

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

NO.	CLIENT CHARTER PLEDGES 2025	PERIOD	ACHIEVEMENTS	ACHIEVEMENT PERCENTAGE	CULMULATIVE	ACTION BY
1.	To submit results of duly completed project applications and proposals.	90 working days	<p>For <b>August 2025</b>, <b>3</b> project applications and proposals were received, and the results submitted within 3 months.</p> <ul style="list-style-type: none"> <li>1. Proposal for the Establishment of Perak Halal Industry Development Council.</li> <li>2. Proposal on Direction of the Management of Perak Sejahtera Card Programme.</li> <li>3. Amendments to MMK Decision No. 2001 and No. 2017 for the Management and Redevelopment of Gua Tempurung Eco-Tourism Site in Kampar District.</li> </ul>	<b>100%</b> <b>3 Projects</b>	<b>Jan-Aug Achievement: (15 Projects)</b>	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	<p>For <b>August 2025</b>, <b>1</b> socio-economic input and suggestion on socio-economy were provided within 14 working days.</p> <ul style="list-style-type: none"> <li>1. Review of the State Structure Plan.</li> </ul>	<b>100%</b> <b>1 Input</b>	<b>Jan- Aug Achievement: (8 Inputs)</b>	
3.	To ensure bills and claims are paid within 14 days from the date of receipt of duly completed vouchers.	14 working days	<b>425</b> bills and claims totalling <b>RM1,844,916.71</b> were paid within 14 days from the date of receipt of duly completed vouchers.	<b>100%</b> <b>425 Vouchers</b>	<b>Jan- Aug Achievement: 3610 Vouchers RM13,943,993.58</b>	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 August 2025 with <b>309</b> eligible and complete applications approved by the Board.	<b>100%</b>	<b>Jan- Aug Achievement: (79 Days)</b>	
5.	Maintenance of Bangunan Perak Darul Ridzuan / Bangunan Seri Perak / Laman Seri Ridzuan:					

	a) Emergency repair complaints	7 working days	24 complaints.	100% 24 Maintenance works	Jan- Aug Achievement: (163 Maintenance works)	
	b) Minor repair complaints	21 working days	11 complaints.	100% 11 Maintenance works	Jan- Aug Achievement: (100 Maintenance works)	
	c) Major repair complaints	90 working days	0 complaints.	100% 0 Maintenance works	Jan- Aug Achievement: (1 Maintenance work)	
6.	Maintenance of State Government Quarters					
	a) Emergency repair complaints	7 working days	0 complaints.	100% 0 Maintenance works	Jan- Aug Achievement: (0 Maintenance works)	MSD
	b) Minor repair complaints	21 working days	3 complaints.	100% 3 Maintenance works	Jan- Aug Achievement: (9 Maintenance works)	
	c) Major repair complaints	90 working days	0 complaints.	70% 0 Maintenance works	Jan- Aug Achievement: (1 Maintenance work)	
7.	Applications for rental of facilities in Bangunan Perak Darul Ridzuan					

	a) Decision on Rental Applications	5 working days	88 bookings/rentals.	100% 88 Bookings/ Rentals	Jan- Aug Achievement: (730 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 August 2025, 78 applications were received.	100% 78 Applications	Jan- Aug Achievement: (410 Applications)	MSD
	b) To Plan, Organise and Manage Official State Government Functions	60 days before any event	For August 2025, 5 functions were organised.	100% 5 Functions	Jan- Aug Achievement: (28 Functions)	
9.	Management of Perak State Secretariat Government Vehicles					
	a) Application for use of vehicles via the facility booking system	Approval in 2 working days	<p>Applications</p> <ul style="list-style-type: none"> <li>• Applications Approved = 40</li> <li>• Applications Rejected = 7</li> <li>• Applications Cancelled = 4</li> </ul>	100% 40 Applications successful	Jan- Aug Achievement: (221 Applications)	MSD
	b) Scheduled/periodic maintenance	Odometer or time period whichever comes first	13 repairs	100% 13 Maintenance works	Jan- Aug Achievement: (142 Maintenance works)	
	c) Repair maintenance	Minor: 3 days	3 repairs	100% 3 Maintenance works	Jan- Aug Achievement: (39 Maintenance works)	

		<b>Major: 7 days</b>	<b>0</b> repairs	<b>100%</b> <b>0 Maintenance works</b>	<b>Jan- Aug 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- Aug Achievement: (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>18</b> BPDR security card applications were processed as per the stipulated timeframe.	<b>100%</b> <b>18 Applications</b>	<b>Jan- Aug Achievement: (163 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 6 August <b>2025</b> for the State Assembly Sitting starting on 9 September 2025.	<b>100%</b> <b>1 Meeting</b>	<b>Jan- Aug Achievement: (2 Meetings)</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> from the date of confirmation of minutes.  Details: <ol style="list-style-type: none"><li>1. 06.08.2025 Confirmation of Exco Meeting Minutes No.2189 Distributed on 08.08.2025</li><li>2. 13.06.2025 Confirmation of Exco Meeting Minutes No.2190 Distributed on 15.08.2025</li><li>3. 20.08.2025 Confirmation of Exco Meeting Minutes No.2191 Distributed on 22.08.2025</li></ol>	<b>100%</b> <b>4 Meetings</b>	<b>Jan- Aug Achievement: (28 Meetings)</b>	<b>SA &amp; SECD</b>

