

PERAK STATE SECRETARIAT CLIENT CHARTER ACHIEVEMENT REPORT
JULY 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 July 2025, 1 project application and proposal were received, and the results submitted within 3 months.</p> <p>1. Malaysia-China Youth TVET Training (MCYTT) Programme in China.</p>	100% 1 Project	Jan- Jul Achievement: (12 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	<p>For July 2025, 1 socio-economic input and suggestion on socio-economy were provided within 14 working days.</p> <p>1. State level engagement session on coordination of digital economy initiatives in line with Malaysia Digital Economy Blueprint.</p>	100% 1 Input	Jan- Jul Achievement: (7 Inputs)	
3.	To ensure bills and claims are paid within 14 days from the date of receipt of duly completed vouchers.	14 working days	461 bills and claims totalling RM1,695,650.55 were paid within 14 days from the date of receipt of duly completed vouchers.	100% 461 Vouchers	Jan- Jul Achievement: 3185 Vouchers RM12,099,076.87	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- Jul Achievement: (76 Days)	
5.	Maintenance of Bangunan Perak Darul Ridzuan / Bangunan Seri Perak / Laman Seri Ridzuan:					
	a) Emergency repair complaints	7 working days	35 complaints.	100% 35 Maintenance works	Jan- Jul Achievement: (139 Maintenance works)	

	b) Minor repair complaints	21 working days	8 complaints.	100% 8 Maintenance works	Jan- Jul Achievement: (89 Maintenance works)	
	c) Major repair complaints	90 working days	0 complaints.	100% 0 Maintenance works	Jan- Jul Achievement: (1 Maintenance work)	
6.	Maintenance of State Government Quarters					MSD
	a) Emergency repair complaints	7 working days	0 complaints.	100% 0 Maintenance works	Jan- Jul Achievement: (0 Maintenance works)	
	b) Minor repair complaints	21 working days	2 complaints.	100% 2 Maintenance works	Jan- Jul Achievement: (6 Maintenance works)	
	c) Major repair complaints	90 working days	0 complaints.	70% 0 Maintenance works	Jan- Jul Achievement: (1 Maintenance work)	
7.	Applications for rental of facilities in Bangunan Perak Darul Ridzuan					
	a) Decision on Rental Applications	5 working days	133 bookings/rentals.	100% 133 Bookings/ Rentals	Jan- Jul Achievement: (642 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 July 2025 , 52 applications were received.	100% 52 Applications	Jan- Jul Achievement: (332 Applications)	MSD
	b) To Plan, Organise and Manage Official State Government Functions	60 days before any event	For July 2025 , 3 functions were organised.	100% 3 Functions	Jan- Jul Achievement: (23 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	Applications <ul style="list-style-type: none"> • Applications Approved = 47 • Applications Rejected = 1 • Applications Cancelled = 5 	100% 47 Applications successful	Jan- Jul Achievement: (181 Applications)	MSD
	b) Scheduled/periodic maintenance	Odometer or time period whichever comes first	10 repairs	100% 10 Maintenance works	Jan- Jul Achievement: (129 Maintenance works)	
	c) Repair maintenance	Minor: 3 days	24 repairs	100% 24 Maintenance works	Jan- Jul Achievement: (36 Maintenance works)	
		Major: 7 days	0 repairs	100% 0 Maintenance works	Jan- Jul Achievement: (0 Maintenance works)	

	d) Emergency maintenance	24 hours after receiving complaint	0 repairs	100% 0 Maintenance works	Jan- Jul 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	25 BPDR security card applications were processed as per the stipulated timeframe.	100% 25 Applications	Jan- Jul Achievement: (145 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- Jul Achievement: (1 Meeting)	
12.	To ensure the State Executive Council (MMK) meeting decisions are distributed.	2 working days	<p>MMK decisions were distributed within 2 working days from the date of confirmation of minutes.</p> <p>Details:</p> <ol style="list-style-type: none"> 1. 02.07.2025 Confirmation of Exco Meeting Minutes No.2184 Distributed on 04.07.2025 2. 09.07.2025 Confirmation of Exco Meeting Minutes No.2185 Distributed on 11.07.2025 3. 16.07.2025 Confirmation of Exco Meeting Minutes No.2186 Distributed on 18.07.2025 4. 22.07.2025 Confirmation of Exco Meeting Minutes No.2187 Distributed on 24.07.2025 5. 30.07.2025 Confirmation of Exco 	100% 5 Meetings	Jan- Jul Achievement: (24 Meetings)	SA & SECD

