

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

NO.	CLIENT CHARTER PLEDGES 2021	PERIOD	ACHIEVEMENTS	ACHIEVEMENT PERCENTAGE	ACTION BY
1.	Development project proposal applications.	90 working days	From 1 - 30 September 2021 , 6 applications and project proposals were received and the results forwarded within 3 months.	100% (6 Projects) Jan-Sept Achievement: (22 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	From 1 - 30 September 2021 , 2 socio-economic inputs and suggestions were provided within 14 working days.	100% (2 Inputs) Jan-Sept Achievement: (38 Inputs)	
3.	To resolve repair complaints / maintenance of Bangunan Perak Darul Ridzuan:				MSD
	a) Emergency repairs	24 hours	16 complaints were received in September 2021 and all the emergency repair complaints (minor) were resolved within the stipulated timeframe.	100% (16 Maintenance works) Jan- Sept Achievement: (99 Maintenance works)	
	b) Minor repairs	3 working days	9 minor complaints were received in September 2021 and all the minor repair complaints were resolved within the stipulated timeframe.	100% (9 Complaints) Jan- Sept Achievement: (55 Maintenance works)	

	c) Major repairs	Subject to degree of damage	No major repair complaints were reported in September 2021 .	100% (0 Maintenance works) Jan- Sept Achievement: (6 Maintenance works)	
4.	To issue payments vouchers to suppliers.	10 days from the date of receipt of duly completed invoices.	267 vouchers totalling RM901,1862.24 were issued and payments made according to the stipulated timeframe.	100% (267 Vouchers) Jan-Sept Achievement: (3349 Vouchers)	
5.	To make payments to successful Perak State Higher Education Loan applicants for the new session.	21 days	162 vouchers totalling RM615,479.15 were issued and payments made according to the stipulated timeframe.	100% (162 Vouchers) Jan-Sept Achievement: (1051 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 5 August 2021 for the State Assembly Sitting from 25-30 August 2021.	100%	
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: 1. 8.9.2021 Confirmation of Exco Meeting Minutes No.2040 Distributed on 8.9.2021	100%	SA & SECD

			2. 15.9.2021 Confirmation of Exco Meeting Minutes No.2041. Distributed on 15.9.2021 3. 22.9.2021 Confirmation of Exco Meeting Minutes No.2042 Distributed on 23.9.2021		
8.	To forward confirmation of service applications to the Perak PSC.	10 days	Confirmation of Service: 9 applications	100% (9 Applications) Jan-Sept Achievement: (53 Applications)	HRMD
9.	To forward offer of pension status applications to the Perak PSC.	10 days	Offer of Pension Status: 4 applications	100% (4 Applications) Jan-Sept Achievement: (16 Applications)	
10.	To forward extension of probation period applications to the Perak PSC.	10 days	Extension of Probation: 0 applications	No Achievements Jan-Sept Achievement: (8 applications)	
11.	To process duly completed applications for overseas travels via the e-Petra System.	7 working days	Until 30 September 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	Until 30 September 2021 , 17 PBTs had submitted their SMK claims and payments were made within the stipulated timeframe.	100% (17 Claims) Jan-Sept Achievement: (126 Claims)	LGD
13.	To give approvals / letters of authority to the PBTs after the Development Meeting.	3 days	For September 2021 , no the development meetings were held & no letters of authority were issued.	100% (0 Letters of Approval) Jan-Sept Achievement: (61 Letters of Approval)	
14.	To provide feedback on complaints received to the complainants via SISPAA system.	3 working days	From 1 January - 30 September 2021 , 42 complaints were received and all forwarded to the relevant authorities within 3 working days.	100% (42 Complaints) Jan-Sept Achievement: (42 Complaints)	CD
15.	To resolve / take actions on Public Complaints via SISPAA system				CD
	Normal	14 working days	36 complaints resolved 2 complaints pending as below: 1 - Corporate Division 1 - Menteri Besar's Office	100% (36 Complaints)	
	Complex	Depends on the degree of difficulty in resolving the complaints	4 complaints pending 4 - Corporate Division		

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. 3 2021 on 30 September 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	14 complaints	100% (14 Maintenance Works)	IMD
	b) Medium	30 working days	0 complaints		
	c) Large	80 working days	0 complaint		
	From January – September 2021 , 251 complaints / maintenance applications were received and resolved within the stipulated timeframe as per the categories below: Small – 247 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	15 complaints of less than 25km (inside Perak State Secretariat building) were resolved within the stipulated timeframe.	100% (15 Maintenance Works)	
	b) Distance more than 25km	2 working days	No complaints	No Achievements	

19.	To make payments for Financial Aid Applications to State Sports Associations.	7 working days	535 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 September 2021 .	100% (535 Applications) Jan-Sept Achievement: (3391 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 35 disciplinary action decisions were disclosed to the staff concerned within 14 days from the date the punishment was handed down.	100%	INTEGRITY