			4. 27.08.2025 Confirmation of Exco Meeting Minutes No.2192 Distributed on 29.08.2025			
13.	To forward confirmation of service applications to the Perak PSC.	15 days	Confirmation of Service: <b>30 applications</b>	100% <b>30 Applications</b>	Jan- Aug Achievement: <b>(150 Applications)</b>	HRMD
14.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: <b>7 applications</b>	100% <b>7 Applications</b>	Jan- Aug Achievement: <b>(165 Applications)</b>	
15.	To forward extension of probation period applications to the Perak PSC.	15 days	Extension of Probation: <b>0 applications</b>	100% <b>0 Applications</b>	Jan- Aug Achievement: <b>(10 Applications)</b>	
16.	To process duly completed applications for overseas travels via the PETRA System.	7 working days	For August 2025, 183 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% <b>183 Applications</b>	Jan- Aug Achievement: <b>(1127 Applications)</b>	
17	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	9 working days	No claims were received for August 2025. All SMK claims for 17 PBTs have been settled.	100%	Jan- Aug Achievement: <b>(17 PBTs)</b>	LGD
18.	To give approvals / letters of authority to PBTs after the Development Meeting.	3 working days	For August 2025, 4 Approval Letters for 3 new projects and 1 title change project under the Local Government Division Development allocation P07 totalling RM48,000.00 were issued to the PBTs on 19 & 21 August 2025, following the minutes from the Local Government Division Secretary.	100% <b>4 Approval Letters</b>	Jan- Aug Achievement: <b>(56 Approval Letters)</b>	

19.	To provide feedback on complaints received to complainants via the SISPAA system.	3 working days	For August 2025, 4 complaints were received and all forwarded within 3 days.	100% 4 Complaints	Jan- Aug Achievement: (33 Complaints)	CD	
20.	To resolve / take actions on Public Complaints via the SISPAA system						
	• Normal	15 working days	4 complaints pending: <ul style="list-style-type: none"> <li>• HRMD = 1</li> <li>• Corporate Div. = 1</li> <li>• UPEN = 1</li> <li>• Integrity Unit = 1</li> </ul>	100% 4 Complaints	Jan- Aug Achievement: (32 Complaints)		
	• Complex	365 days	No complaints.	-	Jan- Aug 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: <ul style="list-style-type: none"> <li>- Audit Committee No.1/2025 on 25 March 2025</li> <li>- Audit Committee No.2/2025 on 9 &amp; 14 July 2025</li> </ul>	100% reported for second quarter 2025  2 Meetings 7 Reports	Jan- Aug Achievement: (2 Meetings) (7 Reports) reported for second 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	45 complaints	100% Maintenance works	Jan- Aug Achievement: (481 Complaints)		
	b) Medium	30 working days	1 complaint				
	c) Large	80 working days	0 complaints				

	<p>From <b>1 Jan – 31 August 2025</b>, 481 complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below:</p> <p>Small – <b>410</b> complaints / applications for maintenance  Medium – <b>27</b> complaints / applications for maintenance  Large – <b>44</b> complaints / applications for maintenance</p>					
23.	<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	<b>1 working day</b>	<b>13</b> complaints of less than 25km were resolved within the stipulated timeframe.	<b>100% Maintenance works</b>	<b>Jan- Aug Achievement: (144 Complaints)</b>	<b>INTEGRITY</b>
	b) Distance more than 25km	<b>2 working days</b>	<b>0</b> complaints.			
24.	To provide feedback on receipt of complaints on integrity to complainants	<b>3 working days</b>	For <b>August 2025</b> , <b>no</b> complaints on integrity received.	<b>100% 0 Feedback</b>	<b>Jan- Aug Achievement: (8 Feedback)</b>	<b>INTEGRITY</b>
25.	To issue letters on disciplinary action decisions to the department and staff concerned.	<b>14 working days</b>	For <b>August 2025</b> , <b>no</b> letters on disciplinary action decisions issued.	<b>100% 0 Decisions</b>	<b>Jan- Aug Achievement: (14 Decisions)</b>	
26.	To issue payment vouchers to suppliers	<b>10 days from the date of receipt of duly completed invoices</b>	For <b>August 2025</b> , <b>127</b> vouchers totalling RM572,264.67 were issued.	<b>100% 127 Vouchers</b>	<b>Jan- Aug Achievement: (940 Vouchers totalling RM4,144,360.18)</b>	<b>MB OFFICE</b>
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>August 2025</b> , <b>30</b> applications and <b>4</b> complaints were received by the Perak Menteri Besar Office. Actions were taken on all the applications and complaints.	<b>100% 30 Applications &amp; 4 Complaints</b>	<b>Jan- Aug Achievement: (253 Applications) 46 Complaints)</b>	