

**PERAK STATE SECRETARIAT CLIENT CHARTER ACHIEVEMENT REPORT
JANUARY 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 January 2025 , 1 application and project proposal was received, and the results submitted within 3 months. 1. Quantum Merit Claim Assessment Report for the Taman Kinta Perdana Government/Public Servant Residential Site Plan Project in Mukim Sungai Terap, Daerah Kinta. | 100% 1 Project | January Achievement: (1 Project) | SEPU |
| 2. | To provide socio-economic inputs and suggestions required by other departments / agencies. | 14 working days | For January 2025 , 1 socio-economic input and suggestion on socio-economy was provided within 14 working days. 1. MB's Executive Talk and New Year Message 2025. | 100% 1 Input | January Achievement: (1 Input) | |
| 3. | To ensure bills and claims are paid within 14 days from the date of receipt of duly completed vouchers. | 14 working days | 329 bills and claims totalling RM436,076.91 were paid within 14 days from the date of receipt of duly completed vouchers. | 100% 329 Vouchers | January Achievement: 329 Vouchers RM436,076.91 | 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% | January Achievement: (76 Days) | |
| 5. | Maintenance of Bangunan Perak Darul Ridzuan / Bangunan Seri Perak / Laman Seri Ridzuan: | | | | | |
| | a) Emergency repair complaints | 7 working days | 20 complaints. | 100% 20 Maintenance works | January Achievement: (20 Maintenance works) | |

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| | b) Minor repair complaints | 21 working days | 17 complaints. | 100% 17 Maintenance works | January Achievement: (17 Maintenance works) | MSD |
| | c) Major repair complaints | 90 working days | 0 complaints. | 100% 0 Maintenance works | January Achievement: (0 Maintenance works) | |
| 6. | Maintenance of State Government Quarters | | | | | |
| | a) Emergency repair complaints | 7 working days | 0 complaints. | 100% 0 Maintenance works | January Achievement: (0 Maintenance works) | |
| | b) Minor repair complaints | 21 working days | 0 complaints. | 100% 0 Maintenance works | January Achievement: (0 Maintenance works) | |
| | c) Major repair complaints | 90 working days | 0 complaints. | 70% 0 Maintenance works | January Achievement: (0 Maintenance works) | |
| 7. | Applications for rental of facilities in Bangunan Perak Darul Ridzuan | | | | | |
| | a) Decision on Rental Applications | 5 working days | 75 bookings/rentals. | 100% 75 Bookings/ Rentals | January Achievement (75 Bookings/ Rentals) | MSD |

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| 8. | Management of State & Federal Events and Functions, and Protocol Services | | | | | |
| | a) Applications for Use of Event Equipment | Applications 3 days before | For January 2025 , 41 applications were received. | 100% 41 Applications | January Achievement (41 Applications) | MSD |
| | b) To Plan, Organise and Manage Official State Government Functions | 60 days before any event | For January 2025 , 2 functions were organised. | 100% 2 Functions | January Achievement (2 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 = 37Applications Rejected = 0Applications Cancelled = 12 | 100% 37 Applications | January Achievement (37 Applications) | MSD |
| | b) Scheduled/periodic maintenance | Odometer or time period whichever comes first | 23 repairs | 100% 23 Maintenance Works | January Achievement (23 Maintenance Works) | |
| | c) Repair maintenance | Minor: 3 days | 0 repairs | 100% 0 Maintenance Works | January Achievement: (0 Maintenance works) | |
| | | Major: 7 days | 0 repairs | 100% 0 Maintenance Works | January Achievement: (0 Maintenance works) | |

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| | d) Emergency maintenance | 24 hours after receiving complaint | 0 repairs | 100% 0 Maintenance Works | January 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 | 14 BPDR security card applications were processed as per the stipulated timeframe. | 100% 14 Applications | January Achievement (14 Applications) | MSD |
| 11. | To send written notices to all State Assemblymen. | 14 days before the State Assembly Sitting | - | - | January 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"> 02.01.2025 Confirmation of Exco Meeting Minutes No.2165 Distributed on 04.01.2025 08.01.2025 Confirmation of Exco Meeting Minutes No.2166 Distributed on 10.01.2025 22.01.2025 Confirmation of Exco Meeting Minutes No.2167 Distributed on 23.01.2025 | 100% 3 Meetings | January Achievement: (3 Meetings) | |
| 13. | To forward confirmation of service applications to the Perak PSC. | 15 days | Confirmation of Service: 22 applications | 100% 22 Applications | January Achievement: (22 Applications) | |

