

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

NO.	CLIENT CHARTER PLEDGES 2021	PERIOD	ACHIEVEMENTS	ACHIEVEMENT PERCENTAGE	ACTION BY
1.	Development project proposal applications.	90 working days	For November 2021 , 1 application and project proposal was received and the result forwarded within 3 months.	100% (1 Project) Jan-Nov Achievement: (26 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	For November 2021 , 3 socio-economic inputs and suggestions were provided within 14 working days.	100% (3 Inputs) Jan-Nov Achievement: (42 Inputs)	
3.	To resolve repair complaints / maintenance of Bangunan Perak Darul Ridzuan:				MSD
	a) Emergency repairs	24 hours	5 complaints were received in November 2021 and all the emergency repair complaints (minor) were resolved within the stipulated timeframe.	100% (5 Maintenance works) Jan-Nov Achievement: (127 Maintenance works)	
	b) Minor repairs	3 working days	19 minor complaints were received in November 2021 and all the minor repair complaints were resolved within the stipulated timeframe.	100% (19 Complaints) Jan-Nov Achievement: (85 Maintenance works)	

	c) Major repairs	365 days	No major repair complaints were reported in November 2021 .	100% (0 Maintenance work) Jan-Nov Achievement: (7 Maintenance works)	
4.	To issue payments vouchers to suppliers.	10 days from the date of receipt of duly completed invoices.	365 vouchers totalling RM1,864,889.55 were issued and payments made according to the stipulated timeframe.	100% (365 Vouchers) Jan-Nov Achievement: (4240 Vouchers)	
5.	To make payments to successful Perak State Higher Education Loan applicants for the new session.	21 days	181 vouchers totalling RM663,208.35 were issued and payments made according to the stipulated timeframe.	100% (181 Vouchers) Jan-Nov Achievement: (1588 Vouchers)	
6.	To send written notices to all State Assemblymen.	14 days before the State Assembly Sitting	Written notices were send to all State Assemblymen on:- 28 October 2021 for the State Assembly Sitting from 10 December 2021. 5 August 2021 for the State Assembly Sitting from 25 to 30 August 2021.	100%	SA & SECD
7.	To ensure the State Executive Council meeting decisions are distributed.	2 working days	State Executive Council meeting decisions were distributed within 2 working days from the date of confirmation of minutes.		

			Details: 3.11.2021 Confirmation of Exco Meeting Minutes No.2047 Distributed on 8.11.2021 <i>Note:</i> 4.11.2021 – Deepavali 5.11.2021 – Sultan of Perak's Birthday 10.11.2021 Confirmation of Exco Meeting Minutes No.2048 Distributed on 11.11.2021 17.11.2021 Confirmation of Exco Meeting Minutes No.2049 Distributed on 18.11.2021 24.11.2021 Confirmation of Exco Meeting Minutes No.2050 Distributed on 26.11.2021	100%	
8.	To forward confirmation of service applications to the Perak PSC.	10 days	Confirmation of Service: 10 applications	100% (10 Applications) Jan-Nov Achievement: (74 Applications)	HRMD
9.	To forward offer of pension status applications to the Perak PSC.	10 days	Offer of Pension Status: 0 applications	100% (0 Applications) Jan-Nov Achievement: (16 Applications)	

10.	To forward extension of probation period applications to the Perak PSC.	10 days	Extension of Probation: 0 applications	100% (0 Applications) Jan-Nov Achievement: (8 applications)	
11.	To process duly completed applications for overseas travels via the e-Petra System.	7 working days	For November 2021 , no overseas travel applications were processed.	No Achievements	
12	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	9 days	For November 2021 , 17 PBTs had submitted their SMK claims and payments were made within the stipulated timeframe.	100% (17 Claims) Jan-Nov Achievement: (160 Claims)	LGD
13.	To give approvals / letters of authority to the PBTs after the Development Meeting.	3 days	For November 2021 , no the development meetings were held & 61 letters of authority were issued.	100% (61 Letters of Approval) Jan-Nov Achievement: (122 Letters of Approval)	
14.	To provide feedback on complaints received to the complainants via SISPA system.	3 working days	For November 2021 , 47 complaints were received and all forwarded to the relevant authorities within 3 working days.	100% (47 Complaints) Jan-Nov Achievement: (47 Complaints)	CD

15.	To resolve / take actions on Public Complaints via SISPAA system				CD
	Normal	14 working days	46 complaints resolved 1 complaint pending as below: 1 - Corporate Division	100% (47 Complaints)	
	Complex	365 days	No complaints		
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. 4 2021 on 24 November 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	32 complaints	100% (32 Maintenance Works)	IMD
	b) Medium	30 working days	0 complaints		
	c) Large	80 working days	0 complaint		
	From January – November 2021, 304 complaints / maintenance applications were received and resolved within the stipulated timeframe as per the categories below: Small – 300 complaints / maintenance applications Medium – 1 complaint / maintenance application Large – 3 complaints / maintenance applications				
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	1 working day	24 complaints of less than 25km (inside Perak State Secretariat building) were resolved within the stipulated timeframe.	100% (24 Maintenance Works)	

	b) Distance more than 25km	2 working days	No complaints	No Achievement	
19.	To make payments for Financial Aid Applications to State Sports Associations.	7 working days	597 duly completed applications for financial aid were paid within 7 working days from the date of receipt of applications as approved by the Director for November 2021 .	100% (597 Applications) Jan-Nov Achievement: (4513 Applications)	PSC
20.	To inform the staff concerned of the disciplinary action decisions within the stipulated timeframe.	14 working days from the date of meeting	The 37 disciplinary action decisions were disclosed to the staff concerned within 14 days from the date the punishment was handed down.	100%	INTEGRITY