

PERAK STATE SECRETARIAT CLIENT CHARTER ACHIEVEMENT 2021

No.	Client Charter Pledges 2021	Period	Achievements	Achievement Percentage	Action By
1.	To forward results of development project proposal applications.	90 working days	Until 31 March 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.	14 working days	Until 31 March 2021 , 7 socio-economic inputs and suggestions were provided within 14 working days.	100% (7 Inputs)	
3.	To manage complaints / damages / maintenance of Bangunan Perak Darul Ridzuan:				MSD
	a) Emergency repairs	24 hours	A total of 10 complaints were received in March 2021 . 8 were resolved within the stipulated timeframe while 2 are still in the process of repair.	80% (10 Maintenance works)	
	b) Minor repairs	3 working days	A total of 9 minor complaints were received in March 2021 ; all the minor repairs were resolved within the stipulated timeframe.	100% (9 Complaints)	
	c) Major repairs	Subject to degree of damage	No major damages were reported in March 2021 .	0% (0 Damages)	
4.	To issue payments vouchers to suppliers.	10 days from the date of receipt of duly completed invoices.	Until 31 March 2021 , 473 vouchers totalling RM1,600,000.00 were issued and payments made according to the stipulated timeframe.	100% (473 Vouchers)	

5.	To make payments to successful Perak State Higher Education Loan applicants for the new session.	21 days	Until 31 March 2021 , 259 vouchers totalling RM784,765.00 were issued and payments made according to the stipulated timeframe.	100% (259 Vouchers)	
6.	To distribute written notices to all State Assemblymen.	14 days before the State Assembly Sitting	No sittings held.	0%	SA & SECD
7.	To ensure the State Executive Council Meeting results are distributed.	2 working days	State Executive Council Meeting results were distributed within 2 working days from the date of confirmation of minutes. Details: 1. 3.3.2021 Confirmation of Exco Meeting Minutes No.2018. Distribution on 4.3.2021. 2. 10.3.2021 Confirmation of Exco Meeting Minutes No.2019. Distribution on 11.3.2021. 3. 17.3.2021 Confirmation of Exco Meeting Minutes No.2020. Distribution on 18.3.2021. 4. 24.3.2021 Confirmation of Exco Meeting Minutes No.2021. Distribution on 25.3.2021. 5. 31.3.2021 Confirmation of Exco Meeting Minutes No.2022. Distribution on 1.4.2021.	100%	
8.	To forward confirmation of service applications to the Perak PSC.	10 days	Confirmation of service: 8 applications	100% (8 Applications)	

9.	To forward offer of pension status applications to the Perak PSC.	10 days	Offer of pension status: 1 application	100% (1 application)	HRMD
10.	To forward extension of probation period applications to the Perak PSC.	10 days	Extension of probation period: 1 application	100% (1 application)	
11.	To process duly completed applications for overseas travels via the e-Petra System.	7 working days	Until 31 March 2021 , no overseas travel applications were processed.	0% (0 Applications)	
12	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	9 days	Until 31 March 2021 , 13 PBTs had submitted their SMK claims and payments were made within the stipulated timeframe.	100% (13 Claims)	LGD
13.	To give approvals / letters of authority to the PBTs after the Development Meeting.	3 days	Until 31 March 2021 , 14 letters of approval for 14 projects totalling RM1,221,735.00 for Rubbish Collection Outside Local Authority Operations Areas were issued to the PBTs within 2 working days after the development meeting on 31 March 2021 .	100% (14 Letters of Approval)	
14.	To provide feedback on complaints received to the complainants via SISPAAs system.	3 working days	From 1 January 2021 until 31 March 2021 , 16 complaints were received and all forwarded to the relevant authorities within 3 working days.	100% (16 Complaints)	CD
15.	Resolving / Actions on Public Complaints via SISPAAs system:				
	• Normal	14 working days	13 complaints had been resolved 3 complaints are still pending	80% (16 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. 1 2021 on 31 March 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	49 complaints	100% (49 Maintenance Works)	IMD
	b) Medium	30 working days	0 complaints		
	c) Large	80 working days	0 complaints		
18.	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) Distance less than 25km	1 working day	6 complaints of less than 25km (inside Perak State Secretariat building) were all resolved within the stipulated timeframe.	100% (6 Maintenance Works)	
	b) Distance more than 25km	2 working days	No complaints	0%	
19.	To make payments for financial aid applications by State Sports Associations.	7 working days	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 March 2021.	100% (408 Applications)	PSC
20.	To inform the staff concerned on the results of the disciplinary action.	14 working days from the date of meeting	The 14 results of the disciplinary action were disclosed to the staff concerned within 14 days from the date the sentence was handed down.	100%	Integrity