

**PERAK STATE SECRETARIAT CLIENT CHARTER ACHIEVEMENT REPORT
JANUARY 2024**

NO.	CLIENT CHARTER PLEDGES 2023	PERIOD	ACHIEVEMENTS	ACHIEVEMENT PERCENTAGE	CULMULATIVE	ACTION BY
1.	To submit results of duly completed applications and project proposals.	90 working days	For January 2024 , 2 applications and project proposals were received, and the results were submitted within 3 months. 1) Proposal on setting the effective date for the Perak Water Resources Enactment 2023 2) Announcement on the role of the Darul Ridzuan Utility Corridor	100% 2 Projects	Jan Achievement: (2 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	For January 2023 , 1 socio-economic input and suggestion was provided within 14 working days. 1) Menteri Besar's Executive Talk at Casuarina Hotel.	100% 1 Input	Jan Achievement: (1 Input)	
3.	To ensure bills and claims are paid within 14 days from the date of receipt of duly completed invoices.	10 working days	220 bills and claims totalling RM656,318.09 were paid within 14 days from the date of receipt of duly completed invoices.	100% 220 Vouchers	Jan Achievement: 220 Vouchers	MSD
4.	To ensure Perak State Higher Education Loan offers are settled within 90 days from the closing date of advertisement.	90 working days	Perak State Higher Education Loan application advertisement closed on 31/12/2023, and this administration is in the process of filtering and checking the 475 applications received. The Education Loan offers will be settled before 30 March 2024.	0% 0 Offers	Jan Achievement: Filtering and checking process	
5.	Maintenance of Bangunan Perak Darul Ridzuan / Bangunan Seri Perak / Laman Seri Ridzuan:					

	a) Emergency repair complaints	7 working days	22 emergency repair complaints were resolved as per the stipulated timeframe.		100% 22 Maintenance works	Jan Achievement: (22 Maintenance works)	MSD		
	b) Minor repair complaints	21 working days	17 minor repair complaints were resolved as per the stipulated timeframe.		100% 17 Maintenance works	Jan Achievement: (17 Maintenance works)			
	c) Major repair complaints	90 working days	5 major repair complaints were received:		50% 5 Maintenance works	Jan Achievement: (5 Maintenance works)			
			Updated until January 2024						
			Details					Status	
			Month	No. of Complaints				Pending	Settled
			January	5			2	3	
	Total	5	2	3					
6.	Maintenance of State Government Quarters								
	a) Emergency repair complaints	7 working days	No complaints received		0% 0 Maintenance works	Jan Achievement: (0 Maintenance works)			
	b) Minor repair complaints	21 working days	19 complaints received:		10% 0 Maintenance works	Jan Achievement: (19 Maintenance works)			

			Updated until January 2024						
			Details		Status				
			Month	No. of Complaints	Pending	Settled			
			January	19	19	0			
Total	19	19	0						
	c) Major repair complaints	90 working days	No complaints received				0% 0 Maintenance works	Jan Achievement: (0 Maintenance works)	
7.	Applications for rental of facilities in Bangunan Perak Darul Ridzuan								
	a) Decision on Rental Applications	5 working days	24 applications for rental of facilities received: i) Dewan Serbaguna / gelanggang badminton (13 Applications) ii) Dewan Banquet (11 applications)				100% 24 Applications	Jan Achievement (24 Rentals)	MSD
8.	Management of State & Federal Events and Functions as well as Protocol Services								
	a) Applications for Use of Event Equipment	Applications 3 days before	Preparation of equipment carried out according to request of organisers and secretariats for 42 programmes conducted in January 2024.				100%	Jan Achievement (42 Programmes)	
	b) To Plan, Organise and Manage Official State Government Functions	60 days before any event	42 State & Federal programmes / events / functions as well as Protocol Services were carried out.				100%	Jan Achievement (42 Programmes)	

9.	Management of Government Vehicles in Perak State Secretariat																
	a) Application for use of vehicles via the booking system facility	Approval in 2 working days	21 applications for use of vehicles via the booking system facility in January.	100%	Jan Achievement (21 Rentals)												
	b) Scheduled/periodic maintenance	Odometer or time period whichever comes first	Overall number of vehicles that have undergone scheduled/periodic/damage maintenance: 29 vehicles <table border="1" data-bbox="911 496 1440 786"> <thead> <tr> <th rowspan="2">Maintenance Details</th> <th colspan="2">No. Of Vehicles</th> </tr> <tr> <th>Minor</th> <th>Major</th> </tr> </thead> <tbody> <tr> <td>Scheduled / periodic</td> <td>18</td> <td>-</td> </tr> <tr> <td>Repair - damage</td> <td>11</td> <td>-</td> </tr> </tbody> </table>	Maintenance Details	No. Of Vehicles		Minor	Major	Scheduled / periodic	18	-	Repair - damage	11	-	100%	Jan Achievement (29 Vehicles)	MSD
Maintenance Details	No. Of Vehicles																
	Minor	Major															
Scheduled / periodic	18	-															
Repair - damage	11	-															
	c) Repair maintenance	Minor: 3 days	Overall number of vehicles that have undergone scheduled/periodic/damage maintenance: 29 vehicles <table border="1" data-bbox="911 1016 1440 1305"> <thead> <tr> <th rowspan="2">Maintenance Details</th> <th colspan="2">No. Of Vehicles</th> </tr> <tr> <th>Minor</th> <th>Major</th> </tr> </thead> <tbody> <tr> <td>Scheduled / periodic</td> <td>18</td> <td>-</td> </tr> <tr> <td>Repair - damage</td> <td>11</td> <td>-</td> </tr> </tbody> </table>	Maintenance Details	No. Of Vehicles		Minor	Major	Scheduled / periodic	18	-	Repair - damage	11	-	100%	Jan Achievement: (29 Maintenance works)	
Maintenance Details	No. Of Vehicles																
	Minor	Major															
Scheduled / periodic	18	-															
Repair - damage	11	-															
		Major: 7 days	Nil	0%	Jan Achievement: (0 Maintenance works)												

