

**PERAK STATE SECRETARIAT CLIENT CHARTER ACHIEVEMENT 2021**

| NO. | CLIENT CHARTER PLEDGES 2021                                                                | PERIOD                                                              | ACHIEVEMENTS                                                                                                                                        | ACHIEVEMENT PERCENTAGE                 | ACTION BY   |
|-----|--------------------------------------------------------------------------------------------|---------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|-------------|
| 1.  | Development project proposal applications.                                                 | <b>90 working days</b>                                              | Until <b>31 May 2021</b> , 1 application and project proposal was received and the result forwarded within 3 months.                                | <b>100%<br/>(1 Project)</b>            | <b>SEPU</b> |
| 2.  | To provide socio-economic inputs and suggestions required by other departments / agencies. | <b>14 working days</b>                                              | Until <b>31 May 2021</b> , 13 socio-economic inputs and suggestions were provided within 14 working days.                                           | <b>100%<br/>(13 Inputs)</b>            |             |
| 3.  | To manage repair complaints / maintenance of Bangunan Perak Darul Ridzuan:                 |                                                                     |                                                                                                                                                     |                                        | <b>MSD</b>  |
|     | a) Emergency repairs                                                                       | <b>24 hours</b>                                                     | <b>14</b> complaints were received in <b>May 2021</b> . All the emergency repair complaints (minor) were resolved within the stipulated timeframe.  | <b>100%<br/>(14 Maintenance works)</b> |             |
|     | b) Minor repairs                                                                           | <b>3 working days</b>                                               | <b>2</b> minor complaints were received in <b>May 2021</b> ; all the minor repair complaints were resolved within the stipulated timeframe.         | <b>100%<br/>(2 Complaints)</b>         |             |
|     | c) Major repairs                                                                           | <b>Subject to degree of damage</b>                                  | <b>1</b> major repair complaint was reported in <b>May 2021</b> . Early reporting was done within the stipulated timeframe.                         | <b>0%<br/>(1 Repair)</b>               |             |
| 4.  | To issue payments vouchers to suppliers.                                                   | <b>10 days from the date of receipt of duly completed invoices.</b> | Until <b>31 May 2021</b> , <b>217</b> vouchers totalling <b>RM1,194,002.44</b> were issued and payments made according to the stipulated timeframe. | <b>100%<br/>(217 Vouchers)</b>         |             |

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| 5.  | To make payments to successful Perak State Higher Education Loan applicants for the new session. | <b>21 days</b>                                   | Until <b>31 May 2021</b> , <b>16</b> vouchers totalling <b>RM60,500.00</b> were issued and payments made according to the stipulated timeframe.                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>100%<br/>(16 Vouchers)</b>    |                      |
| 6.  | To send written notices to all State Assemblymen.                                                | <b>14 days before the State Assembly Sitting</b> | No sittings held.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>0%</b>                        | <b>SA &amp; SECD</b> |
| 7.  | To ensure the State Executive Council Meeting results are distributed.                           | <b>2 working days</b>                            | State Executive Council Meeting results were distributed within <b>2 working days</b> from the date of confirmation of minutes.<br>Details:<br>1. 5.5.2021 Confirmation of Exco Meeting Minutes No.2027.<br>Distribution on 10.5.2021.<br><br><i>(Late distribution of minutes occurred due to constraints of the department as many of its staff concerned had to undergo quarantine from 5-9 May 2021 because they were close contact of a Covid-19 positive case.)</i><br><br>2. 19.5.2021 Confirmation of Exco Meeting Minutes No.2028.<br>Distribution on 20.5.2021. | <b>100%</b>                      |                      |
| 8.  | To forward confirmation of service applications to the Perak PSC.                                | <b>10 days</b>                                   | Confirmation of service: <b>7 applications</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>100%<br/>(7 Applications)</b> | <b>HRMD</b>          |
| 9.  | To forward offer of pension status applications to the Perak PSC.                                | <b>10 days</b>                                   | Offer of pension status: <b>1 application</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>100%<br/>(1 application)</b>  |                      |
| 10. | To forward extension of probation period applications to the Perak PSC.                          | <b>10 days</b>                                   | Extension of probation period: <b>0 applications</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>0%<br/>(0 applications)</b>   |                      |

