

PERAK STATE SECRETARIAT CLIENT CHARTER ACHIEVEMENT REPORT
MAY 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 May 2025, 2 project applications and proposals were received and the results submitted within 3 months.</p> <p>1. Proposal for Appointment of Village Development and Security Committee (JKKK) Chairman and Members for Perak Traditional Village.</p> <p>2. Perak's participation in World Expo Osaka 2025 in Osaka, Japan and Benchmarking Visit to the Mikasa Historic Memorial Warship, Yokosuka, Kanagawa Prefecture, Japan.</p>	100% 2 Projects	Jan- May Achievement: (5 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	<p>For May 2025, 1 socio-economic input and suggestion on socio-economy were provided within 14 working days.</p> <p>1. Collection of Materials for PS2030 3rd Year Progress Report.</p>	100% 1 Input	Jan- May Achievement: (5 Inputs)	
3.	To ensure bills and claims are paid within 14 days from the date of receipt of duly completed vouchers.	14 working days	398 bills and claims totalling RM1,949,059.13 were paid within 14 days from the date of receipt of duly completed vouchers.	100% 398 Vouchers	Jan- May Achievement: 2386 Vouchers RM8,931,927.31	
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- May Achievement: (76 Days)	MSD
5.	Maintenance of Bangunan Perak Darul Ridzuan / Bangunan Seri Perak / Laman Seri Ridzuan:					

	a) Emergency repair complaints	7 working days	14 complaints.	100% 14 Maintenance works	Jan- May Achievement: (92 Maintenance works)	
	b) Minor repair complaints	21 working days	9 complaints.	100% 9 Maintenance works	Jan- May Achievement: (71 Maintenance works)	
	c) Major repair complaints	90 working days	1 complaint.	100% 1 Maintenance work	Jan- May Achievement: (1 Maintenance work)	
6.	Maintenance of State Government Quarters					
	a) Emergency repair complaints	7 working days	0 complaints.	100% 0 Maintenance works	Jan- May Achievement: (0 Maintenance works)	MSD
	b) Minor repair complaints	21 working days	0 complaints.	100% 0 Maintenance works	Jan- May Achievement: (3 Maintenance works)	
	c) Major repair complaints	90 working days	0 complaints.	70% 0 Maintenance works	Jan- May Achievement: (1 Maintenance work)	
7.	Applications for rental of facilities in Bangunan Perak Darul Ridzuan					

	a) Decision on Rental Applications	5 working days	70 bookings/rentals.	100% 70 Bookings/ Rentals	Jan- May Achievement: (426 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 May 2025, 40 applications were received.	100% 40 Applications	Jan- May Achievement: (233 Applications)	MSD
	b) To Plan, Organise and Manage Official State Government Functions	60 days before any event	For May 2025, 3 functions were organised.	100% 3 Functions	Jan- May Achievement: (18 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 Applications Cancelled = 5 	100% 34 Applications successful	Jan- May Achievement: (134 Applications)	MSD
	b) Scheduled/periodic maintenance	Odometer or time period whichever comes first	20 repairs	100% 20 Maintenance works	Jan- May Achievement (94 Maintenance works)	
	c) Repair maintenance	Minor: 3 days	2 repairs	100% 2 Maintenance works	Jan- May Achievement: (8 Maintenance works)	

		Major: 7 days	0 repairs	100% 0 Maintenance works	Jan- May Achievement: (0 Maintenance works)	
	d) Emergency maintenance	24 hours after receiving complaint	0 repairs	100% 0 Maintenance works	Jan- May 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	8 BPDR security card applications were processed as per the stipulated timeframe.	100% 8 Applications	Jan- May Achievement: (101 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.	1 Meeting	Jan- May 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. 07.05.2025 Confirmation of Exco Meeting Minutes No.2178 Distributed on 09.05.2025 2. 29.05.2025 Confirmation of Exco Meeting Minutes No.2179 Distributed on 02.06.2025	100% 2 Meetings	Jan- May Achievement: (15 Meetings)	SA & SECD

