

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	<p>For November 2025, 1 project application and proposal were received and the results submitted within 3 months.</p> <p>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.</p>	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	<p>For November 2025, 1 socio-economic input and suggestion on socio-economy were provided within 14 working days.</p> <p>1. State Assembly Sitting oral answer discussion.</p>	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 RM3,448,809.91 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 309 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 November 2025, 68 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 November 2025, 1 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"> Applications Approved = 28 Applications Rejected = 7 Applications Cancelled = 4 	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	24 hours after receiving complaint	0 repairs	100% 0 Maintenance works	Jan- Nov 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	11 BPDR security card applications were processed as per the stipulated timeframe.	100% 11 Applications	Jan- Nov Achievement: (217 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 6 August 2025 for the State Assembly Sitting starting on 9 September 2025.	100% 1 Meeting	Jan- Nov Achievement: (2 Meetings)	
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"> 06.11.2025 Confirmation of Exco Meeting Minutes No.2199 Distributed on 10.11.2025 19.11.2025 Confirmation of Exco Meeting Minutes No.2200 Distributed on 21.11.2025 	100% 2 Meetings	Jan- Nov Achievement: (36 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- Nov Achievement: (193 Applications)	
14.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: 23 applications	100% 23 Applications	Jan- Nov Achievement: (221 Applications)	HRMD

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)	
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)	LGD
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)	
20.	To resolve / take actions on Public Complaints via the SISPAA system					
	• Normal	15 working days	3 complaints pending: • Corporate Div. = 1 • Integrity Unit = 2	100% 3 Complaints	Jan- Nov Achievement: (43 Complaints)	CD
	• Complex	365 days	No complaints	-	Jan- Nov Achievement: (2 Complaints)	

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

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