

PERAK STATE SECRETARIAT CLIENT CHARTER ACHIEVEMENT REPORT
JUNE 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 June 2025, 6 project applications and proposals were received, and the results submitted within 3 months.</p> <p>1. Re-Development Proposal of Pasir Salak Eco-Resort in Pasir Salak Region, Perak Tengah District.</p> <p>2. Change in Implementation Scope of Electric Vehicle Project in Ipoh City by Ipoh City Council.</p> <p>3. Perak MSMEs Product Service and Export Market Expansion Programme to Consumer Fair & Trade Expo (CFTE) 2025 in Brunei Darussalam.</p> <p>4. Proposal for Improvement of Functions and Operations of Perak Environmental Sustainability Secretariat.</p> <p>5. Proposal for Tripartite Agreement Between Perak State Government, Yayasan Hartanah and Rainforest Research Sdn. Bhd. Regarding Study on Protecting, Connecting & Restoring Perak's Rainforest: Enabling Carbon Financing for Biodiversity Conservation.</p> <p>6. Proposal for Organisation of Perak Agrofest Programme 2025.</p>	100% 6 Projects	Jan- June Achievement: (11 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	<p>For June 2025, 1 socio-economic input and suggestion on socio-economy were provided within 14 working days.</p> <p>1. 3rd Year Perak Sejahtera 2030 Progress Report.</p>	100% 1 Input	Jan- June Achievement: (6 Inputs)	

3.	To ensure bills and claims are paid within 14 days from the date of receipt of duly completed vouchers.	14 working days	338 bills and claims totalling RM1,471,499.01 were paid within 14 days from the date of receipt of duly completed vouchers.	100% 338 Vouchers	Jan- June Achievement: 2724 Vouchers RM4,403,426.32	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- June Achievement: (76 Days)	
5.	Maintenance of Bangunan Perak Darul Ridzuan / Bangunan Seri Perak / Laman Seri Ridzuan:					
	a) Emergency repair complaints	7 working days	12 complaints.	100% 12 Maintenance works	Jan- June Achievement: (104 Maintenance works)	MSD
	b) Minor repair complaints	21 working days	10 complaints.	100% 10 Maintenance works	Jan- June Achievement: (81 Maintenance works)	
	c) Major repair complaints	90 working days	0 complaints.	100% 0 Maintenance works	Jan- June Achievement: (1 Maintenance work)	
6.	Maintenance of State Government Quarters					
	a) Emergency repair complaints	7 working days	0 complaints.	100% 0 Maintenance works	Jan- June Achievement: (0 Maintenance works)	

	b) Minor repair complaints	21 working days	1 complaint.	100% 2 Maintenance works	Jan- June Achievement: (4 Maintenance works)	
	c) Major repair complaints	90 working days	0 complaints.	70% 0 Maintenance works	Jan- June Achievement: (0 Maintenance works)	
7.	Applications for rental of facilities in Bangunan Perak Darul Ridzuan					
	a) Decision on Rental Applications	5 working days	83 bookings/rentals.	100% 83 Bookings/ Rentals	Jan- June Achievement: (509 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 June 2025 , 47 applications were received.	100% 47 Applications	Jan- June Achievement: (280 Applications)	MSD
	b) To Plan, Organise and Manage Official State Government Functions	60 days before any event	For June 2025 , 2 functions were organised.	100% 2 Functions	Jan- June Achievement: (20 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 = 34 Applications Rejected = 4 	100% 34 Applications successful	Jan- June: Achievement (134 Applications)	

			<ul style="list-style-type: none"> • Applications Cancelled = 5 			
	b) Scheduled/periodic maintenance	Odometer or time period whichever comes first	25 repairs	100% 25 Maintenance works	Jan- June Achievement: (119 Maintenance works)	MSD
	c) Repair maintenance	Minor: 3 days	4 repairs	100% 4 Maintenance works	Jan- June Achievement: (12 Maintenance works)	
		Major: 7 days	0 repairs	100% 0 Maintenance works	Jan- June Achievement: (0 Maintenance works)	
	d) Emergency maintenance	24 hours after receiving complaint	0 repairs	100% 0 Maintenance works	Jan- June 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	19 BPDR security card applications were processed as per the stipulated timeframe.	100% 19 Applications	Jan- June Achievement: (120 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- June Achievement: (1 Meeting)	

