

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

NO.	CLIENT CHARTER PLEDGES 2023	PERIOD	ACHIEVEMENTS	ACHIEVEMENT PERCENTAGE	CULMULATIVE	ACTION BY
1.	Development project proposal applications.	90 working days	For March 2023, no applications and project proposals were received.	0% 0 Projects	Jan-Mar Achievement: (0 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	For March 2023, no socio-economic inputs and suggestions were provided within 14 working days.	100% 0 Inputs	Jan-Mar Achievement: (2 Inputs)	
3.	To resolve repair complaints / maintenance of Bangunan Perak Darul Ridzuan:					MSD
	a) Emergency repairs	24 hours	22 complaints were received in March 2023 and all the emergency repair complaints (minor) were resolved within the stipulated timeframe.	100% 22 Complaints	Jan-Mar Achievement: (61 Maintenance works)	
	b) Minor repairs	3 working days	11 minor complaints were received in March 2023 and all the complaints were resolved within the stipulated timeframe.	100% 11 Complaints	Jan-Mar Achievement: (24 Maintenance works)	
	c) Major repairs	365 days	10 major repair complaints were reported in March 2023 . Early reporting was done according to the stipulated timeframe.	100% 10 Complaints	Jan-Mar Achievement: (22 Maintenance works)	
4.	To issue payments vouchers to suppliers.	10 days from the date of receipt of duly completed invoices.	For March 2023 , 299 vouchers totalling RM1,113,563.69 were issued and payments made according to the stipulated timeframe.	100% 299 Vouchers	Jan-Mar Achievement: (731 Vouchers)	

5.	To make payments to successful Perak State Higher Education Loan applicants for the new session.	21 days	For March 2023 , 66 vouchers totalling RM207,504.35 were issued and payments made according to the stipulated timeframe.	100% 66 Vouchers	Jan-Mar Achievement: (109 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. 01.03.2023 Confirmation of Exco Meeting Minutes No.2095 Distributed on 02.03.2023 2. 08.03.2023 Confirmation of Exco Meeting Minutes No.2096 Distributed on 09.03.2023 3. 15.03.2023 Confirmation of Exco Meeting Minutes No.2097 Distributed on 16.03.2023 4. 21.03.2023 Confirmation of Exco Meeting Minutes No.2098 Distributed on 22.03.2023 5. 29.03.2023 Confirmation of Exco Meeting Minutes No.2099 Distributed on 30.03.2023	100% 5 Meetings	Jan-Mar Achievement: (9 Meetings)	SA & SECD

8.	To forward confirmation of service applications to the Perak PSC.	15 days	Confirmation of Service: 13 applications	100% 13 Applications	Jan-Mar Achievement: (53 Applications)	HRMD
9.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: 6 applications	100% 6 Applications	Jan-Mar Achievement: (44 Applications)	
10.	To forward extension of probation period applications to the Perak PSC.	15 days	Extension of Probation: 2 applications	0% 2 Applications	Jan-Mar Achievement: (4 applications)	
11.	To process duly completed applications for overseas travels via the e-Petra System.	7 working days	For March 2023 , 54 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% 54 Applications	Jan-Mar Achievements: (137 Applications)	
12	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	9 working days	For March 2023 , no PBTs submitted their claims. For Jan-Mar 2023 , SMK payments totalling RM1.840 million were made to 15 PBTs.	100% 0 PBTs	Jan-Mar Achievement: (15 PBTs)	LGD
13.	To give approvals / letters of authority to the PBTs after the Development Meeting was held.	3 working days	2 P07 approval meetings were held in March: A) No. 2/2023 Date: 9 March 2023 No. of Projects: 31 No. of Approval Letters: 12 Total Approved: RM1,690,470.00 Date of Approval Letters: 10 March 2023	100% 2 Approval Letters	Jan-Mar Achievement: (8 Approval Letters)	

			B) No. 3/2023 Date: 30 March 2023 No. of Projects: 4 No. of Approval Letters: 3 Total Approved: RM149,980.00 Date of Approval Letters: 30 March 2023			
14.	To provide feedback on complaints received to complainants via the SISPAA system.	3 working days	For March 2023 , 8 complaints were received and all forwarded to the relevant authorities within 3 working days.	100% 8 Complaints	Jan-Mar Achievement: (13 Complaints)	CD
15.	To resolve / take actions on Public Complaints via the SISPAA system					
	<ul style="list-style-type: none"> Normal 	14 working days	4 complaints resolved, 4 complaints still pending: - <ul style="list-style-type: none"> Menteri Besar's Office (4) 			
	<ul style="list-style-type: none"> 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	141 complaints	100% 145 Maintenance Works		
	b) Medium	30 working days	3 complaints			
	c) Large	80 working days	1 complaint			

	<p>From 1 January-31 March 2023, 245 complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below:</p> <p>Small – 241 complaints / maintenance of application systems</p> <p>Medium – 3 complaints / maintenance of application systems</p> <p>Large – 1 complaint / maintenance of application system</p>				IMD	
18.	<p>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:</p>					
	a) Distance less than 25km	1 working day	<p>1 complaint of less than 25km (Central) was resolved within the stipulated timeframe.</p> <p>38 complaints of less than 25km (Bangunan Perak) were resolved within the stipulated timeframe.</p>	100% 39 Maintenance Works		Jan-Mar Achievement: (101 Complaints)
	b) Distance more than 25km	2 working days	<p>1 complaint of more than 25km (Northern) was resolved within the stipulated timeframe.</p> <p>2 complaints of more than 25km (Southern) were resolved within the stipulated timeframe.</p>	100% 3 Maintenance Works	Jan-Mar Achievement: (5 Complaints)	
19.	To inform the staff concerned of the disciplinary action decisions within the stipulated timeframe.	14 working days from the date of meeting	Until 31 March 2023, 27 disciplinary action decisions were disclosed to the staff concerned within 14 days from the date of meeting.	100%	Jan-Mar Achievement: (27 Decisions)	INTEGRITY