

**PERAK STATE SECRETARIAT CLIENT CHARTER ACHIEVEMENT REPORT  
NOVEMBER 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	For <b>November 2025</b> , <b>1</b> project application and proposal were received and the results submitted within 3 months.  1. Participation in Mihas@Shanghai Exhibition alongside China International Import Expo Exhibition Programme from 5–10 November 2025 at National Exhibition and Convention Centre, Shanghai, China.	100% 1 Project	Jan-Nov Achievement: (16 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	For <b>November 2025</b> , <b>1</b> socio-economic input and suggestion on socio-economy were provided within 14 working days. 1. State Assembly Sitting oral answer discussion.	100% 1 Input	Jan- Nov Achievement: (11 Inputs)	
3.	To ensure bills and claims are paid within 14 days from the date of receipt of duly completed vouchers.	14 working days	612 bills and claims totalling <b>RM3,448,809.91</b> were paid within 14 days from the date of receipt of duly completed vouchers.	100% 612 Vouchers	Jan- Nov Achievement: 5339 Vouchers RM8,453,211.03	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 August 2025 with <b>309</b> eligible and complete applications approved by the Board.	100%	Jan- Nov Achievement: (79 Days)	
5.	Maintenance of Bangunan Perak Darul Ridzuan / Bangunan Seri Perak / Laman Seri Ridzuan:					
	a) Emergency repair complaints	7 working days	15 complaints.	100% 15 Maintenance works	Jan- Nov Achievement: (214 Maintenance works)	

	b) Minor repair complaints	21 working days	13 complaints.	100% 13 Maintenance works	Jan- Nov Achievement: (142 Maintenance works)	MSD
	c) Major repair complaints	90 working days	0 complaints.	100% 0 Maintenance works	Jan- Nov Achievement: (1 Maintenance work)	
6.	Maintenance of State Government Quarters					
	a) Emergency repair complaints	7 working days	0 complaints.	100% 0 Maintenance works	Jan- Nov Achievement: (0 Maintenance works)	
	b) Minor repair complaints	21 working days	2 complaints.	100% 2 Maintenance works	Jan- Nov Achievement: (14 Maintenance works)	
	c) Major repair complaints	90 working days	0 complaints.	100% 0 Maintenance works	Jan- Nov Achievement: (1 Maintenance work)	
7.	Applications for rental of facilities in Bangunan Perak Darul Ridzuan					
	a) Decision on Rental Applications	5 working days	132 bookings/rentals.	100% 132 Bookings/ Rentals	Jan- Nov Achievement: (1092 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 <b>November 2025</b> , <b>68</b> applications were received.	100% 68 Applications	Jan- Nov Achievement: (568 Applications)	MSD
	b) To Plan, Organise and Manage Official State Government Functions	60 days before any event	For <b>November 2025</b> , <b>1</b> function was organised.	100% 1 Function	Jan- Nov Achievement: (32 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"><li>Applications Approved = <b>28</b></li><li>Applications Rejected = <b>7</b></li><li>Applications Cancelled = <b>4</b></li></ul>	100% 28 Applications successful	Jan- Nov Achievement: (328 Applications)	MSD
	b) Scheduled/periodic maintenance	Odometer or time period whichever comes first	6 repairs	100% 6 Maintenance works	Jan- Nov Achievement: (209 Maintenance works)	
	c) Repair maintenance	Minor: 3 days	0 repairs	100% 0 Maintenance works	Jan- Nov Achievement: (48 Maintenance works)	
		Major: 7 days	0 repairs	100% 0 Maintenance works	Jan- Nov Achievement: (0 Maintenance works)	

	d) Emergency maintenance	<b>24 hours after receiving complaint</b>	<b>0 repairs</b>	<b>100% 0 Maintenance works</b>	<b>Jan- Nov Achievement: (0 Maintenance works)</b>	
10.	Management of Bangunan Perak Darul Ridzuan (BPDR) Security Card:					
	a) Bangunan Perak Darul Ridzuan Security Card Application Process	<b>14 working days</b>	<b>11</b> BPDR security card applications were processed as per the stipulated timeframe.	<b>100% 11 Applications</b>	<b>Jan- Nov Achievement: (217 Applications)</b>	<b>MSD</b>
11.	To send written notices to all State Assemblymen.	<b>14 days before the State Assembly Sitting</b>	Written notices were sent to all State Assemblymen on <b>6 August 2025</b> for the State Assembly Sitting starting on 9 September 2025.	<b>100% 1 Meeting</b>	<b>Jan- Nov Achievement: (2 Meetings)</b>	<b>SA &amp; SECD</b>
12.	To ensure the State Executive Council (MMK) meeting decisions are distributed.	<b>2 working days</b>	MMK decisions were distributed within <b>2 working days</b> from the date of confirmation of minutes.  Details: <ol style="list-style-type: none"> <li>06.11.2025 Confirmation of Exco Meeting Minutes No.2199 Distributed on 10.11.2025</li> <li>19.11.2025 Confirmation of Exco Meeting Minutes No.2200 Distributed on 21.11.2025</li> </ol>	<b>100% 2 Meetings</b>	<b>Jan- Nov Achievement: (36 Meetings)</b>	
13.	To forward confirmation of service applications to the Perak PSC.	<b>15 days</b>	Confirmation of Service: <b>14 applications</b>	<b>100% 14 Applications</b>	<b>Jan- Nov Achievement: (193 Applications)</b>	<b>HRMD</b>
14.	To forward offer of pension status applications to the Perak PSC.	<b>15 days</b>	Offer of Pension Status: <b>23 applications</b>	<b>100% 23 Applications</b>	<b>Jan- Nov Achievement: (221 Applications)</b>	

