

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

NO.	CLIENT CHARTER PLEDGES 2023	PERIOD	ACHIEVEMENTS	ACHIEVEMENT PERCENTAGE	CULMULATIVE	ACTION BY
1.	Development project proposal applications.	90 working days	For June 2023 , no applications and project proposals were received.	100% 0 Projects	Jan-June Achievement: (4 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	For June 2023 , no socio-economic inputs and suggestions were provided within 14 working days.	0% 0 Inputs	Jan-June Achievement: (2 Inputs)	
3.	To resolve repair complaints / maintenance of Bangunan Perak Darul Ridzuan:					MSD
	a) Emergency repairs	7 days	23 complaints were received in June 2023 and all the minor emergency repair complaints were resolved within the stipulated timeframe.	100% 23 Complaints	Jan-June Achievement: (112 Maintenance works)	
	b) Minor repairs	21 working days	22 minor complaints were received in June 2023 and all the complaints were resolved within the stipulated timeframe.	100% 22 Complaints	Jan-June Achievement: 63 Maintenance works)	
	c) Major repairs	90 days	1 complaint was received in June 2023 .	100% 1 Complaint	Jan-June Achievement: (24 Maintenance works)	
4.	To issue payments vouchers to suppliers.	10 days from the date of receipt of duly completed invoices.	For June 2023 , 254 vouchers totalling RM1,181,300.94 were issued and payments made according to the stipulated timeframe.	100% 254 Vouchers	Jan-June Achievement: (1897 Vouchers)	

5.	To make payments to successful Perak State Higher Education Loan applicants for the new session.	21 days	For June 2023 , 14 vouchers totalling RM39,014.12 were issued and payments made according to the stipulated timeframe.	100% 14 Vouchers	Jan-June Achievement: (606 Vouchers)	
6.	To send written notices to all State Assemblymen.	14 days before the State Assembly Sitting	Written notices sent to all State Assemblymen on 7 April 2023 for the State Assembly Sitting on 22 May 2023.	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. 07.06.2023 Confirmation of Exco Meeting Minutes No.2107 Distributed on 08.06.2023 2. 16.06.2023 Confirmation of Exco Meeting Minutes No.2108 Distributed on 20.06.2023	100% 2 Meetings	Jan-June Achievement: (18 Meetings)	SA & SECD
8.	To forward confirmation of service applications to the Perak PSC.	15 days	Confirmation of Service: 10 applications	100% 10 Applications	Jan-June Achievement: (105 Applications)	
9.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: 1 application	100% 1 Applications	Jan-June Achievement: (57 Applications)	
10.	To forward extension of probation period applications to the Perak PSC.	15 days	Extension of Probation: 2 applications	0% 2 Applications	Jan-June Achievement: (6 applications)	HRMD

11.	To process duly completed applications for overseas travels via the e-Petra System.	7 working days	For June 2023 , 138 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% 138 Applications	Jan-June Achievements: (353 Applications)	
12	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	9 working days	For June 2023 , no PBTs submitted their claims. For Jan-June 2023 , SMK payments totalling RM1.840 million were made to 15 PBTs.	100% Payments made within the stipulated timeframe	Jan-June Achievement: (15 PBTs)	
13.	To give approvals / letters of authority to the PBTs after the Development Meeting was held.	3 working days	For June 2023 , 5 approval letters for 6 P07 Projects totalling RM644,475.00 were issued to the PBTs on 14 June 2023 after the Approval Meeting on 12 June 2023.	0% 5 Approval Letters	Jan-June Achievement: (13 Approval Letters)	LGD
14.	To provide feedback on complaints received to complainants via the SISPAA system.	3 working days	For June 2023 , 5 complaints were received and forwarded to the relevant authorities within 3 working days.	100% 5 Complaints	Jan-June Achievement: (23 Complaints)	
15.	To resolve / take actions on Public Complaints via the SISPAA system					CD
	<ul style="list-style-type: none"> Normal 	14 working days	1 complaint still pending: - <ul style="list-style-type: none"> Integrity Unit (1) 			
	<ul style="list-style-type: none"> Complex 	365 days	No complaints.			
16	To hold Meet The Clients Day	Once a month	Held Meet The Clients Day on 12 June 2023 at Stadium Indera Mulia, Ipoh.	100% (Programmes)	Jan-June Achievement: (5 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 the Audit Committee Meeting No. 1/2023 on 11 April 2023.	100% Reports		IAD

18.	To resolve complaints / maintenance of application systems within the stipulated timeframe for the following categories:					IMD
	a) Small	15 working days	20 complaints	100% 24 Maintenance Works		
	b) Medium	30 working days	4 complaints			
	c) Large	80 working days	0 complaints			
<p>From 1 January-30 June 2023, 424 complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below: Small – 418 complaints / applications for maintenance Medium – 9 complaints / applications for maintenance Large – 1 complaint / application for maintenance</p>						
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:					IMD
	a) Distance less than 25km	1 working day	15 complaints of less than 25km (Bangunan Perak) were resolved within the stipulated timeframe. 1 complaint of less than 25km (Central Zone) was resolved within the stipulated timeframe.	100% 15 Maintenance Works	Jan-June Achievement: (142 Complaints)	
	b) Distance more than 25km	2 working days	No complaints.	0% 0 Maintenance Works	Jan-June Achievement: (5 Complaints)	
20.	To inform the staff concerned of the disciplinary action decisions within the stipulated timeframe.	14 working days from the date of meeting	From 1 January to 30 June 2023, 74 disciplinary action decisions were disclosed to the staff concerned within 14 days from the date of meeting.	100%	Jan-June Achievement: (74 Decisions)	INTEGRITY