

**PERAK STATE SECRETARIAT CLIENT CHARTER ACHIEVEMENT REPORT
FEBRUARY 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 February 2025 , 1 application and project proposal was received, and the results submitted within 3 months. 1. Proposed Perak Priority Development Project under the 1st Rolling Plan 2026 (RPI 2026) of 13th Malaysia Plan (13MP).	100% 1 Project	Jan-Feb Achievement: (2 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	For February 2025 , 1 socio-economic input and suggestion on socio-economy was provided within 14 working days. 1. Royal Address on Opening of 3rd Year of Perak State Assembly.	100% 1 Input	Jan-Feb Achievement: (2 Inputs)	
3.	To ensure bills and claims are paid within 14 days from the date of receipt of duly completed vouchers.	14 working days	356 bills and claims totalling RM1,769,599.69 were paid within 14 days from the date of receipt of duly completed vouchers.	100% 356 Vouchers	Jan-Feb Achievement: 685 Vouchers RM2,205,676.60	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-Feb Achievement: (76 Days)	
5.	Maintenance of Bangunan Perak Darul Ridzuan / Bangunan Seri Perak / Laman Seri Ridzuan:					
	a) Emergency repair complaints	7 working days	19 complaints.	100% 19 Maintenance works	Jan-Feb Achievement: (39 Maintenance works)	

	b) Minor repair complaints	21 working days	8 complaints.	100% 8 Maintenance works	Jan-Feb Achievement: (25 Maintenance works)	MSD
	c) Major repair complaints	90 working days	0 complaints.	100% 0 Maintenance works	Jan-Feb Achievement: (0 Maintenance works)	
6.	Maintenance of State Government Quarters					
	a) Emergency repair complaints	7 working days	0 complaints.	100% 0 Maintenance works	Jan-Feb Achievement: (0 Maintenance works)	
	b) Minor repair complaints	21 working days	2 complaints.	100% 2 Maintenance works	Jan-Feb Achievement: (2 Maintenance works)	
	c) Major repair complaints	90 working days	0 complaints.	70% 0 Maintenance works	Jan-Feb Achievement: (0 Maintenance works)	
7.	Applications for rental of facilities in Bangunan Perak Darul Ridzuan					
	a) Decision on Rental Applications	5 working days	98 bookings/rentals.	100% 98 Bookings/ Rentals	Jan-Feb Achievement (173 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 February 2025 , 41 applications were received.	100% 41 Applications	Jan-Feb Achievement (82 Applications)	MSD
	b) To Plan, Organise and Manage Official State Government Functions	60 days before any event	For February 2025 , 2 functions were organised.	100% 2 Functions	Jan-Feb Achievement (4 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 = 32Applications Rejected = 3Applications Cancelled = 4	100% 32 Applications successful	Jan-Feb Achievement (69 Applications)	MSD
	b) Scheduled/periodic maintenance	Odometer or time period whichever comes first	14 repairs	100% 14 Maintenance Works	Jan-Feb Achievement (37 Maintenance Works)	
	c) Repair maintenance	Minor: 3 days	1 repair	100% 1 Maintenance Work	Jan-Feb Achievement: (1 Maintenance work)	
		Major: 7 days	0 repairs	100% 0 Maintenance Works	Jan-Feb Achievement: (0 Maintenance works)	

	d) Emergency maintenance	24 hours after receiving complaint	0 repairs	100% 0 Maintenance Works	Jan-Feb 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	12 BPDR security card applications were processed as per the stipulated timeframe.	100% 12 Applications	Jan-Feb Achievement (26 Applications)	MSD
11.	To send written notices to all State Assemblymen.	14 days before the State Assembly Sitting	-	-	Jan-Feb Achievement: -	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 from the date of confirmation of minutes. Details: <ol style="list-style-type: none"> 05.02.2025 Confirmation of Exco Meeting Minutes No.2168 Distributed on 06.06.2025 12.02.2025 Confirmation of Exco Meeting Minutes No.2169 Distributed on 14.02.2025 19.02.2025 Confirmation of Exco Meeting Minutes No.2170 Distributed on 21.02.2025 26.02.2025 Confirmation of Exco Meeting Minutes No.2171 Distributed on 28.02.2025 	100% 4 Meetings	Jan-Feb Achievement: (7 Meetings)	

