

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

NO.	CLIENT CHARTER PLEDGES 2023	PERIOD	ACHIEVEMENTS	ACHIEVEMENT PERCENTAGE	CULMULATIVE	ACTION BY
1.	Development project proposal applications.	90 working days	For September 2023 , 1 application and project proposal was received and the result forwarded within 3 months.	100% 1 Project	Jan-Sept Achievement: (6 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	For September 2023 , no socio-economic inputs and suggestions were provided within 14 working days.	0% 0 Inputs	Jan-Sept Achievement: (2 Inputs)	
3.	To resolve repair complaints / maintenance of Bangunan Perak Darul Ridzuan:					MSD
	a) Emergency repairs	7 days	32 complaints were received in September 2023 and all the minor emergency repair complaints were resolved as per the stipulated timeframe.	100% 32 Complaints	Jan-Sept Achievement: (169 Maintenance works)	
	b) Minor repairs	21 working days	10 complaints were received in September 2023 and all the complaints (minor) were resolved as per the stipulated timeframe.	100% 10 Complaints	Jan-Sept Achievement: 116 Maintenance works)	
	c) Major repairs	90 days	1 complaint was received in September 2023 .	100% 4 Complaints	Jan-Sept Achievement: (28 Maintenance works)	
4.	To issue payments vouchers to suppliers.	10 days from the date of receipt of duly completed invoices.	For September 2023 , 235 vouchers totalling RM900,773.74 were issued and payments made as per the stipulated timeframe.	100% 235 Vouchers	Jan-Sept Achievement: (2718 Vouchers)	

5.	To make payments to successful Perak State Higher Education Loan applicants for the new session.	21 days	For September 2023 , 358 vouchers totalling RM1,235,326.40 were issued and payments made as per the stipulated timeframe.	100% 358 Vouchers	Jan-Sept Achievement: (1038 Vouchers)	SA & SECD
6.	To send written notices to all State Assemblymen.	14 days before the State Assembly Sitting	Written notices sent to all State Assemblymen on 25 July 2023 for the State Assembly Sitting on 25 September 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. 06.09.2023 Confirmation of Exco Meeting Minutes No.2116 Distributed on 03.08.2023 2. 13.09.2023 Confirmation of Exco Meeting Minutes No.2117 Distributed on 10.08.2023 3. 20.09.2023 Confirmation of Exco Meeting Minutes No.2118 Distributed on 21.09.2023	100% 4 Meetings	Jan-Sept Achievement: (25 Meetings)	
8.	To forward confirmation of service applications to the Perak PSC.	15 days	Confirmation of Service: 9 applications	100% 9 Applications	Jan-Sept Achievement: (166 Applications)	
9.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: 8 applications	100% 8 Applications	Jan-Sept Achievement: (86 Applications)	

10.	To forward extension of probation period applications to the Perak PSC.	15 days	Extension of Probation: 1 application	100% 1 Application	Jan-Sept Achievement: (7 applications)	HRMD
11.	To process duly completed applications for overseas travels via the e-Petra System.	7 working days	For September 2023 , 79 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% 79 Applications	Jan-Sept Achievements: (686 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 15 Sept 2023 and payment made on 22 Sept 2023. For Jan-Sept 2023 , SMK payments were made to 17 PBTs within the stipulated timeframe.	100% Payments made within the stipulated timeframe	Jan-Sept Achievement: (17 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-Sept Achievement: (16 Approval Letters)	
14.	To provide feedback on complaints received to complainants via the SISPA system.	3 working days	For September 2023 , 6 complaints were received and forwarded to the relevant authorities within 3 working days.	100% 6 Complaints	Jan-Sept Achievement: (42 Complaints)	CD
15.	To resolve / take actions on Public Complaints via the SISPA system					
	• Normal	14 working days	2 complaints still pending: • Corporate Division (2)			
	• Complex	365 days	No complaints.			
16	To hold Meet The Clients Day	Once a month	Meet The Clients Day was held on 7 September 2023 at Dewan Sri Tanjung, Tanjung Malim.	100% (Programmes)	Jan-Sept Achievement: (8 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:			100% 45 Maintenance Works		IMD
a) Small	15 working days	45 complaints				
b) Medium	30 working days	0 complaints				
c) Large	80 working days	0 complaints				
From 1 January-30 September 2023 , 592 complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below: Small – 582 complaints / applications for maintenance Medium – 9 complaints / applications for maintenance Large – 1 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:					IMD
	a) Distance less than 25km	1 working day	18 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% 19 Maintenance Works	Jan-Sept Achievement: (211 Complaints)	
	b) Distance more than 25km	2 working days	No complaints.	0% 0 Maintenance Work	Jan-Sept Achievement: (6 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 September 2023, 74 disciplinary action decisions were disclosed to the staff concerned within 14 days from the date of meeting.	100%	Jan-Sept Achievement: (74 Decisions)	INTEGRITY
-----	---	---	---	-------------	---	------------------