

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 31 January 2021, 2 applications and project proposals were received and the results forwarded within 3 months.	(100%) (2 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments/agencies within 14 working days .	Until 31 January 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 .	14 complaints of minor damages were received in 2021 and all the minor complaints were resolved within the stipulated timeframe. 14 complaints were received in January 2021 and all the complaints were resolved within the stipulated timeframe. 1 major damage of pipe leak in January 2021. Early reporting was done within the stipulated timeframe.	(100%) a) 14 Maintenance works b) 14 Complaints c) 1 damage	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 January 2021, 62 vouchers were issued and payments made according to the stipulated timeframe.	(100%) (62 Vouchers)	MSD
5.	To ensure the State Assembly Sitzings are held not more than 6 months from the last sitting.	No sittings held.	(0%) (0 Sitzings)	SA & SECD

6.	To ensure the State Executive Council Meeting results are distributed within 3 working days from the date of confirmation of minutes.	Distribution of the State Executive Council Meeting results was done within 3 working days from the date of confirmation of minutes. Details: 1. 6.1.2021 Exco Meeting Minutes No.2010 confirmed. Distribution on 7.1.2021. 2. 13.1.2021 Exco Meeting Minutes No.2011 confirmed. Distribution on 14.1.2021. 3. 20.1.2021 Exco Meeting Minutes No.2012 confirmed. Distribution on 20.1.2021. 4. 13.1.2021 Exco Meeting Minutes No.2013 confirmed. Distribution on 29.1.2021.	(100%) (4 Distributions)	SA & SECD
7.	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 January 2021, 11 applications on service matters received were duly processed within 15 working days; as per the following breakdown: • Confirmation of service: 7 • Offer of pension status: 2 • Extension of probation period: 2	(100%) (11 Applications)	HRMD
8.	To process duly completed applications for overseas travels within 7 working days via the e-Petra System.	Until 31 January 2021, no overseas travel applications were processed.	(0%) (0 Applications)	HRMD
9.	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 31 January 2021, 6 Local Authorities had submitted their SMK claims and payments were made within the stipulated timeframe.	(100%) (6 Claims)	LGD

10.	To give approvals / letters of authority to the PBTs within 3 days after the development meeting.	For January 2021, 13 letters of approval for 15 projects totalling RM840,450.00 were given to the PBTs within 2 working days after the development meeting on 27 January 2021.	(100%) (RM840,450.00 Allocations)	LGD															
11.	To manage complaints at the Perak State Secretariat within 15 working days from the date of receipt of the complaints.	Until 31 January 2021, 704 complaints were received and all forwarded to the relevant authorities within 3 working days.	(100%) (704 Complaints)	CD															
12.	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															
13.	To improve and maintain application systems within the following period: a) 30 days for small-scale systems; b) 60 days for medium-scale systems; and c) 90 days for large-scale system.	<table><tr><th>MONTH</th><th>MAINTENANCE CATEGORY</th><th>NUMBER</th></tr><tr><td>JANUARY</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>0</td></tr><tr><td></td><td>Large</td><td>0</td></tr></table>	MONTH	MAINTENANCE CATEGORY	NUMBER	JANUARY	TOTAL	21		Small	21		Medium	0		Large	0	(100%) (21 Maintenance Works)	IMD
MONTH	MAINTENANCE CATEGORY	NUMBER																	
JANUARY	TOTAL	21																	
	Small	21																	
	Medium	0																	
	Large	0																	
14.	To repair and maintain the Perak Net network within the following period: a) 1 working day for locations less than 25km from the Perak State Secretariat; and b) 2 working days for locations more than 25km from the Perak State Secretariat.	The number of complaints and feedback received for the period until 31 January 2021 is 24, as per the following breakdown: <table><tr><th>Action Timeframe</th><th>Number of Complaints</th></tr><tr><td>1 working day - less than 25 km</td><td>24</td></tr></table>	Action Timeframe	Number of Complaints	1 working day - less than 25 km	24	100% (24 Maintenance Works)	IMD											
Action Timeframe	Number of Complaints																		
1 working day - less than 25 km	24																		

		<table><tr><td>2 working days – more than 25km</td><td>0</td></tr><tr><td>Total Complaints</td><td>24</td></tr></table> Actions were taken on all 24 complaints according to the timeframe as stated in the client charter. Please refer to the attached Perak ICT Network Maintenance Analysis Report (Ref. No. SUK/BPM/PS-01) for January 2021 for further information.	2 working days – more than 25km	0	Total Complaints	24		
2 working days – more than 25km	0							
Total Complaints	24							
15.	To make payments for financial aid applications by State Sports Associations within 10 working days from the date of receipt of applications.	A total of 336 duly completed applications for financial aid were paid within 7 working days from the date of receipt of applications for the month of January.	100% (336 Applications)	PSC				