

**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.	90 working days	For April 2025, 1 application and project proposal was received. 1. Menteri Besar’s investment mission to Europe on 9 to 18 May 2025	100% 1 Project	Jan-Apr Achievement: (3 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	For April 2025, 1 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.	100% 1 Input	Jan-Apr Achievement: (4 Inputs)	
3.	To ensure bills and claims are paid within 14 days from the date of receipt of duly completed vouchers.	14 working days	649 bills and claims totalling RM2,372,823.37 were paid within 14 days from the date of receipt of duly completed vouchers.	100% 649 Vouchers	Jan-Apr Achievement: (1988 Vouchers RM6,982,868.18)	MSD
4.	To ensure Perak State Higher Education Loan offers are settled within 90 days from the closing date of advertisement.	90 working days	Loan offers were settled in January 2025 with 448 eligible and complete applications approved by the Board.	100%	Jan-Apr Achievement: (76 Days)	
5.	Maintenance of Bangunan Perak Darul Ridzuan / Bangunan Seri Perak / Laman Seri Ridzuan:					
	a) Emergency repair complaints	7 working days	22 complaints	100% 22 Maintenance works	Jan-Apr Achievement: (78 Maintenance works)	

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

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

	d) Emergency maintenance	24 hours after receiving complaint	0 repairs	100% 0 Maintenance Works	Jan-Apr Achievement: (0 Maintenance works)	
10.	Management of Bangunan Perak Darul Ridzuan (BPDR) Security Card:					
	a) Bangunan Perak Darul Ridzuan Security Card Application Process	14 working days	54 BPDR security card applications were processed as per the stipulated timeframe.	100% 54 Applications	Jan-Apr Achievement (93 Applications)	MSD
11.	To send written notices to all State Assemblymen.	14 days before the State Assembly Sitting	Written notices were sent to all State Assemblymen on 7 March 2025 for the State Assembly Sitting starting on 15 April 2025.	100% 1 Meeting	Jan-Apr Achievement: (1 Meeting)	SA & SECD
12.	To ensure the State Executive Council (MMK) meeting decisions are distributed.	2 working days	MMK decisions were distributed within 2 working days after the date of confirmation of minutes. Details: 1. 09.04.2025 Confirmation of Exco Meeting Minutes No.2176 Distributed on 11.04.2025 2. 30.04.2025 Confirmation of Exco Meeting Minutes No.21777 Distributed on 02.05.2025	100% 2 Meetings	Jan-Apr Achievement: (13 Meetings)	
13.	To forward confirmation of service applications to the Perak PSC.	15 days	Confirmation of Service: 17 applications	100% 17 Applications	Jan-Apr Achievement: (77 Applications)	HRMD
14.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: 20 applications	100% 20 Applications	Jan-Apr Achievement: (110 Applications)	

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

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

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