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| 14. | To forward offer of pension status applications to the Perak PSC. | 15 days | Offer of Pension Status: 14 applications | 100% 14 Applications | January Achievement: (14 Applications) | HRMD |
| 15. | To forward extension of probation period applications to the Perak PSC. | 15 days | Extension of Probation: 0 applications | 100% 0 Applications | January Achievement: (0 Applications) | |
| 16. | To process duly completed applications for overseas travels via the PETRA System. | 7 working days | For January 2025, 211 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% 211 Applications | January Achievement: (211 Applications) | |
| 17 | To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP). | 9 working days | For January 2025 – SMK payments were made to 5 PBTs within the stipulated timeframe. | 100% 5 PBTs | January Achievement: (5 PBTs) | LGD |
| 18. | To give approvals / letters of authority to PBTs after the Development Meeting. | 3 working days | For January 2025, 24 Approval Letters for 34 projects under the Local Government Division Development Project P07 allocation totalling RM5,477,305.20 were issued to the PBTs on 24 January 2025, after the approval meeting on 22 January 2025. | 100% 24 Approval Letters | January Achievement: (24 Approval Letters) | |
| 19. | To provide feedback on complaints received to complainants via the SISPA system. | 3 working days | For January 2025, 2 complaints were received and all forwarded within 3 days. | 100% 2 Complaints | January Achievement: (2 Complaints) | CD |
| 20. | To resolve / take actions on Public Complaints via the SISPA system | | | | | |
| | <ul style="list-style-type: none">Normal | 14 working days | 1 complaint pending: <ul style="list-style-type: none">Corporate Division | 100% 1 Complaint | January Achievement: (1 Complaint) | |

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| | <ul style="list-style-type: none">Complex | 365 days | 1 complaint resolved after more than 15 days. | 100% 1 Complaint | January 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: - | - | January Achievement: - | IAD |
| 22. | To resolve complaints / maintenance of application systems within the stipulated timeframe for the following categories: | | | | | IMD |
| | a) Small | 15 working days | 40 complaints | 100% Maintenance Works | January Achievement: (50 Complaints) | |
| | b) Medium | 30 working days | 10 complaints | | | |
| | c) Large | 80 working days | 0 complaints | | | |
| | From 1 Jan – 31 January 2025, 50 complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below: Small – 40 complaints / applications for maintenance Medium – 10 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 | 22 complaints of less than 25km were resolved within the stipulated timeframe. | 100% Maintenance Works | January Achievement: (22 Complaints) | |
| | b) Distance more than 25km | 2 working days | 0 complaints of more than 25km. | | | |

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| 24. | To provide feedback on receipt of complaints on integrity to complainants | 3 working days | For January 2025 , 1 feedback on complaint of integrity received was sent to the complainant within 3 working days after receipt of complaints. | 100% 1 Feedback | January Achievement: (1 Feedback) | INTEGRITY |
| 25. | To issue letters on disciplinary action decisions to the department and staff concerned. | 14 working days | For January 2025 , 0 disciplinary action decisions. | 100% 0 Decisions | January Achievement: (0 Decisions) | |
| 26. | To issue payment vouchers to suppliers | 10 days from the date of receipt of duly completed invoices | For January 2025 , 112 vouchers totalling RM223,242.52 were issued. | 100% 112 Vouchers | January Achievement: (112 Vouchers totalling RM223,242.52) | 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 January 2025 , 33 applications and 8 complaints were received by the Menteri Besar's office. Actions were taken on all the applications and complaints. | 100% 33 Applications 8 Complaints | January Achievement: (33 Applications) (8 Complaints) | |