

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

| NO. | CLIENT CHARTER PLEDGES 2021                                                                | PERIOD                 | ACHIEVEMENTS                                                                                                                                          | ACHIEVEMENT PERCENTAGE                                                                               | ACTION BY   |
|-----|--------------------------------------------------------------------------------------------|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|-------------|
| 1.  | Development project proposal applications.                                                 | <b>90 working days</b> | Until <b>30 June 2021</b> , <b>5</b> applications and project proposals were received and the results forwarded within 3 months.                      | <b>100%<br/>(5 Projects)</b><br><br><b>Jan-Jun Achievement:<br/>(16 Projects)</b>                    | <b>SEPU</b> |
| 2.  | To provide socio-economic inputs and suggestions required by other departments / agencies. | <b>14 working days</b> | Until <b>30 June 2021</b> , <b>5</b> socio-economic inputs and suggestions were provided within 14 working days.                                      | <b>100%<br/>(5 Inputs)</b><br><br><b>Jan-Jun Achievement:<br/>(32 Inputs)</b>                        |             |
| 3.  | To resolve repair complaints / maintenance of Bangunan Perak Darul Ridzuan:                |                        |                                                                                                                                                       |                                                                                                      | <b>MSD</b>  |
|     | a) Emergency repairs                                                                       | <b>24 hours</b>        | <b>12</b> complaints were received in <b>June 2021</b> and all the emergency repair complaints (minor) were resolved within the stipulated timeframe. | <b>100%<br/>(12 Maintenance works)</b><br><br><b>Jan-Jun Achievement:<br/>(69 Maintenance works)</b> |             |
|     | b) Minor repairs                                                                           | <b>3 working days</b>  | <b>2</b> minor complaints were received in <b>June 2021</b> and all the minor repair complaints were resolved within the stipulated timeframe.        | <b>100%<br/>(2 Complaints)</b>                                                                       |             |

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|    |                                                                                                  |                                                                     |                                                                                                                                                    | <b>Jan-Jun Achievement: (37 Maintenance works)</b>                              |  |
|    | c) Major repairs                                                                                 | <b>Subject to degree of damage</b>                                  | <b>0</b> major repair complaints were reported in June 2021.                                                                                       | <b>No Achievements</b><br><br><b>Jan-Jun Achievement: (5 Maintenance works)</b> |  |
| 4. | To issue payments vouchers to suppliers.                                                         | <b>10 days from the date of receipt of duly completed invoices.</b> | Until <b>30 June 2021</b> , <b>147</b> vouchers totalling <b>RM403,034.83</b> were issued and payments made according to the stipulated timeframe. | <b>100% (147 Vouchers)</b><br><br><b>Jan-Jun Achievement: (2728 Vouchers)</b>   |  |
| 5. | To make payments to successful Perak State Higher Education Loan applicants for the new session. | <b>21 days</b>                                                      | Until <b>30 June 2021</b> , <b>30</b> vouchers totalling <b>RM126,998.75</b> were issued and payments made according to the stipulated timeframe.  | <b>100% (30 Vouchers)</b><br><br><b>Jan-Jun Achievement: (784 Vouchers)</b>     |  |
| 6. | To send written notices to all State Assemblymen.                                                | <b>14 days before the State Assembly Sitting</b>                    | No sittings held.                                                                                                                                  | <b>No Achievements</b>                                                          |  |
| 7. | To ensure the State Executive Council meeting decisions are distributed.                         | <b>2 working days</b>                                               | State Executive Council meeting decisions were distributed within <b>2 working days</b> from the date of confirmation of minutes.                  |                                                                                 |  |

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|    |                                                                   |                | <p>Details:</p> <ol style="list-style-type: none"> <li>1. Meeting on 2.6.2021 and confirmation of Exco Meeting Minutes No.2029 distributed on 3.6.2021</li> <li>2. Meeting on 9.6.2021 and confirmation of Exco Meeting Minutes No.2030 distributed on 10.6.2021</li> <li>3. Meeting on 16.6.2021 and confirmation of Exco Meeting Minutes No.2031 distributed on 17.6.2021</li> <li>4. Meeting on 23.6.2021 and confirmation of Exco Meeting Minutes No.2032 distributed on 24.6.2021</li> </ol> | <b>100%</b>                                                                                           | <b>SA &amp; SECD</b> |
| 8. | To forward confirmation of service applications to the Perak PSC. | <b>10 days</b> | Until <b>30 June 2021</b> , Confirmation of Service: <b>2 applications</b>                                                                                                                                                                                                                                                                                                                                                                                                                        | <b>100%</b><br><b>(2 Applications)</b><br><br><b>Jan-Jun Achievement:</b><br><b>(30 Applications)</b> | <b>HRMD</b>          |
| 9. | To forward offer of pension status applications to the Perak PSC. | <b>10 days</b> | Until <b>30 June 2021</b> , Offer of Pension Status: <b>3 applications</b>                                                                                                                                                                                                                                                                                                                                                                                                                        | <b>100%</b><br><b>(3 applications)</b><br><br><b>Jan-Jun Achievement:</b><br><b>(9 Applications)</b>  |                      |

