

**PERAK STATE SECRETARIAT CLIENT CHARTER ACHIEVEMENT REPORT  
APRIL 2025**

NO.	CLIENT CHARTER PLEDGES 2025	PERIOD	ACHIEVEMENTS	ACHIEVEMENT PERCENTAGE	CULMULATIVE	ACTION BY
1.	To submit results of duly completed application and project proposals.	<b>90 working days</b>	For <b>April 2025</b> , <b>1</b> application and project proposal was received.  1. Menteri Besar's investment mission to Europe on 9 to 18 May 2025	<b>100%</b> <b>1 Project</b>	<b>Jan-Apr Achievement:</b> <b>(3 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>April 2025</b> , <b>1</b> socio-economic input and suggestion on socio-economy was provided within 14 working days.  1. Menteri Besar's winding-up speech at the Perak State Assembly Sitting.	<b>100%</b> <b>1 Input</b>	<b>Jan-Apr Achievement:</b> <b>(4 Inputs)</b>	
3.	To ensure bills and claims are paid within 14 days from the date of receipt of duly completed vouchers.	<b>14 working days</b>	<b>649</b> bills and claims totalling <b>RM2,372,823.37</b> were paid within 14 days from the date of receipt of duly completed vouchers.	<b>100%</b> <b>649 Vouchers</b>	<b>Jan-Apr Achievement:</b> <b>(1988 Vouchers RM6,982,868.18)</b>	<b>MSD</b>
4.	To ensure Perak State Higher Education Loan offers are settled within 90 days from the closing date of advertisement.	<b>90 working days</b>	Loan offers were settled in January 2025 with <b>448</b> eligible and complete applications approved by the Board.	<b>100%</b>	<b>Jan-Apr Achievement:</b> <b>(76 Days)</b>	
5.	Maintenance of Bangunan Perak Darul Ridzuan / Bangunan Seri Perak / Laman Seri Ridzuan:					
	a) Emergency repair complaints	<b>7 working days</b>	<b>22</b> complaints	<b>100%</b> <b>22 Maintenance works</b>	<b>Jan-Apr Achievement:</b> <b>(78 Maintenance works)</b>	

	b) Minor repair complaints	<b>21 working days</b>	<b>18</b> complaints	<b>100%</b> <b>18 Maintenance works</b>	<b>Jan-Apr Achievement:</b> <b>(62 Maintenance works)</b>	
	c) Major repair complaints	<b>90 working days</b>	<b>0</b> complaints	<b>100%</b> <b>0 Maintenance works</b>	<b>Jan-Apr Achievement:</b> <b>(0 Maintenance works)</b>	
6.	Maintenance of State Government Quarters					MSD
	a) Emergency repair complaints	<b>7 working days</b>	<b>0</b> complaints	<b>100%</b> <b>0 Maintenance works</b>	<b>Jan-Apr Achievement:</b> <b>(0 Maintenance works)</b>	
	b) Minor repair complaints	<b>21 working days</b>	<b>0</b> complaints	<b>100%</b> <b>0 Maintenance works</b>	<b>Jan-Apr Achievement:</b> <b>(3 Maintenance works)</b>	
	c) Major repair complaints	<b>90 working days</b>	<b>1</b> complaint	<b>70%</b> <b>1 Maintenance work</b>	<b>Jan-Apr Achievement:</b> <b>(1 Maintenance work)</b>	
7.	Applications for rental of facilities in Bangunan Perak Darul Ridzuan					
	a) Decision on Rental Applications	<b>5 working days</b>	<b>105</b> bookings/rentals	<b>100%</b> <b>105 Bookings/Rentals</b>	<b>Jan-Apr Achievement</b> <b>(356 Bookings/Rentals)</b>	MSD

