

**PERAK STATE SECRETARIAT CLIENT CHARTER ACHIEVEMENT REPORT
1 JANUARY UNTIL 31 JANUARY 2023**

NO.	CLIENT CHARTER PLEDGES 2022	PERIOD	ACHIEVEMENTS	ACHIEVEMENT PERCENTAGE	ACTION BY
1.	Development project proposal applications.	90 working days	For January 2023 , no applications and project proposals were received.	<p style="text-align: center;">0% (0 Projects)</p> <p>Jan Achievement: (0 Projects)</p>	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	<p>For January 2023, 1 socio-economic input and suggestion was provided within 14 working days.</p> <p>1. Input for preparation of MB's Executive Talk and New Year Message</p> <p>Date requested: 17 January 2023 Date of Programme: 22 January 2023</p>	<p style="text-align: center;">100% (1 Input)</p> <p>Jan Achievement: (1 Input)</p>	
3.	To resolve repair complaints / maintenance of Bangunan Perak Darul Ridzuan:				MSD
	a) Emergency repairs	24 hours	19 complaints were received in January 2023 and all the emergency repair complaints (minor) were resolved within the stipulated timeframe.	<p style="text-align: center;">100% (19 Complaints)</p> <p>Jan Achievement: (19 Maintenance works)</p>	
	b) Minor repairs	3 working days	6 minor complaints were received in January 2023 and all the complaints were resolved within the stipulated timeframe.	<p style="text-align: center;">100% (6 Complaints)</p> <p>Jan Achievement: (6 Maintenance works)</p>	
	c) Major repairs	365 days	9 major repair complaints were reported in January 2023 .	<p style="text-align: center;">100% (9 Complaints)</p>	

			Early reporting was done according to the stipulated timeframe.	Jan Achievement: (9 Maintenance works)	
4.	To issue payments vouchers to suppliers.	10 days from the date of receipt of duly completed invoices.	For January 2023 , 165 vouchers totalling RM435,979.83 were issued and payments made according to the stipulated timeframe.	100% (165 Vouchers) Jan Achievement: (165 Vouchers)	
5.	To make payments to successful Perak State Higher Education Loan applicants for the new session.	21 days	For January 2023 , 35 vouchers totalling RM122,079.10 were issued and payments made according to the stipulated timeframe.	100% (35 Vouchers) Jan Achievement: (35 Vouchers)	
6.	To send written notices to all State Assemblymen.	14 days before the State Assembly Sitting	Written notices sent to all State Assemblymen: - 1. Nil	0%	
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. 25.01.2023 Confirmation of Exco Meeting Minutes No.2091 Distributed on 26.01.2023	100%	SA & SECD
8.	To forward confirmation of service applications to the Perak PSC.	15 days	Confirmation of Service: 25 applications	100% (25 Applications) Jan Achievement: (25 Applications)	
9.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: 18 applications	100% (18 Applications)	

				Jan Achievement: (18 Applications)	
10.	To forward extension of probation period applications to the Perak PSC.	15 days	Extension of Probation: 0 applications	0% (0 Applications) Jan Achievement: (0 applications)	HRMD
11.	To process duly completed applications for overseas travels via the e-Petra System.	7 working days	For January 2023 , 40 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 DIVISION SECRETARY.	100% (40 Applications) Jan Achievements: (40 Applications)	
12	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	9 working days	For January 2023 , 11 PBTs had submitted their claims and SMK payments totalling RM0.679 million were made within the stipulated timeframe.	100% (11 PBTs) Jan Achievement: (11 PBTs)	LGD
13.	To give approvals / letters of authority to the PBTs after the Development Meeting was held.	3 working days	Meeting No. 1/2023 on 16 January 2023 Letters of authority on 27 January 2023 Letters of authority were issued late as applicants' information needed to be updated again according to the total allocation approved.	100% Jan Achievement: (6 Letters of Approval)	
14.	To provide feedback on complaints received to complainants via the SISPAAs system.	3 working days	For January 2023 , 3 complaints were received and all forwarded to the relevant authorities within 3 working days.	100% (3 Complaints) Jan Achievement: (3 Complaints)	
15.	To resolve / take actions on Public Complaints via the SISPAAs system				CD
	<ul style="list-style-type: none"> Normal 	14 working days	1 complaint still pending: <ul style="list-style-type: none"> Corporate Division (1) 		

	• 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. 4/2022 on 11 January 2023.	100% (Reports)	IAD
17.	To resolve complaints / maintenance of application systems within the stipulated timeframe for the following categories:				
	a) Small	15 working days	36 complaints	100% (36 Maintenance Works)	IMD
	b) Medium	30 working days	0 complaints		
	c) Large	80 working days	0 complaints		
	From 1–31 January 2023 , 36 complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below: Small – 36 complaints / maintenance of application systems Medium – 0 complaints / maintenance of application systems Large – 0 complaint / maintenance of application system				
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	32 complaints of less than 25km (Bangunan Perak) were resolved within the stipulated timeframe.	100% (32 Maintenance Works)	
	b) Distance more than 25km	2 working days	2 complaints of more than 25km (Southern) were resolved within the stipulated timeframe.	100% (2 Maintenance Works)	
19.	To make payments for Financial Aid Applications to State Sports Associations.	7 working days	46 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 January 2023 .	100% (46 Applications)	PSC

				Jan Achievement: (46 Applications)	
20.	To inform the staff concerned of the disciplinary action decisions within the stipulated timeframe.	14 working days from the date of meeting	Until 31 January 2023, 22 disciplinary action decisions were disclosed to the staff concerned within 14 days from the date of meeting.	100%	INTEGRITY