

**PERAK STATE SECRETARIAT CLIENT CHARTER ACHIEVEMENT REPORT
MARCH 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 March 2025 , No applications and project proposals were received.	100% 0 Projects	Jan-Mar Achievement: (2 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	For March 2025 , 1 socio-economic input and suggestion on socio-economy was provided within 14 working days. 1. Input Collection of Malaysia Open House Exhibition @ ASEAN 2025	100% 1 Input	Jan-Mar Achievement: (3 Inputs)	
3.	To ensure bills and claims are paid within 14 days from the date of receipt of duly completed vouchers.	14 working days	654 bills and claims totalling RM2,404,368.21 were paid within 14 days from the date of receipt of duly completed vouchers.	100% 654 Vouchers	Jan-Mar Achievement: (1339 Vouchers RM4,610,044.81)	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-Mar Achievement: (76 Days)	
5.	Maintenance of Bangunan Perak Darul Ridzuan / Bangunan Seri Perak / Laman Seri Ridzuan:					
	a) Emergency repair complaints	7 working days	17 complaints	100% 17 Maintenance works	Jan-Mar Achievement: (56 Maintenance works)	
	b) Minor repair complaints	21 working days	19 complaints	100% 19 Maintenance works	Jan-Mar Achievement: (44 Maintenance works)	

	c) Major repair complaints	90 working days	0 complaints	100% 0 Maintenance works	Jan-Mar Achievement: (0 Maintenance works)	MSD
6.	Maintenance of State Government Quarters					
	a) Emergency repair complaints	7 working days	0 complaints	100% 0 Maintenance works	Jan-Mar Achievement: (0 Maintenance works)	
	b) Minor repair complaints	21 working days	1 complaint	100% 1 Maintenance work	Jan-Mar Achievement: (3 Maintenance works)	
	c) Major repair complaints	90 working days	0 complaints	70% 0 Maintenance works	Jan-Mar Achievement: (0 Maintenance works)	
7.	Applications for rental of facilities in Bangunan Perak Darul Ridzuan					
	a) Decision on Rental Applications	5 working days	78 bookings/rentals	100% 78 Bookings/ Rentals	Jan-Mar Achievement (251 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 March 2025 , 52 applications were received.	100% 52 Applications	Jan-Mar Achievement (134 Applications)	MSD

	b) To Plan, Organise and Manage Official State Government Functions	60 days before an event	For March 2025 , 5 functions were organised.	100% 5 Functions	Jan-Mar Achievement (9 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 = 16Applications Rejected = 0Applications Cancelled = 1	100% 16 Applications successful	Jan-Mar Achievement (85 Applications)	MSD
	b) Scheduled/periodic maintenance	Odometer or time period whichever comes first	22 repairs	100% 22 Maintenance Works	Jan-Mar Achievement (59 Maintenance Works)	
	c) Repair maintenance	Minor: 3 days	3 repairs	100% 3 Maintenance Works	Jan-Mar Achievement: (4 Maintenance work)	
		Major: 7 days	0 repairs	100% 0 Maintenance Works	Jan-Mar Achievement: (0 Maintenance works)	
	d) Emergency maintenance	24 hours after receiving complaint	0 repairs	100% 0 Maintenance Works	Jan-Mar 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	13 BPDR security card applications were processed as per the stipulated timeframe.	100% 13 Applications	Jan-Mar Achievement (39 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-Mar Achievement: (1 Meeting)	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 after the date of confirmation of minutes. Details: <ol style="list-style-type: none"> 05.03.2025 Confirmation of Exco Meeting Minutes No.2172 Distributed on 06.03.2025 12.03.2025 Confirmation of Exco Meeting Minutes No.2173 Distributed on 13.03.2025 19.03.2025 Confirmation of Exco Meeting Minutes No.2174 Distributed on 21.03.2025 26.03.2025 Confirmation of Exco Meeting Minutes No.2175 Distributed on 27.03.2025 	100% 4 Meetings	Jan-Mar Achievement: (11 Meetings)	
13.	To forward confirmation of service applications to the Perak PSC.	15 days	Confirmation of Service: 31 applications	100% 31 Applications	Jan-Mar Achievement: (60 Applications)	HRMD
14.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: 46 applications	100% 46 Applications	Jan-Mar Achievement: (90 Applications)	