8.	Management of State & Federal Events and Functions, and Protocol Services					
	a) Applications for Use of Event Equipment	<b>Applications 3 days before</b>	For <b>April 2025</b> , <b>59</b> applications were received.	<b>100% 59 Applications</b>	<b>Jan-Apr Achievement (193 Applications)</b>	<b>MSD</b>
	b) To Plan, Organise and Manage Official State Government Functions	<b>60 days before an event</b>	For <b>April 2025</b> , <b>6</b> functions were organised.	<b>100% 6 Functions</b>	<b>Jan-Apr Achievement (15 Functions)</b>	
9.	Management of Perak State Secretariat Government Vehicles					
	a) Application for use of vehicles via the booking system facility	<b>Approval in 2 working days</b>	Applications <ul style="list-style-type: none"> <li>• Applications Approved = <b>15</b></li> <li>• Applications Rejected = <b>2</b></li> <li>• Applications Cancelled = <b>0</b></li> </ul>	<b>100% 15 Applications successful</b>	<b>Jan-Apr Achievement (100 Applications)</b>	<b>MSD</b>
	b) Scheduled/periodic maintenance	<b>Odometer or time period whichever comes first</b>	<b>15</b> repairs	<b>100% 15 Maintenance Works</b>	<b>Jan-Apr Achievement (74 Maintenance Works)</b>	
	c) Repair maintenance	<b>Minor: 3 days</b>	<b>2</b> repairs	<b>100% 2 Maintenance Works</b>	<b>Jan-Apr Achievement: (6 Maintenance work)</b>	
		<b>Major: 7 days</b>	<b>0</b> repairs	<b>100% 0 Maintenance Works</b>	<b>Jan-Apr Achievement: (0 Maintenance works)</b>	

	d) Emergency maintenance	<b>24 hours after receiving complaint</b>	<b>0</b> repairs	<b>100%</b> <b>0 Maintenance Works</b>	<b>Jan-Apr Achievement:</b> <b>(0 Maintenance works)</b>	
10.	Management of Bangunan Perak Darul Ridzuan (BPDR) Security Card:					
	a) Bangunan Perak Darul Ridzuan Security Card Application Process	<b>14 working days</b>	<b>54</b> BPDR security card applications were processed as per the stipulated timeframe.	<b>100%</b> <b>54 Applications</b>	<b>Jan-Apr Achievement</b> <b>(93 Applications)</b>	<b>MSD</b>
11.	To send written notices to all State Assemblymen.	<b>14 days before the State Assembly Sitting</b>	Written notices were sent to all State Assemblymen on <b>7 March 2025</b> for the State Assembly Sitting starting on 15 April 2025.	<b>100%</b> <b>1 Meeting</b>	<b>Jan-Apr Achievement:</b> <b>(1 Meeting)</b>	<b>SA &amp; SECD</b>
12.	To ensure the State Executive Council (MMK) meeting decisions are distributed.	<b>2 working days</b>	MMK decisions were distributed within <b>2 working days</b> after the date of confirmation of minutes.  Details: <ol style="list-style-type: none"> <li>1. 09.04.2025 Confirmation of Exco Meeting Minutes No.2176 Distributed on 11.04.2025</li> <li>2. 30.04.2025 Confirmation of Exco Meeting Minutes No.21777 Distributed on 02.05.2025</li> </ol>	<b>100%</b> <b>2 Meetings</b>	<b>Jan-Apr Achievement:</b> <b>(13 Meetings)</b>	
13.	To forward confirmation of service applications to the Perak PSC.	<b>15 days</b>	Confirmation of Service: <b>17 applications</b>	<b>100%</b> <b>17 Applications</b>	<b>Jan-Apr Achievement:</b> <b>(77 Applications)</b>	<b>HRMD</b>
14.	To forward offer of pension status applications to the Perak PSC.	<b>15 days</b>	Offer of Pension Status: <b>20 applications</b>	<b>100%</b> <b>20 Applications</b>	<b>Jan-Apr Achievement:</b> <b>(110 Applications)</b>	

