

PERAK STATE SECRETARIAT CLIENT CHARTER ACHIEVEMENT 2021

No.	Client Charter Pledges 2021	Achievements	Achievement Percentage	Action By
1.	To forward results of applications and project proposals duly completed within 3 months .	Until 28 February 2021 , 4 applications and project proposals were received and the results forwarded within 3 months.	(100%) (4 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments/agencies within 14 working days .	Until 28 February 2021 , no socio-economic inputs and suggestions were provided during the 14 working days.	(0%) (0 Inputs)	SEPU
3.	To manage complaints/damages/maintenance of Bangunan Perak Darul Ridzuan: a) Minor repair works within 3 working days. b) Emergency repair works (minor) within 24 hours. c) Early reporting of major damages within 3 working days .	a) 15 complaints of minor damages were received in February 2021 and all the minor complaints were resolved within the stipulated timeframe. b) 15 complaints were received in February 2021 and all the complaints were resolved within the stipulated timeframe. c) 2 major damages occurred in February 2021 . Early reporting was done within the stipulated timeframe.	(100%) a) 15 Maintenance works b) 15 Complaints c) 2 damages	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 28 February 2021 , 474 vouchers were issued and payments made according to the stipulated timeframe.	(100%) (474 Vouchers)	MSD
5.	To ensure payments to successful Perak State Higher Education Loan applicants for the session just decided within 15 working days from the date of receipt of duly completed agreement documents.	Until 28 February 2021 , 219 vouchers totalling RM741,750.00 were issued and payments made according to the stipulated timeframe.	100% (219 Vouchers)	MSD

6.	To distribute written notice to all State Assemblymen at least 14 days before the State Assembly Sitting.	No sittings held.	(0%) (0 Sittings)	SA & SECD
7.	To ensure the State Executive Council Meeting results are distributed within 3 working days from the date of confirmation of minutes.	State Executive Council Meeting results were distributed within 2 working days from the date of confirmation of minutes. Details: 3.2.2021 Confirmation of Exco Meeting Minutes No.2014. Distribution on 4.2.2021. 10.2.2021 Confirmation of Exco Meeting Minutes No.2015. Distribution on 11.2.2021. 17.2.2021 Confirmation of Exco Meeting Minutes No.2016. Distribution on 18.2.2021. 24.2.2021 Confirmation of Exco Meeting Minutes No.2017. Distribution on 25.2.2021.	(100%) (Distribution)	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 28 February 2021, 11 applications on service matters received were duly processed within 15 working days; as per the following breakdown: - Confirmation of service: 10 - Offer of pension status: 1 - Extension of probation period: 0	(100%) (11 Applications)	HRMD
9.	To process duly completed applications for overseas travels within 7 working days via the e-Petra System.	Until 28 February 2021 , no overseas travel applications were processed.	(0%) (0 Applications)	HRMD

10.	To process claims for state government financial allocations (SMK) within 10 working days on receipt of duly completed documents from the 17 Local Authorities (PBTs) (including DBKL and MPPP).	Until 28 February 2021 , 13 Local Authorities had submitted their SMK claims and payments were made within the stipulated timeframe.	(100%) (13 Claims)	LGD
11.	To give approvals / letters of authority to the PBTs within 3 days after the Development Meeting.	Until 28 February 2021 , 15 letters of approval for 15 projects totalling RM1,994,325.00 for Rubbish Collection Outside Local Authority Operations Areas were given to the PBTs within 2 working days after the development meeting on 28 February 2021 .	(100%) (15 Letters of Approval)	LGD
12.	To manage complaints at the Perak State Secretariat within 15 working days from the date of receipt of the complaints.	Until 28 February 2021 , 883 complaints were received and all forwarded to the relevant authorities within 3 working days.	(100%) (883 Complaints)	CD
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.	(100%) (Reports)	IAD
14.	To resolve complaints / maintenance of application systems within the stipulated timeframe for the following categories: a) Small - 30 days b) Medium - 60 days c) Large - 90 days	All complaints / maintenance of application systems were successfully resolved within the stipulated timeframe for the following categories: a) Small – 26 complaints b) Medium – 1 complaint c) Large – 0 complaints	(100%) (27 Maintenance Works)	IMD

15.	To maintain the Perak Net network efficiently and effectively within the stipulated timeframe. To provide support services to the network based on the number of complaints received. Actions need to be taken on 90% of the complaints received within the stipulated timeframe: a) 1 working day = distance less than 25km b) 2 working days = distance more than 25km Justification for working days is as follows: a) Complaints received before 12 noon (working day) will be considered as 1 working day. b) Complaints received after 12 noon (working day) will be considered as 1 working day on the following day.	A total of 6 complaints of less than 25km (inside Perak State Secretariat building) were all resolved within the stipulated timeframe.	100% (6 Maintenance Works)	IMD
16.	To make payments for financial aid applications by State Sports Associations within 7 working days from the date of receipt of applications approved by the Director.	A total of 408 duly completed applications for financial aid were paid within 7 working days from the date of receipt of applications approved by the Director for February 2021.	100% (408 Applications)	PSC