13.	To forward confirmation of service applications to the Perak PSC.	15 days	Confirmation of Service: 15 applications	100% 15 Applications	Jan- May Achievement: (92 Applications)	HRMD
14.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: 16 applications	100% 16 Applications	Jan- May Achievement: (126 Applications)	
15.	To forward extension of probation period applications to the Perak PSC.	15 days	Extension of Probation: 4 applications	100% 4 Applications	Jan- May Achievement: (8 Applications)	
16.	To process duly completed applications for overseas travels via the PETRA System.	7 working days	For May 2025 , 142 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% 142 Applications	Jan- May Achievement: (621 Applications)	
17	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	9 working days	For May 2025 – SMK payments were made to 4 PBTs within the stipulated timeframe.	100% 1 PBT	Jan- May Achievement: (15 PBTs)	LGD
18.	To give approvals / letters of authority to PBTs after the Development Meeting.	3 working days	For May 2025 , 8 Approval Letters for 13 projects under the Local Government Division Development allocation P07 totalling RM1,199,200.00 were issued to PBTs on 8 May 2025 and 27 May 2025, after the State Project Allocation P07 and State PBT Maintenance Approval Meetings No. 5/2025 on 7 May 2025 and No.6/2025 on 26 May 2025.	100% 8 Approval Letters	Jan- May Achievement: (51 Approval Letters)	
19.	To provide feedback on complaints received to complainants via the SISPAA system.	3 working days	For May 2025 , 4 complaints were received and all forwarded within 3 days.	100% 4 Complaints	Jan- May Achievement: (17 Complaints)	

20.	To resolve / take actions on Public Complaints via the SISPAA system					CD	
	• Normal	15 working days	1 complaint pending: • Integrity Unit= 1	100% 4 Complaints	Jan- May Achievement: (16 Complaints)		
	• Complex	365 days	No complaints.	-	Jan- May 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- May Achievement: (1 Meeting) (2 Reports) reported 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	51 complaints	100% Maintenance works	Jan- May Achievement: (355 Complaints)		
	b) Medium	30 working days	No complaints				
	c) Large	80 working days	No complaints				

	<p>From 1 Jan – 31 May 2025, 355 complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below:</p> <p>Small – 292 complaints / applications for maintenance Medium – 19 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	9 complaints of less than 25km were resolved within the stipulated timeframe.	100% Maintenance works	Jan- May Achievement: (105 Complaints)	
	b) Distance more than 25km	2 working days	5 complaints of more than 25km were resolved within the stipulated timeframe.			
24.	To provide feedback on receipt of complaints on integrity to complainants	3 working days	For May 2025 , 3 feedback on complaint on integrity received was sent to the complainant within 3 working days after receipt of complaint.	100% 3 Feedback	Jan- May Achievement: (6 Feedback)	INTEGRITY
25.	To issue letters on disciplinary action decisions to the department and staff concerned.	14 working days	For May 2025 , 1 disciplinary action decision was informed to the Department and staff concerned within 14 working days from the date of the meeting.	100% 1 Decision	Jan- May Achievement: (9 Decisions)	
26.	To issue payment vouchers to suppliers	10 days from the date of receipt of duly completed invoices	For May 2025 , 120 vouchers totalling RM801,254.25 were issued.	100% 120 Vouchers	Jan- May Achievement: (567 Vouchers totalling RM2,467,758.89)	MB OFFICE
27.	Public Complaints Management - To provide feedback on complaints received to complainants	3 days from the date of receipt of complaints	For May 2025 , 46 applications and 7 complaints were received by the Perak Menteri Besar Office. Actions were taken on all the applications and complaints.	100% 46 Applications & 7 Complaints	Jan- May Achievement: (141 Applications) (29 Complaints)	