	d) Emergency maintenance	24 hours after receiving complaint	Nil	0%	Jan Achievement: (0 Maintenance works)	MSD
10.	Management of Bangunan Perak Darul Ridzuan Security Card:					
	a) Bangunan Perak Darul Ridzuan Security Card Application Process	14 working days	26 BPDR security card applications were processed as per the stipulated timeframe. (4 times the minutes were referred to for approval).	100%	Jan Achievement (26 Security Cards)	
11.	To send written notices to all State Assemblymen.	14 days before the State Assembly Sitting	Written notices sent to all State Assemblymen on 28 December 2023 for the State Assembly Sitting on 23 February 2024.	100%		SA & SECD
12.	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: <ol style="list-style-type: none"> 1. 3.1.2024 Confirmation of Exco Meeting Minutes No.2127 Distributed on 4.1.2024 2. 10.12024 Confirmation of Exco Meeting Minutes No.2128 Distributed on 11.1.2024 3. 17.1.2024 Confirmation of Exco Meeting Minutes No.2129 Distributed on 18.1.2024 4. 30.1.2024Confirmation of Exco Meeting Minutes No.2130 Distributed on 1.2.2024 	100%	Jan Achievement: (1 Meeting)	

13.	To forward confirmation of service applications to the Perak PSC.	15 days	Confirmation of Service: 17 applications	100% 17 Applications	Jan Achievement: (17 Applications)	HRMD
14.	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)	
15.	To forward extension of probation period applications to the Perak PSC.	15 days	Extension of Probation: 1 application	100% 1 Application	Jan Achievement: (1 application)	
16.	To process duly completed applications for overseas travels via the e-Petra System.	7 working days	For January 2024 , 189 overseas travel applications were processed within 7 working days upon receipt of duly completed applications until approvals were obtained from the SS/Dep.SS (Management) or HRM DIV SEC.	100% 189 Applications	Jan Achievement: (189 Applications)	
17	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP) starting from the date of receipt of application letters (with complete documents) from the PBTs.	7 working days	For January 2024 , SMK payments were made to 6 PBTs within the stipulated timeframe.	0% Payments made within the stipulated timeframe	Jan Achievement: (6 PBTs)	LGD
18.	To give approvals / letters of authority for spending (Vot P07) to the PBTs after the Development Meeting is held.	3 working days	For January 2024 , 17 letters of approval were issued for 15 programmes (Collection of Rubbish outside the PBT Operations Areas) and 2 P07 Projects. Overall distribution totalling RM3,368,713.20 were disbursed to the PBTs on 16 January 2024 (Tuesday) after the approval meeting on 12 January 2024 (Friday).	100%	Jan Achievement: (7 Meetings)	
19.	To provide feedback on complaints received to complainants via the SISPA system.	3 working days	For January 2024 , 3 complaints were received and forwarded to the relevant authorities within 3 working days.	100% 3 Complaints	Jan Achievement: (3 Complaints)	

20.	To resolve / take actions on Public Complaints via the SISPAA system					CD
	• Normal	14 working days	1 complaint still pending: i) Corporate Division (1)			
	• Complex	365 days	No complaints.			
21.	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: i) Audit Committee Meeting No. 4/2023 on 3 January 2024.	100% Reports for Fourth Quarter of 2023	Jan Achievement: (1 Meeting)	IAD
22.	To resolve complaints / maintenance of application systems within the stipulated timeframe for the following categories:					IMD
	a) Small	15 working days	45 complaints	100% 45 Maintenance Works		
	b) Medium	30 working days	0 complaints			
	c) Large	80 working days	0 complaints			
	From 1-31 January 2024 , 45 complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below: Small – 45 complaints / applications for maintenance Medium – 0 complaints / applications for maintenance Large – 0 complaints / applications for maintenance					
23.	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	35 complaints of less than 25km were resolved within the stipulated timeframe.	100% 35 Maintenance Works		

	b) Distance more than 25km	2 working days	1 complaint of more than 25km was resolved within the stipulated timeframe.	100% 1 Maintenance Work	Jan Achievement: (36 Complaints)	
24.	To provide feedback on receipt of complaints on integrity to complainants	3 working days	For January 2024 , no feedback was provided to complainants.	0% 0 Results	Jan Achievement: (0 Results)	INTEGRITY
25.	To issue payment vouchers to suppliers	10 days from the date of receipt of duly completed invoices	For January 2024 , a total of 120 vouchers totalling RM287,515.67 were issued.	100% 120 Vouchers	Jan Achievement: (120 Vouchers)	MB's OFFICE