			Meeting Minutes No.2188 Distributed on 01.08.2025			
13.	To forward confirmation of service applications to the Perak PSC.	15 days	Confirmation of Service: 34 applications	100% 34 Applications	Jan-Jul Achievement: (140 Applications)	HRMD
14.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: 15 applications	100% 15 Applications	Jan-Jul Achievement: (158 Applications)	
15.	To forward extension of probation period applications to the Perak PSC.	15 days	Extension of Probation: 0 applications	100% 0 Applications	Jan-Jul Achievement: (10 Applications)	
16.	To process duly completed applications for overseas travels via the PETRA System.	7 working days	For July 2025 , 118 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% 118 Applications	Jan-Jul Achievement: (944 Applications)	
17	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	9 working days	For July 2025 – SMK payments were made to 1 PBT within the stipulated timeframe.	100% 1 PBT	Jan-Jul Achievement: (17 PBTs)	LGD
18.	To give approvals / letters of authority to PBTs after the Development Meeting.	3 working days	For July 2025 , 1 Approval Letter for 1 project under the Local Government Division Development allocation P07 totalling RM45,000.00 was issued to a PBT on 4 July 2025, following the minutes from the Local Government Division Secretary on 2 July 2025.	100% 1 Approval Letter	Jan-Jul Achievement: (52 Approval Letters)	
19.	To provide feedback on complaints received to complainants via the SISPAA system.	3 working days	For July 2025 , 8 complaints were received and all forwarded within 3 days.	100% 8 Complaints	Jan-Jul Achievement: 	

					(29 Complaints)	CD					
20.	To resolve / take actions on Public Complaints via the SISPAA system										
	• Normal	15 working days	4 complaints pending: • Corporate Div. = 1 • Integrity Unit = 3		100% 8 Complaints	Jan- Jul Achievement: (28 Complaints)					
	• Complex	365 days	No complaints.		-	Jan- Jul 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 No.1/2025 on 25 March 2025 - Audit Committee No.2/2025 on 9 & 14 July 2025		100% reported for first and second quarter 2025 2 Meetings 7 Reports	Jan- Jul Achievement: (2 Meetings) (7 Reports) reported for first and 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	52 complaints		100% Maintenance works	Jan- Jul Achievement: (435 Complaints)					
	b) Medium	30 working days	3 complaints								
	c) Large	80 working days	0 complaints								

	<p>From 1 Jan – 31 July 2025, 435 complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below:</p> <p>Small – 365 complaints / applications for maintenance Medium – 26 complaints / applications for maintenance Large – 44 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	1 working day	17 complaints of less than 25km were resolved within the stipulated timeframe.	100% Maintenance works	Jan- Jul Achievement: (131 Complaints)	INTEGRITY
	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 July 2025 , no complaints on integrity received.	100% 0 Feedback	Jan- Jul Achievement: (8 Feedback)	INTEGRITY
25.	To issue letters on disciplinary action decisions to the department and staff concerned.	14 working days	For July 2025 , no letters on disciplinary action decisions issued.	100% 0 Decisions	Jan- Jul Achievement: (14 Decisions)	
26.	To issue payment vouchers to suppliers	10 days from the date of receipt of duly completed invoices	For July 2025 , 128 vouchers totalling RM630,358.02 were issued.	100% 128 Vouchers	Jan- Jul Achievement: (813 Vouchers totalling RM3,572,095.51)	MB OFFICE
27.	Public Complaints Management - To provide feedback on complaints received to complainants	3 days from the date of receipt of complaints	For July 2025 , 56 applications and 10 complaints were received by the Perak Menteri Besar Office. Actions were taken on all the applications and complaints.	100% 56 Applications & 10 Complaints	Jan- Jul Achievement: (223 Applications) (42 Complaints)	