PSC.	10 days	Offer of Pension Status: 0 applications	100% (0 Applications) Jan-Aug Achievement: (12 Applications)	
10.	To forward extension of probation period applications to the Perak PSC.	10 days	Extension of Probation: 0 applications	No Achievements Jan-Aug Achievement: (8 applications)	

11.	To process duly completed applications for overseas travels via the e-Petra System.	7 working days	Until 31 August 2021 , no overseas travel applications were processed.	No Achievements	
12	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	9 days	Until 31 August 2021 , 17 PBTs had submitted their SMK claims and payments were made within the stipulated timeframe.	100% (17 Claims) Jan-Aug Achievement: (109 Claims)	LGD
13.	To give approvals / letters of authority to the PBTs after the Development Meeting.	3 days	For August 2021 , 9 letters of approval for 28 P07Projects and Rubbish Collection Management Projects Outside PBT Operations Areas totalling RM885,861.00 were issued to the PBTs within 3 working days after the development meeting on 4 August 2021 .	100% (9 Letters of Approval) Jan-Aug Achievement: (61 Letters of Approval)	
14.	To provide feedback on complaints received to the complainants via SISPAA system.	3 working days	From 1 January - 31 August 2021 , 34 complaints were received and all forwarded to the relevant authorities within 3 working days.	100% (34 Complaints) Jan-Aug Achievement: (34 Complaints)	CD
15.	To resolve / take actions on Public Complaints via SISPAA system				CD
	Normal	14 working days	32 complaints resolved 2 complaints pending as below: Corporate Division	80% (32 Complaints)	

	Complex	Depends on the degree of difficulty in resolving the complaints	0 complaints pending	0%	
16.	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 the Audit Committee Meeting No. 2 2021 on 11 August 2021.	100% (Reports)	IAD
17.	To resolve complaints / maintenance of application systems within the stipulated timeframe for the following categories:				
	a) Small	15 working days	29 complaints	100% (30 Maintenance Works)	IMD
	b) Medium	30 working days	0 complaints		
	c) Large	80 working days	1 complaint		
	From January – August 2021 , 237 complaints / maintenance applications were received and resolved within the stipulated timeframe as per the categories below: Small – 233 complaints / maintenance applications Medium – 1 complaint / maintenance application Large – 3 complaints / maintenance applications				
18.	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	9 complaints of less than 25km (inside Perak State Secretariat building) were resolved within the stipulated timeframe.	100% (9 Maintenance Works)	

	b) Distance more than 25km	2 working days	No complaints	No Achievements	
19.	To make payments for Financial Aid Applications to State Sports Associations.	7 working days	461 duly completed applications for financial aid were paid within 7 working days from the date of receipt of applications as approved by the Director for August 2021 .	100% (461 Applications) Jan-Aug Achievement: (2856 Applications)	PSC
20.	To inform the staff concerned of the disciplinary action decisions within the stipulated timeframe.	14 working days from the date of meeting	The 25 disciplinary action decisions were disclosed to the staff concerned within 14 days from the date the punishment was handed down.	100%	INTEGRITY