|     |                                                                                                      |                                                                        |                                                                                                                                                                                                                                                                                          |                                         |            |
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| 11. | To process duly completed applications for overseas travels via the e-Petra System.                  | <b>7 working days</b>                                                  | Until <b>31 May 2021</b> , <b>no</b> overseas travel applications were processed.                                                                                                                                                                                                        | <b>0%<br/>(0 Applications)</b>          |            |
| 12  | To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP). | <b>9 days</b>                                                          | Until <b>31 May 2021</b> , <b>16 PBTs</b> had submitted their SMK claims and payments were made within the stipulated timeframe.                                                                                                                                                         | <b>100%<br/>(16 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>31 May 2021</b> , <b>3</b> letters of approval for 3 ProjectP07 and Rubbish Collection Management Projects Outside PBT Operations Areas totalling <b>RM36,718.00</b> were issued to the PBTs within <b>3 working days</b> after the development meeting on <b>19 May 2021</b> . | <b>100%<br/>(3 Letters of Approval)</b> |            |
| 14. | To provide feedback on complaints received to the complainants via SISPA system.                     | <b>3 working days</b>                                                  | From <b>1 January 2021</b> until <b>31 May 2021</b> , <b>24</b> complaints were received and all forwarded to the relevant authorities within 3 working days.                                                                                                                            | <b>100%<br/>(24 Complaints)</b>         | <b>CD</b>  |
| 15. | Resolving / Actions on Public Complaints via SISPA system:                                           |                                                                        |                                                                                                                                                                                                                                                                                          |                                         |            |
|     | • Normal                                                                                             | <b>14 working days</b>                                                 | <b>18</b> complaints had been resolved<br><b>6</b> complaints are still pending                                                                                                                                                                                                          | <b>80%<br/>(24 Complaints)</b>          |            |
|     | • Complex                                                                                            | <b>Depends on the degree of difficulty in resolving the complaints</b> | 0 complaints pending                                                                                                                                                                                                                                                                     | <b>0%</b>                               |            |
| 16. | To submit balanced and independent audit findings/reports to the Audit Committee.                    | <b>Quarterly: March, June, September, November</b>                     | Audit findings reports were completed and tabled at the Audit Committee Meeting No. 1 2021 on 31 March 2021.                                                                                                                                                                             | <b>100.%<br/>(Reports)</b>              | <b>IAD</b> |

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|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|------------------|
| 17. | To resolve complaints / maintenance of application systems within the stipulated timeframe for the following categories:                                                                                                                                                          |                                                 |                                                                                                                                                                                                   |                                        |                  |
|     | a) Small                                                                                                                                                                                                                                                                          | <b>15 working days</b>                          | <b>17</b> complaints                                                                                                                                                                              | <b>100%<br/>(17 Maintenance Works)</b> | <b>IMD</b>       |
|     | b) Medium                                                                                                                                                                                                                                                                         | <b>30 working days</b>                          | <b>0</b> complaints                                                                                                                                                                               |                                        |                  |
|     | c) Large                                                                                                                                                                                                                                                                          | <b>80 working days</b>                          | <b>0</b> 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                                                                                                                                                                                                                                                        | <b>1 working day</b>                            | <b>9</b> complaints of less than 25km (inside Perak State Secretariat building) were all resolved within the stipulated timeframe.                                                                | <b>100%<br/>(9 Maintenance Works)</b>  |                  |
|     | b) Distance more than 25km                                                                                                                                                                                                                                                        | <b>2 working days</b>                           | No complaints                                                                                                                                                                                     | <b>0%<br/>(0 Complaints)</b>           |                  |
| 19. | To make payments for financial aid applications by State Sports Associations.                                                                                                                                                                                                     | <b>7 working days</b>                           | A total of <b>627</b> duly completed applications for financial aid were paid <b>within 7 working days</b> from the date of receipt of applications approved by the Director for <b>May</b> 2021. | <b>100%<br/>(627 Applications)</b>     | <b>PSC</b>       |
| 20. | To inform the staff concerned on the results of the disciplinary action within the stipulated timeframe.                                                                                                                                                                          | <b>14 working days from the date of meeting</b> | The <b>25</b> results 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> |