

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

NO.	CLIENT CHARTER PLEDGES 2021	PERIOD	ACHIEVEMENTS	ACHIEVEMENT PERCENTAGE	ACTION BY
1.	Development project proposal applications.	90 working days	For December 2021 , 3 applications and project proposals were received and the results forwarded within 3 months.	100% (3 Projects) Jan-Dec Achievement: (29 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	For December 2021 , 2 socio-economic inputs and suggestions were provided within 14 working days.	100% (2 Inputs) Jan-Dec Achievement: (44 Inputs)	
3.	To resolve repair complaints / maintenance of Bangunan Perak Darul Ridzuan:				MSD
	a) Emergency repairs	24 hours	For December 2021 , 13 complaints were received and all the emergency repair complaints (minor) were resolved within the stipulated timeframe.	100% (13 Maintenance works) Jan-Dec Achievement: (140 Maintenance works)	
	b) Minor repairs	3 working days	For December 2021 , 1 minor complaint was received and all the minor repair complaints were resolved within the stipulated timeframe.	100% (1 Complaint) Jan-Dec Achievement: (85 Maintenance works)	

	c) Major repairs	365 days	For December 2021 , no major repair complaints were reported.	100% (0 Maintenance work) Jan-Dec Achievement: (7 Maintenance works)	
4.	To issue payments vouchers to suppliers.	10 days from the date of receipt of duly completed invoices.	For December 2021 , 142 vouchers totalling RM237,021.00 were issued and payments made according to the stipulated timeframe.	100% (142 Vouchers) Jan-Dec Achievement: (4240 Vouchers)	
5.	To make payments to successful Perak State Higher Education Loan applicants for the new session.	21 days	For December 2021 , 2 vouchers totalling RM5,724.00 were issued and payments made according to the stipulated timeframe.	100% (2 Vouchers) Jan-Dec Achievement: (1590 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:- 1. 28 October 2021 for the State Assembly Sitting on 10 December 2021. 2. 5 August 2021 for the State Assembly Sitting from 25 to 30 August 2021.	100%	SA & SECD
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.		

			Details: 1. 1.12.2021 Confirmation of Exco Meeting Minutes No.2051 Distributed on 2.12.2021 2. 9.12.2021 Confirmation of Exco Meeting Minutes No.2052 Distributed on 10.12.2021	100%	
8.	To forward confirmation of service applications to the Perak PSC.	10 days	Confirmation of Service: 13 applications	100% (13 Applications) Jan-Dec Achievement: (87 Applications)	HRMD
9.	To forward offer of pension status applications to the Perak PSC.	10 days	Offer of Pension Status: 1 application	100% (1 Application) Jan-Dec Achievement: (17 Applications)	
10.	To forward extension of probation period applications to the Perak PSC.	10 days	Extension of Probation: 1 application	100% (1 Application) Jan-Dec Achievement: (9 applications)	

11.	To process duly completed applications for overseas travels via the e-Petra System.	7 working days	For December 2021 , 2 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% (2 Applications) Jan-Dec Achievements (2 Applications)		
12	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	9 days	For December 2021 , no PBTs submitted their SMK claims.	100% (0 Claims) Jan-Dec Achievement: (160 Claims)	LGD	
13.	To give approvals / letters of authority to the PBTs after the Development Meeting.	3 days	For December 2021 , no development meetings were held & no letters of authority were issued.	100% (0 Letters of Approval) Jan-Dec Achievement: (122 Letters of Approval)		
14.	To provide feedback on complaints received to the complainants via SISPAA system.	3 working days	For December 2021 , 5 complaints were received and all forwarded to the relevant authorities within 3 working days.	100% (5 Complaints) Jan-Dec Achievement: (37 Complaints)	CD	
15.	To resolve / take actions on Public Complaints via SISPAA system					
	• Normal	14 working days	5 complaints resolved.	100%		
	• Complex	365 days	No complaints			

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. 4 2021 on 24 November 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	52 complaints	100% (52 Maintenance Works)	IMD
	b) Medium	30 working days	0 complaints		
	c) Large	80 working days	0 complaints		
	From January – December 2021 , 356 complaints / maintenance applications were received and resolved within the stipulated timeframe as per the categories below: Small – 352 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	10 complaints of less than 25km (inside Perak State Secretariat building) were resolved within the stipulated timeframe.	100% (10 Maintenance Works)	
	b) Distance more than 25km	2 working days	No complaints	No Achievement	
19.	To make payments for Financial Aid Applications to State Sports Associations.	7 working days	For December 2021 , no applications for financial aid were received.	100% (0 Applications) Jan-Dec Achievement: (4513 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	44 disciplinary action decisions were disclosed to the staff concerned within 14 days from the date the punishment was handed down.	100%	INTEGRITY
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