13.	To forward confirmation of service applications to the Perak PSC.	15 days	Confirmation of Service: 7 applications	100% 7 Applications	Jan-Feb Achievement: (29 Applications)	HRMD
14.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: 30 applications	100% 30 Applications	Jan-Feb Achievement: (44 Applications)	
15.	To forward extension of probation period applications to the Perak PSC.	15 days	Extension of Probation: 2 applications	100% 2 Applications	Jan-Feb Achievement: (2 Applications)	
16.	To process duly completed applications for overseas travels via the PETRA System.	7 working days	For February 2025 , 85 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% 85 Applications	Jan-Feb Achievement: (296 Applications)	
17	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	9 working days	For February 2025 – SMK payments were made to 4 PBTs within the stipulated timeframe.	100% 4 PBTs	Jan-Feb Achievement: (9 PBTs)	LGD
18.	To give approvals / letters of authority to PBTs after the Development Meeting.	3 working days	For February 2025 , 7 Approval Letters for 10 projects under the Local Government Division Development Project P07 allocation totalling RM334,154.00 were issued to the PBTs on 19 February 2025, after the approval meeting on 18 February 2025.	100% 7 Approval Letters	Jan-Feb Achievement: (31 Approval Letters)	
19.	To provide feedback on complaints received to complainants via the SISPA system.	3 working days	For February 2025 , 4 complaints were received and all forwarded within 3 days.	100% 4 Complaints	Jan-Feb Achievement: (6 Complaints)	CD

20.	To resolve / take actions on Public Complaints via the SISPA system					
	<ul style="list-style-type: none">Normal	15 working days	4 complaints resolved: <ul style="list-style-type: none">HRMD = 1SEPU = 3	100% 4 Complaints	Jan-Feb Achievement: (5 Complaints)	
	<ul style="list-style-type: none">Complex	365 days	No complaints.	-	Jan-Feb 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: -	-	Jan-Feb Achievement: -	IAD
22.	To resolve complaints / maintenance of application systems within the stipulated timeframe for the following categories:					IMD
	a) Small	15 working days	71 complaints	100% Maintenance Works	Jan-Feb Achievement: (122 Complaints)	
	b) Medium	30 working days	1 complaint			
	c) Large	80 working days	0 complaints			
	From 1 Jan – 28 February 2025, 122 complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below: Small – 111 complaints / applications for maintenance Medium – 11 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	13 complaints of less than 25km were resolved within the stipulated timeframe.	100% Maintenance Works	Jan-Feb Achievement: (35 Complaints)	
	b) Distance more than 25km	2 working days	0 complaints of more than 25km.			
24.	To provide feedback on receipt of complaints on integrity to complainants	3 working days	For February 2025 , 1 feedback on complaint of integrity received was sent to the complainant within 3 working days after receipt of complaint.	100% 1 Feedback	Jan-Feb Achievement: (2 Feedback)	INTEGRITY
25.	To issue letters on disciplinary action decisions to the department and staff concerned.	14 working days	For February 2025 , 2 disciplinary action decisions were informed to the Department and staff concerned within 14 working days from the date of the meeting.	100% 2 Decisions	Jan-Feb Achievement: (2 Decisions)	
26.	To issue payment vouchers to suppliers	10 days from the date of receipt of duly completed invoices	For February 2025 , 84 vouchers totalling RM682,021.50 were issued.	100% 84 Vouchers	Jan-Feb Achievement: (196 Vouchers totalling RM905,264.02)	MB OFFICE
27.	Public Complaints Management - To provide feedback on complaints received to complainants	3 days from the date of receipt of complaints	For February 2025 , 12 applications and 3 complaints were received by the Perak Menteri Besar Office. Actions were taken on all the applications and complaints.	100% 12 Applications & 3 Complaints	Jan-Feb Achievement: (45 Applications) (11 Complaints)	