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: 1. 04.06.2025 Confirmation of Exco Meeting Minutes No.2180 Distributed on 06.06.2025 2. 11.06.2025 Confirmation of Exco Meeting Minutes No.2181 Distributed on 13.06.2025 3. 18.06.2025 Confirmation of Exco Meeting Minutes No.2182 Distributed on 20.06.2025 4. 25.06.2025 Confirmation of Exco Meeting Minutes No.2183 Distributed on 26.06.2025	100% 4 Meetings	Jan- June Achievement: (19 Meetings)	SA & SECD
13.	To forward confirmation of service applications to the Perak PSC.	15 days	Confirmation of Service: 14 applications	100% 14 Applications	Jan- June Achievement: (106 Applications)	HRMD
14.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: 17 applications	100% 17 Applications	Jan- June Achievement: (143 Applications)	
15.	To forward extension of probation period applications to the Perak PSC.	15 days	Extension of Probation: 2 applications	100% 2 Applications	Jan- June Achievement: (10 Applications)	
16.	To process duly completed applications for overseas travels via the PETRA System.	7 working days	For June 2025 , 205 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% 205 Applications	Jan- June Achievement: (826 Applications)	

17	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	9 working days	For June 2025 – SMK payments were made to 1 PBT within the stipulated timeframe.	100% 1 PBT	Jan- June Achievement: (16 PBTs)	LGD	
18.	To give approvals / letters of authority to PBTs after the Development Meeting.	3 working days	No Approval Letters were issued.	100%	Jan- June Achievement: (51 Approval Letters)		
19.	To provide feedback on complaints received to complainants via the SISPAA system.	3 working days	For June 2025 , 4 complaints were received and all forwarded within 3 days.	100% 4 Complaints	Jan- June Achievement: (21 Complaints)	CD	
20.	To resolve / take actions on Public Complaints via the SISPAA system						
	• Normal	15 working days	4 complaints resolved: • Corporate Div. = 1 • Integrity Unit = 3	100% 4 Complaints	Jan- June Achievement: (20 Complaints)		
	• Complex	365 days	No complaints.	-	Jan- June 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	100% reported for first quarter 2025 1 Meeting 2 Reports	Jan- June Achievement: (1 Meeting) (2 Reports) reported for first quarter 2025	IAD	

22.	<p>To resolve complaints / maintenance of application systems within the stipulated timeframe for the following categories:</p> <table border="1" data-bbox="171 204 1453 497"> <tr> <td data-bbox="171 204 671 295">a) Small</td><td data-bbox="671 204 882 295">15 working days</td><td data-bbox="882 204 1453 295">21 complaints</td></tr> <tr> <td data-bbox="171 295 671 386">b) Medium</td><td data-bbox="671 295 882 386">30 working days</td><td data-bbox="882 295 1453 386">4 complaints</td></tr> <tr> <td data-bbox="171 386 671 497">c) Large</td><td data-bbox="671 386 882 497">80 working days</td><td data-bbox="882 386 1453 497">0 complaints</td></tr> </table> <p>From 1 Jan – 30 June 2025, 380 complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below:</p> <p>Small – 313 complaints / applications for maintenance Medium – 23 complaints / applications for maintenance Large – 44 complaints / applications for maintenance</p>	a) Small	15 working days	21 complaints	b) Medium	30 working days	4 complaints	c) Large	80 working days	0 complaints	IMD
a) Small	15 working days	21 complaints									
b) Medium	30 working days	4 complaints									
c) Large	80 working days	0 complaints									
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	8 complaints of less than 25km were resolved within the stipulated timeframe.	100% Maintenance works	Jan- June Achievement: (113 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 June 2025 , 2 feedback on complaints on integrity received was sent to the complainant within 3 working days after receipt of complaint.	100% 2 Feedback	Jan- June Achievement: (8 Feedback)	INTEGRITY					
25.	To issue letters on disciplinary action decisions to the department and staff concerned.	14 working days	For June 2025 , 5 disciplinary action decisions were informed to the Department and staff concerned within 14 working days from the date of the meeting.	100% 5 Decisions							

26.	To issue payment vouchers to suppliers	10 days from the date of receipt of duly completed invoices	For June 2025 , 118 vouchers totalling RM465,702.30 were issued.	100% 118 Vouchers	Jan- June Achievement: (685 Vouchers totalling RM2,941,737.49)	MB OFFICE
27.	Public Complaints Management - To provide feedback on complaints received to complainants	3 days from the date of receipt of complaints	For June 2025 , 26 applications and 3 complaints were received by the Perak Menteri Besar Office. Actions were taken on all the applications and complaints.	100% 26 Applications & 3 Complaints	Jan- June Achievement: (167 Applications) 32 Complaints)	