15.	To forward extension of probation period applications to the Perak PSC.	<b>15 days</b>	Extension of Probation: <b>1 application</b>	<b>100%</b> <b>1 Application</b>	<b>Jan-Apr</b> <b>Achievement:</b> <b>(4 Applications)</b>	
16.	To process duly completed applications for overseas travels via the PETRA System.	<b>7 working days</b>	For <b>April 2025</b> , <b>126</b> 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.	<b>100%</b> <b>126 Applications</b>	<b>Jan-Apr</b> <b>Achievement:</b> <b>(479 Applications)</b>	
17	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	<b>9 working days</b>	For <b>April 2025</b> – <b>No</b> SMK allocation claims were received from the PBTs.	<b>100%</b>	<b>Jan-Apr</b> <b>Achievement:</b> <b>(14 PBTs)</b>	
18.	To give approvals / letters of authority to PBTs after the Development Meeting.	<b>3 working days</b>	For <b>April 2025</b> – <b>1</b> Approval Letter for <b>1</b> project under the Local Government Division (LGD) Development Project P07 allocation totalling RM53,600.00 was issued to the PBTs on 21 April 2025, after the approval of minutes by the LGD Secretary on the same day.	<b>100%</b> <b>(1 Approval Letter)</b>	<b>Jan-Apr</b> <b>Achievement:</b> <b>(43 Approval Letters)</b>	<b>LGD</b>
19.	To provide feedback on complaints received to complainants via the SISPAAs system.	<b>3 working days</b>	For <b>April 2025</b> , <b>2</b> complaints were received and all forwarded within 3 days.	<b>100%</b> <b>(2 Complaints)</b>	<b>Jan-Apr</b> <b>Achievement:</b> <b>(13 Complaints)</b>	
20.	To resolve / take actions on Public Complaints via the SISPAAs system					<b>CD</b>
	<ul style="list-style-type: none"> <li>Normal</li> </ul>	<b>15 working days</b>	1 complaint pending: <ul style="list-style-type: none"> <li>State Economic Planning Unit = <b>1</b></li> </ul> 1 complaint resolved: <ul style="list-style-type: none"> <li>Information Management Division = <b>1</b></li> </ul>	<b>100%</b> <b>(2 Complaints)</b>	<b>Jan- Apr</b> <b>Achievement:</b> <b>(12 Complaints)</b>	
	<ul style="list-style-type: none"> <li>Complex</li> </ul>	<b>365 days</b>	<b>No</b> complaints.	-	<b>Jan-Apr</b> <b>Achievement:</b> <b>(1 Complaint)</b>	

21.	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:  - Audit Committee Meeting No. 1/2025 on 25 March 2025	<b>100% Reports for first quarter 2025</b>  <b>(No. of Meetings: 1)</b> <b>(No. of Reports: 2)</b>	<b>Jan-Apr Achievement: (1 Meeting) (2 Reports) for first quarter 2025</b>	<b>IAD</b>	
22. To resolve complaints / maintenance of application systems within the stipulated timeframe for the following categories:							
a) Small		<b>15 working days</b>	<b>62</b> complaints	<b>100% (Maintenance Works)</b>		<b>Jan-Apr Achievement: (304 Complaints)</b>	
b) Medium		<b>30 working days</b>	<b>1</b> complaint				
c) Large		<b>80 working days</b>	<b>No</b> complaints				
From <b>1 Jan – 30 April 2025</b> , <b>304</b> complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below:  Small – <b>241</b> complaints / applications for maintenance Medium – <b>19</b> complaints / applications for maintenance Large – <b>44</b> 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		<b>1 working day</b>	<b>18</b> complaints of less than 25km were resolved within the stipulated timeframe.	<b>100% (Maintenance Works)</b>		<b>Jan-Apr Achievement: (91 Complaints)</b>	
b) Distance more than 25km		<b>2 working days</b>	<b>1</b> complaint of more than 25km was resolved within the stipulated timeframe.				

24.	To provide feedback on receipt of complaints on integrity to complainants	<b>3 working days</b>	For <b>April 2025</b> , <b>No</b> feedback on complaints of integrity received.	<b>100% (0 Feedback)</b>	<b>Jan-Apr Achievement: (3 Feedback)</b>	INTEGRITY
25.	To issue letters on disciplinary action decisions to the department and staff concerned.	<b>14 working days</b>	For <b>April 2025</b> , <b>No</b> disciplinary action decisions.	<b>100% (0 Decisions)</b>	<b>Jan-Apr Achievement: (8 Decisions)</b>	
26.	To issue payment vouchers to suppliers	<b>10 days from the date of receipt of duly completed invoices</b>	For <b>April 2025</b> , <b>124</b> vouchers totalling RM385,614.27 were issued.	<b>100% (124 Vouchers)</b>	<b>Jan-Apr Achievement: (447 Vouchers totalling RM1,666,504.64)</b>	MB's OFFICE
27.	Public Complaints Management - To provide feedback on complaints received to complainants	<b>3 days from the date of receipt of complaints</b>	For <b>April 2025</b> , <b>32</b> applications and <b>6</b> complaints were received by the Perak Menteri Besar's Office. Actions were taken on all the applications and complaints.	<b>100% (32 Applications &amp; 6 Complaints)</b>	<b>Jan-Apr Achievement: (95 Applications &amp; 22 Complaints)</b>	