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| 10. | To forward extension of probation period applications to the Perak PSC.                              | <b>10 days</b>        | Until <b>30 June 2021</b> , Extension of Probation: <b>0 applications</b>                                                                                                                                                                                                                   | <b>No Achievements</b><br><br><b>Jan-Jun Achievement: (0 applications)</b>                      |            |
| 11. | To process duly completed applications for overseas travels via the e-Petra System.                  | <b>7 working days</b> | Until <b>30 June 2021</b> , <b>no</b> overseas travel applications were processed.                                                                                                                                                                                                          | <b>No Achievements</b>                                                                          |            |
| 12  | To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP). | <b>9 days</b>         | Until <b>30 June 2021</b> , <b>17 PBTs</b> had submitted their SMK claims and payments were made within the stipulated timeframe.                                                                                                                                                           | <b>100% (17 Claims)</b><br><br><b>Jan-Jun Achievement: (75 Claims)</b>                          | <b>LGD</b> |
| 13. | To give approvals / letters of authority to the PBTs after the Development Meeting.                  | <b>3 days</b>         | Until <b>30 June 2021</b> , <b>8</b> letters of approval for 22 ProjectP07 and Rubbish Collection Management Projects Outside PBT Operations Areas totalling <b>RM665,099.84</b> were issued to the PBTs within <b>3 working days</b> after the development meeting on <b>23 May 2021</b> . | <b>100% (3 Letters of Approval)</b><br><br><b>Jan-Jun Achievement: (52 Letters of Approval)</b> |            |
| 14. | To provide feedback on complaints received to the complainants via SISPA system.                     | <b>3 working days</b> | Until <b>30 June 2021</b> , <b>30</b> complaints were received and all forwarded to the relevant authorities within 3 working days.                                                                                                                                                         | <b>100% (30 Complaints)</b><br><br><b>Jan-Jun Achievement: (99 Complaints)</b>                  | <b>CD</b>  |

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| 15. | To resolve / take actions on Public Complaints via SISPAA system                                                                                                                                                                                                                                                    |                                                                 |                                                                                                              |                                | CD  |
|     | <ul style="list-style-type: none"><li>Normal</li></ul>                                                                                                                                                                                                                                                              | 14 working days                                                 | 23 complaints resolved<br>7 complaints pending                                                               | 80%<br>(30 Complaints)         |     |
|     | <ul style="list-style-type: none"><li>Complex</li></ul>                                                                                                                                                                                                                                                             | 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. 1 2021 on 31 March 2021. | 100%<br>(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%<br>(30 Maintenance Works) | IMD |
|     | b) Medium                                                                                                                                                                                                                                                                                                           | 30 working days                                                 | 0 complaints                                                                                                 |                                |     |
|     | c) Large                                                                                                                                                                                                                                                                                                            | 80 working days                                                 | 1 complaint                                                                                                  |                                |     |
|     | From January – June 2021, 190 complaints / maintenance applications were received and resolved within the stipulated timeframe as per the categories below:<br>Small – 188 complaints / maintenance applications<br>Medium – 1 complaint / maintenance application<br>Large – 1 complaint / maintenance application |                                                                 |                                                                                                              |                                |     |

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| 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                                                                                                                                                                                                                                                                          | <b>1 working day</b>                            | 6 complaints of less than 25km (inside Perak State Secretariat building) were resolved within the stipulated timeframe.                                                                     | <b>100%<br/>(6 Maintenance Works)</b>                                                         |                  |
|     | b) Distance more than 25km                                                                                                                                                                                                                                                                          | <b>2 working days</b>                           | No complaints                                                                                                                                                                               | <b>No Achievements</b>                                                                        |                  |
| 19. | To make payments for Financial Aid Applications to State Sports Associations.                                                                                                                                                                                                                       | <b>7 working days</b>                           | <b>474</b> duly completed applications for financial aid were paid <b>within 7 working days</b> from the date of receipt of applications as approved by the Director for <b>June 2021</b> . | <b>100%<br/>(474 Applications)</b><br><br><b>Jan-Jun Achievement:<br/>(2325 Applications)</b> | <b>PSC</b>       |
| 20. | To inform the staff concerned on the decisions of the disciplinary action within the stipulated timeframe.                                                                                                                                                                                          | <b>14 working days from the date of meeting</b> | The <b>25</b> decisions of the disciplinary action were disclosed to the staff concerned within 14 days from the date the sentence was handed down.                                         | <b>100%</b>                                                                                   | <b>Integrity</b> |