15.	To forward extension of probation period applications to the Perak PSC.	15 days	Extension of Probation: 5 applications	100% 5 Applications	Jan- Nov Achievement: (21 Applications)	
16.	To process duly completed applications for overseas travels via the PETRA System.	7 working days	For November 2025, 214 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% 214 Applications	Jan- Nov Achievement: (1505 Applications)	
17	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	9 working days	No claims were received for November 2025. All SMK claims for 17 PBTs have been settled.	100%	Jan- Nov Achievement: (17 PBTs)	LGD
18.	To give approvals / letters of authority to PBTs after the Development Meeting.	3 working days	For November 2025, No Project Approval Meetings were held and no Letters of Authority issued.	100%	Jan- Nov Achievement: (57 Approval Letters)	
19.	To provide feedback on complaints received to complainants via the SISPAA system.	3 working days	For November 2025, 3 complaints were received and all forwarded within 3 days.	100% 3 Complaints	Jan- Nov Achievement: (45 Complaints)	CD
20.	To resolve / take actions on Public Complaints via the SISPAA system					
	<ul style="list-style-type: none"><li>Normal</li></ul>	15 working days	3 complaints pending: <ul style="list-style-type: none"><li>Corporate Div. = 1</li><li>Integrity Unit = 2</li></ul>	100% 3 Complaints	Jan- Nov Achievement: (43 Complaints)	
	<ul style="list-style-type: none"><li>Complex</li></ul>	365 days	No complaints	-	Jan- Nov Achievement: (2 Complaints)	

21.	To submit balanced and independent audit findings/reports to the Audit Committee.	<b>Quarterly: March, June, September, November</b>	Audit findings reports were completed and tabled at: - Audit Committee Meeting No.1/2025 on 25 March 2025  - Audit Committee Meeting No.2/2025 on 9 & 14 July 2025  - Audit Committee Meeting No.3/2025 on 9 October 2025	<b>100% reported for third quarter 2025</b>  <b>3 Meetings 10 Reports</b>	<b>Jan- Nov Achievement: (3 Meetings) (10 Reports) reported for third quarter 2025</b>	<b>IAD</b>
22.	To resolve complaints / maintenance of application systems within the stipulated timeframe for the following categories:					
	a) Small	<b>15 working days</b>	<b>29</b> complaints	<b>100% Maintenance works</b>	<b>Jan- Nov Achievement: (577 Complaints)</b>	
	b) Medium	<b>30 working days</b>	<b>1</b> complaint			
	c) Large	<b>80 working days</b>	<b>1</b> complaint			
	From <b>1 Jan – 30 November 2025</b> , <b>577</b> complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below:  Small – <b>492</b> complaints / applications for maintenance Medium – <b>40</b> complaints / applications for maintenance Large – <b>45</b> 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	<b>1 working day</b>	<b>13</b> complaints of less than 25km were resolved within the stipulated timeframe.	<b>100% Maintenance works</b>	<b>Jan- Nov Achievement: (181 Complaints)</b>	
	b) Distance more than 25km	<b>2 working days</b>	<b>0</b> complaints.			

24.	To provide feedback on receipt of complaints on integrity to complainants	<b>3 working days</b>	For <b>November 2025</b> , <b>2 feedback</b> on complaints on integrity received was sent to the complainant within 3 working days after receipt of complaint.	<b>100% 2 Feedback</b>	<b>Jan- Nov Achievement: (14 Feedback)</b>	INTEGRITY
25.	To issue letters on disciplinary action decisions to the department and staff concerned.	<b>14 working days</b>	For <b>November 2025</b> , <b>8</b> disciplinary action decisions were communicated to the department and staff concerned within 14 working days from the date of the meeting.	<b>100% 8 Decisions</b>	<b>Jan- Nov Achievement: (22 Decisions)</b>	
26.	To issue payment vouchers to suppliers	<b>10 days from the date of receipt of duly completed invoices</b>	For <b>November 2025</b> , <b>157</b> vouchers totalling RM1,065,133.66 were issued.	<b>100% 157 Vouchers</b>	<b>Jan- Nov Achievement: (1399 Vouchers totalling RM6,462,667.13)</b>	MB OFFICE
27.	Public Complaints Management - To provide feedback on complaints received to complainants	<b>3 days from the date of receipt of complaints</b>	For <b>November 2025</b> , <b>31</b> applications and <b>2</b> complaints were received by the Perak Menteri Besar Office. Actions were taken on all the applications and complaints.	<b>100% 31 Applications &amp; 2 Complaints</b>	<b>Jan- Nov Achievement: (374 Applications) 60 Complaints)</b>	