

**PERAK STATE SECRETARIAT CLIENT CHARTER ACHIEVEMENT REPORT  
UNTIL JULY 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>July 2023</b> , <b>no</b> applications and project proposals were received.	<b>100%</b> <b>0 Projects</b>	<b>Jan-July Achievement:</b> <b>(4 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>July 2023</b> , <b>no</b> socio-economic inputs and suggestions were provided within 14 working days.	<b>0%</b> <b>0 Inputs</b>	<b>Jan-July Achievement:</b> <b>(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>15</b> complaints were received in <b>July 2023</b> and all the minor emergency repair complaints were resolved within the stipulated timeframe.	<b>100%</b> <b>15 Complaints</b>	<b>Jan-July Achievement:</b> <b>(127 Maintenance works)</b>	
	b) Minor repairs	<b>21 working days</b>	<b>13</b> minor complaints were received in <b>July 2023</b> and all the complaints were resolved within the stipulated timeframe.	<b>100%</b> <b>13 Complaints</b>	<b>Jan-July Achievement:</b> <b>76 Maintenance works)</b>	
	c) Major repairs	<b>90 days</b>	<b>No</b> complaints were received in <b>July 2023</b> .	<b>100%</b> <b>0 Complaints</b>	<b>Jan-July Achievement:</b> <b>(24 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>July 2023</b> , <b>196</b> vouchers totalling <b>RM605,028.33</b> were issued and payments made as per the stipulated timeframe.	<b>100%</b> <b>196 Vouchers</b>	<b>Jan-July Achievement:</b> <b>(2093 Vouchers)</b>	

5.	To make payments to successful Perak State Higher Education Loan applicants for the new session.	<b>21 days</b>	For <b>July 2023</b> , <b>23</b> vouchers totalling <b>RM73,801.60</b> were issued and payments made as per the stipulated timeframe.	<b>100% 23 Vouchers</b>	<b>Jan-July Achievement: (629 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>	State Executive Council meeting decisions were distributed within <b>2 working days</b> from the date of confirmation of minutes.  Details:  1. 05.07.2023 Confirmation of Exco Meeting Minutes No.2109 Distributed on 06.07.2023  2. 12.07.2023 Confirmation of Exco Meeting Minutes No.2110 Distributed on 13.07.2023  3. 26.07.2023 Confirmation of Exco Meeting Minutes No.2111 Distributed on 27.07.2023	<b>100% 3 Meetings</b>	<b>Jan-July Achievement: (21 Meetings)</b>	
8.	To forward confirmation of service applications to the Perak PSC.	<b>15 days</b>	Confirmation of Service: <b>20 applications</b>	<b>100% 20 Applications</b>	<b>Jan-July Achievement: (125 Applications)</b>	
9.	To forward offer of pension status applications to the Perak PSC.	<b>15 days</b>	Offer of Pension Status: <b>11 applications</b>	<b>100% 11 Applications</b>	<b>Jan-July Achievement: (68 Applications)</b>	

10.	To forward extension of probation period applications to the Perak PSC.	<b>15 days</b>	Extension of Probation: <b>0 applications</b>	<b>0%</b> <b>0 Applications</b>	<b>Jan-July Achievement:</b> <b>(6 applications)</b>	
11.	To process duly completed applications for overseas travels via the e-Petra System.	<b>7 working days</b>	For <b>July 2023</b> , <b>130</b> 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.	<b>100%</b> <b>130 Applications</b>	<b>Jan-July Achievements:</b> <b>(483 Applications)</b>	
12	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	<b>9 working days</b>	For <b>July 2023</b> , <b>no</b> PBTs submitted their claims. For <b>Jan-July 2023</b> , SMK payments totalling RM1.840 million were made to 15 PBTs within the stipulated timeframe.	<b>100%</b> <b>Payments made within the stipulated timeframe</b>	<b>Jan-July Achievement:</b> <b>(15 PBTs)</b>	LGD
13.	To give approvals / letters of authority to the PBTs after the Development Meeting was held.	<b>3 working days</b>	For <b>July 2023</b> , <b>5</b> approval letters for 3 P07 Projects totalling RM232,812.35 were issued to the PBTs on 27 July 2023 after the Approval Meeting on 26 July 2023.	<b>0%</b> <b>3 Approval Letters</b>	<b>Jan-July Achievement:</b> <b>(16 Approval Letters)</b>	
14.	To provide feedback on complaints received to complainants via the SISPA system.	<b>3 working days</b>	For <b>July 2023</b> , <b>5</b> complaints were received and forwarded to the relevant authorities within 3 working days.	<b>100%</b> <b>5 Complaints</b>	<b>Jan-July Achievement:</b> <b>(28 Complaints)</b>	
15.	To resolve / take actions on Public Complaints via the SISPA system					CD
	<ul style="list-style-type: none"> <li>Normal</li> </ul>	<b>14 working days</b>	1 complaint still pending: - <ul style="list-style-type: none"> <li>Human Resource Management Division (1)</li> </ul>			
	<ul style="list-style-type: none"> <li>Complex</li> </ul>	<b>365 days</b>	<b>No</b> complaints.			
16	To hold Meet The Clients Day	<b>Once a month</b>	Held Meet The Clients Day on 20 July 2023 at Dewan Serbaguna, Majlis Daerah Gerik.	<b>100%</b> <b>(Programmes)</b>	<b>Jan-July Achievement:</b> <b>(6 programmes)</b>	

17.	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. 2/2023 on 11 July 2023.	<b>100% Reports</b>		<b>IAD</b>
18.	To resolve complaints / maintenance of application systems within the stipulated timeframe for the following categories:					
	a) Small	<b>15 working days</b>	<b>63</b> complaints	<b>100% 63 Maintenance Works</b>		
	b) Medium	<b>30 working days</b>	<b>0</b> complaints			
	c) Large	<b>80 working days</b>	<b>0</b> complaints			
	From <b>1 January-31 July 2023</b> , <b>491</b> complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below: Small – <b>481</b> complaints / applications for maintenance Medium – <b>9</b> complaints / applications for maintenance Large – <b>1</b> complaint / application for maintenance					
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	<b>1 working day</b>	<b>19</b> complaints of less than 25km (Bangunan Perak) were resolved within the stipulated timeframe.	<b>100% 19 Maintenance Works</b>	<b>Jan-July Achievement: (161 Complaints)</b>	<b>IMD</b>
	b) Distance more than 25km	<b>2 working days</b>	<b>No</b> complaints.	<b>0% 0 Maintenance Works</b>	<b>Jan-July Achievement: (5 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 July 2023</b> , <b>74</b> disciplinary action decisions were disclosed to the staff concerned within 14 days from the date of meeting.	<b>100%</b>	<b>Jan-July Achievement: (74 Decisions)</b>	