15.	To forward extension of probation period applications to the Perak PSC.	15 days	Extension of Probation: 1 application	100% 1 Application	Jan-Mar Achievement: (3 Applications)	
16.	To process duly completed applications for overseas travels via the PETRA System.	7 working days	For March 2025 , 57 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% 57 Applications	Jan-Mar Achievement: (353 Applications)	
17	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	9 working days	For March 2025 – SMK payments were made to 5 PBTs within the stipulated timeframe.	100% (5 PBTs)	Jan-Mar Achievement: (14 PBTs)	LGD
18.	To give approvals / letters of authority to PBTs after the Development Meeting.	3 working days	<p>For March 2025 – 2 P07 approval meetings were held:</p> <p>1. Meeting No. 3/2025</p> <ul style="list-style-type: none"> i. Date: 6 March 2025 (Thursday) ii. Number of Projects: 23 iii. Number of Letters of Authority: 9 iv. Approval Total: RM1,333,456.00 v. Date Letters of Authority Issued: 10 March 2025 (Monday) <p>2. Meeting No. 4/2025</p> <ul style="list-style-type: none"> i. Date: 26 March 2025 (Wednesday) ii. Number of Projects: 2 iii. Number of Letters of Authority: 2 iv. Approval Total: RM86,077.00 v. Date Letters of Authority Issued: 26 March 2025 (Wednesday) <p>Overall, for March 2025, 11 Letters of Authority / Approval for 25 projects under the Local Government Division Development Project P07 allocation totalled RM1,419,533.00.</p>	100% (11 Approval Letters)	Jan-Mar Achievement: (42 Approval Letters)	

19.	To provide feedback on complaints received to complainants via the SISPAA system.	3 working days	For March 2025 , 5 complaints were received and all forwarded within 3 days.	100% (5 Complaints)	Jan-Mar Achievement: (11 Complaints)	CD
20.	To resolve / take actions on Public Complaints via the SISPAA system					
	<ul style="list-style-type: none">Normal	15 working days	3 complaints pending: <ul style="list-style-type: none">Corporate Division = 1MSD = 3 2 complaints resolved: <ul style="list-style-type: none">MSD = 2	100% (5 Complaints)	Jan-Mar Achievement: (10 Complaints)	
	<ul style="list-style-type: none">Complex	365 days	No complaints.	-	Jan-Mar 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 Meeting No. 1/2025 on 25 March 2025	100% Reports for first quarter 2025 (No. of Meetings: 1) (No. of Reports: 2)	Jan-Mar Achievement: (1 Meeting) (2 Reports) for first 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	68 complaints	100% (Maintenance Works)	Jan-Mar Achievement: (241 Complaints)	
	b) Medium	30 working days	7 complaints			
	c) Large	80 working days	44 complaints			

	From 1 Jan – 31 March 2025 , 241 complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below: Small – 179 complaints / applications for maintenance Medium – 18 complaints / applications for maintenance Large – 44 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	31 complaints of less than 25km were resolved within the stipulated timeframe.	100% (Maintenance Works)	Jan-Mar Achievement: (67 Complaints)	
	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 March 2025 , 1 feedback on complaints of integrity received was sent to the complainant within 3 working days after receipt of complaint.	100% (1 Feedback)	Jan-Mar Achievement: (3 Feedback)	INTEGRITY
25.	To issue letters on disciplinary action decisions to the department and staff concerned.	14 working days	For March 2025 , 6 disciplinary action decisions were informed to the Department and staff concerned within 14 working days from the date of the meeting.	100% (6 Decisions)	Jan-Mar Achievement: (8 Decisions)	
26.	To issue payment vouchers to suppliers	10 days from the date of receipt of duly completed invoices	For March 2025 , 127 vouchers totalling RM368,930.56 were issued.	100% (127 Vouchers)	Jan-Mar Achievement: (323 Vouchers totalling RM1,280,890.37)	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 March 2025 , 18 applications and 5 complaints were received by the Perak Menteri Besar's Office. Actions were taken on all the applications and complaints.	100% (18 Applications & 5 Complaints)	Jan-Mar Achievement: (63 Applications & 16 Complaints)	

