

**PERAK STATE SECRETARIAT CLIENT CHARTER ACHIEVEMENT REPORT  
UNTIL AUGUST 2023**

NO.	CLIENT CHARTER PLEDGES 2023	PERIOD	ACHIEVEMENTS	ACHIEVEMENT PERCENTAGE	CULMULATIVE	ACTION BY
1.	Development project proposal applications.	<b>90 working days</b>	For <b>August 2023</b> , <b>1</b> application and project proposal was received and the result forwarded within 3 months.	<b>100% 1 Project</b>	<b>Jan-Aug Achievement: (5 Projects)</b>	<b>SEPU</b>
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	<b>14 working days</b>	For <b>August 2023</b> , <b>no</b> socio-economic inputs and suggestions were provided within 14 working days.	<b>0% 0 Inputs</b>	<b>Jan-Aug Achievement: (2 Inputs)</b>	
3.	To resolve repair complaints / maintenance of Bangunan Perak Darul Ridzuan:					<b>MSD</b>
	a) Emergency repairs	<b>7 days</b>	<b>10</b> complaints were received in <b>August 2023</b> and all the minor emergency repair complaints were resolved as per the stipulated timeframe.	<b>100% 10 Complaints</b>	<b>Jan-Aug Achievement: (137 Maintenance works)</b>	
	b) Minor repairs	<b>21 working days</b>	<b>30</b> complaints were received in <b>August 2023</b> and all the complaints (minor) were resolved as per the stipulated timeframe.	<b>100% 30 Complaints</b>	<b>Jan-Aug Achievement: 106 Maintenance works)</b>	
	c) Major repairs	<b>90 days</b>	<b>4</b> complaints were received in <b>August 2023</b> .	<b>100% 4 Complaints</b>	<b>Jan-Aug Achievement: (28 Maintenance works)</b>	
4.	To issue payments vouchers to suppliers.	<b>10 days from the date of receipt of duly completed invoices.</b>	For <b>August 2023</b> , <b>390</b> vouchers totalling <b>RM2,746,587.12</b> were issued and payments made as per the stipulated timeframe.	<b>100% 390 Vouchers</b>	<b>Jan-Aug Achievement: (2483 Vouchers)</b>	

5.	To make payments to successful Perak State Higher Education Loan applicants for the new session.	<b>21 days</b>	For <b>August 2023</b> , <b>51</b> vouchers totalling <b>RM167,849.40</b> were issued and payments made as per the stipulated timeframe.	<b>100% 51 Vouchers</b>	<b>Jan-Aug Achievement: (680 Vouchers)</b>	
6.	To send written notices to all State Assemblymen.	<b>14 days before the State Assembly Sitting</b>	Written notices sent to all State Assemblymen on <b>25 July 2023</b> for the State Assembly Sitting on 25 September 2023.	<b>100%</b>		
7.	To ensure the State Executive Council meeting decisions are distributed.	<b>2 working days</b>	<p>State Executive Council meeting decisions were distributed within <b>2 working days</b> from the date of confirmation of minutes.</p> <p>Details:</p> <ol style="list-style-type: none"> <li>02.08.2023 Confirmation of Exco Meeting Minutes No.2112 Distributed on 03.08.2023</li> <li>09.09.2023 Confirmation of Exco Meeting Minutes No.2113 Distributed on 10.08.2023</li> <li>16.08.2023 Confirmation of Exco Meeting Minutes No.2114 Distributed on 17.08.2023</li> <li>30.08.2023 Confirmation of Exco Meeting Minutes No.2115 Distributed on 01.09.2023</li> </ol>	<b>100% 4 Meetings</b>	<b>Jan-Aug Achievement: (25 Meetings)</b>	<b>SA &amp; SECD</b>
8.	To forward confirmation of service applications to the Perak PSC.	<b>15 days</b>	Confirmation of Service: <b>32 applications</b>	<b>100% 32 Applications</b>	<b>Jan-Aug Achievement: (157 Applications)</b>	

9.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: 10 applications	100% 10 Applications	Jan-Aug Achievement: (78 Applications)	HRMD
10.	To forward extension of probation period applications to the Perak PSC.	15 days	Extension of Probation: 0 applications	0% 0 Applications	Jan-Aug Achievement: (6 applications)	
11.	To process duly completed applications for overseas travels via the e-Petra System.	7 working days	For August 2023, 124 overseas travel applications were processed within 7 working days upon receipt of duly completed applications until approval was obtained from the SS/Dep.SS (Management) or HRM DIV. SECRETARY.	100% 124 Applications	Jan-Aug Achievements: (607 Applications)	
12	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	9 working days	1 PBT submitted its claims on 28 July 2023 and payment made on 3 August 2023. For Jan-Aug 2023, SMK payments were made to 16 PBTs within the stipulated timeframe.	100% Payments made within the stipulated timeframe	Jan-Aug Achievement: (16 PBTs)	LGD
13.	To give approvals / letters of authority to the PBTs after the Development Meeting was held.	3 working days	No Approval Meetings were held and no approval letters issued.	0% 0 Approval Letters	Jan-Aug Achievement: (16 Approval Letters)	
14.	To provide feedback on complaints received to complainants via the SISPAA system.	3 working days	For August 2023, 8 complaints were received and forwarded to the relevant authorities within 3 working days.	100% 8 Complaints	Jan-Aug Achievement: (36 Complaints)	CD
15.	To resolve / take actions on Public Complaints via the SISPAA system					
	• Normal	14 working days	No complaints.			
	• Complex	365 days	No complaints.			

16	To hold Meet The Clients Day	Once a month	Meet The Clients Day was held on 16 August 2023 at Stadium Indera Mulia, Ipoh.	100% (Programmes)	Jan-Aug Achievement: (7 programmes)	
17.	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:  a) Audit Committee Meeting No. 1/2023 on 11 April 2023. b) Audit Committee Meeting No. 2/2023 on 12 July 2023.	100% Reports for First and Second Quarters 2023		IAD
18.	To resolve complaints / maintenance of application systems within the stipulated timeframe for the following categories:					
	a) Small	15 working days	56 complaints	100% 56 Maintenance Works		
	b) Medium	30 working days	0 complaints			
	c) Large	80 working days	0 complaints			
	From <b>1 January-31 August 2023</b> , <b>547</b> complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below: Small – <b>537</b> complaints / applications for maintenance Medium – <b>9</b> complaints / applications for maintenance Large – <b>1</b> complaint / application for maintenance					IMD
19.	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	30 complaints of less than 25km (Bangunan Perak) were resolved within the stipulated timeframe.  1 complaint of less than 25km (Central) was resolved within the stipulated timeframe.	100% 31 Maintenance Works	Jan-Aug Achievement: (192 Complaints)	

	b) Distance more than 25km	<b>2 working days</b>	1 complaint of more than 25km (Southern) was resolved within the stipulated timeframe.	<b>0% 1 Maintenance Work</b>	<b>Jan-August Achievement: (6 Complaints)</b>	
20.	To inform the staff concerned of the disciplinary action decisions within the stipulated timeframe.	<b>14 working days from the date of meeting</b>	<b>From 1 January to 31 August 2023, 74</b> disciplinary action decisions were disclosed to the staff concerned within 14 days from the date of meeting.	<b>100%</b>	<b>Jan-August Achievement: (74 Decisions)</b>	<b>INTEGRITY</b>