

**PERAK STATE SECRETARIAT CLIENT CHARTER ACHIEVEMENT REPORT**  
**OCTOBER 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>October 2025</b> , <b>no</b> project applications and proposals were received.	100% 0 Projects	Jan-Oct Achievement: (15 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	For <b>October 2025</b> , <b>1</b> socio-economic input and suggestion on socio-economy were provided within 14 working days. 1. Menjulang Aspirasi Perak Sejahtera 2030 Programme On 16 October 2025, organised by HRMD, SUK Perak.	100% 1 Input	Jan- Oct Achievement: (10 Inputs)	
3.	To ensure bills and claims are paid within 14 days from the date of receipt of duly completed vouchers.	14 working days	<b>599</b> bills and claims totalling <b>RM3,034,733.83</b> were paid within 14 days from the date of receipt of duly completed vouchers.	100% 599 Vouchers	Jan- Oct Achievement: 4727 Vouchers RM25,004,401.12	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- Oct Achievement: (79 Days)	
5.	Maintenance of Bangunan Perak Darul Ridzuan / Bangunan Seri Perak / Laman Seri Ridzuan:					
	a) Emergency repair complaints	7 working days	26 complaints.	100% 26 Maintenance works	Jan- Oct Achievement: (199 Maintenance works)	
	b) Minor repair complaints	21 working days	22 complaints.	100% 22 Maintenance works	Jan- Oct Achievement: (129 Maintenance works)	

	c) Major repair complaints	90 working days	0 complaints.	100% 0 Maintenance works	Jan- Oct Achievement: (1 Maintenance work)	MSD	
6.	Maintenance of State Government Quarters						
	a) Emergency repair complaints	7 working days	0 complaints.	100% 0 Maintenance works	Jan- Oct Achievement: (0 Maintenance works)		
	b) Minor repair complaints	21 working days	2 complaints.	100% 2 Maintenance works	Jan- Oct Achievement: (12 Maintenance works)		
	c) Major repair complaints	90 working days	0 complaints.	70% 0 Maintenance works	Jan- Oct Achievement: (1 Maintenance work)		
7.	Applications for rental of facilities in Bangunan Perak Darul Ridzuan						
	a) Decision on Rental Applications	5 working days	120 bookings/rentals.	100% 120 Bookings/Rentals	Jan- Oct Achievement: (960 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 October 2025, 41 applications were received.	100% 41 Applications	Jan- Oct Achievement: (500 Applications)	MSD	

	b) To Plan, Organise and Manage Official State Government Functions	60 days before any event	For October 2025, 3 functions were organised.	100% 3 Functions	Jan- Oct Achievement: (31 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 = 45</li> <li>Applications Rejected = 10</li> <li>Applications Cancelled = 5</li> </ul>	100% 45 Applications successful	Jan- Oct Achievement: (300 Applications)	MSD
	b) Scheduled/periodic maintenance	Odometer or time period whichever comes first	25 repairs	100% 25 Maintenance works	Jan- Oct Achievement: (203 Maintenance works)	
	c) Repair maintenance	Minor: 3 days	4 repairs	100% 4 Maintenance works	Jan- Oct Achievement: (48 Maintenance works)	
		Major: 7 days	0 repairs	100% 0 Maintenance works	Jan- Oct Achievement: (0 Maintenance works)	
	d) Emergency maintenance	24 hours after receiving complaint	0 repairs	100% 0 Maintenance works	Jan- Oct Achievement: (0 Maintenance works)	
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>23</b> BPDR security card applications were processed as per the stipulated timeframe.	<b>100%</b> <b>23 Applications</b>	<b>Jan- Oct Achievement:</b> <b>(206 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%</b> <b>1 Meeting</b>	<b>Jan- Oct Achievement:</b> <b>(2 Meetings)</b>	
12.	To ensure the State Executive Council (MMK) meeting decisions are distributed.	<b>2 working days</b>	<p>MMK decisions were distributed within <b>2 working days</b> from the date of confirmation of minutes.</p> <p>Details:</p> <ol style="list-style-type: none"> <li>1. 01.10.2025 Confirmation of Exco Meeting Minutes No.2195 Distributed on 03.10.2025</li> <li>2. 08.10.2025 Confirmation of Exco Meeting Minutes No.2196 Distributed on 10.10.2025</li> <li>3. 15.10.2025 Confirmation of Exco Meeting Minutes No.2197 Distributed on 17.10.2025</li> <li>4. 09.10.2025 Confirmation of Exco Meeting Minutes No.2198 Distributed on 31.10.2025</li> </ol>	<b>100%</b> <b>4 Meetings</b>	<b>Jan- Oct Achievement:</b> <b>(34 Meetings)</b>	<b>SA &amp; SECD</b>
13.	To forward confirmation of service applications to the Perak PSC.	<b>15 days</b>	Confirmation of Service: <b>17 applications</b>	<b>100%</b> <b>17 Applications</b>	<b>Jan- Oct Achievement:</b> <b>(179 Applications)</b>	
14.	To forward offer of pension status applications to the Perak PSC.	<b>15 days</b>	Offer of Pension Status: <b>19 applications</b>	<b>100%</b> <b>19 Applications</b>	<b>Jan- Oct Achievement:</b> <b>(198 Applications)</b>	<b>HRMD</b>

15.	To forward extension of probation period applications to the Perak PSC.	15 days	Extension of Probation: <b>2 applications</b>	100% <b>2 Applications</b>	Jan- Oct Achievement: <b>(16 Applications)</b>	
16.	To process duly completed applications for overseas travels via the PETRA System.	7 working days	For <b>October 2025</b> , 217 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% <b>217 Applications</b>	Jan- Oct Achievement: <b>(1505 Applications)</b>	
17	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	9 working days	No claims were received for <b>October 2025</b> . All SMK claims for <b>17</b> PBTs have been settled.	100%	Jan- Oct Achievement: <b>(17 PBTs)</b>	
18.	To give approvals / letters of authority to PBTs after the Development Meeting.	3 working days	For <b>October 2025</b> , 1 Approval Letter for 2 projects under the Local Government Division Development allocation P07 totalling RM18,000.00 was issued to the PBT on 10 October 2025, following the minutes from the Local Government Division Secretary.	100% <b>1 Approval Letter</b>	Jan- Oct Achievement: <b>(57 Approval Letters)</b>	LGD
19.	To provide feedback on complaints received to complainants via the SISPAA system.	3 working days	For <b>October 2025</b> , 7 complaints were received and all forwarded within 3 days.	100% <b>7 Complaints</b>	Jan- Oct Achievement: <b>(42 Complaints)</b>	
20.	To resolve / take actions on Public Complaints via the SISPAA system					
	• Normal	15 working days	<b>1</b> complaint pending: • Integrity Unit = <b>3</b>  <b>3</b> complaints resolved: • MSD = <b>1</b> • Corporate Div. = <b>1</b> • Integrity Unit = <b>1</b>	100% <b>6 Complaints</b>	Jan- Oct Achievement: <b>(40 Complaints)</b>	CD

	<ul style="list-style-type: none"> <li>Complex</li> </ul>	<b>365 days</b>	<b>1</b> complaint was resolved after more than 15 days <ul style="list-style-type: none"> <li>Corporate Div. = 1</li> </ul>	<b>100%</b> <b>1 Complaint</b>	<b>Jan- Oct Achievement:</b> <b>(2 Complaints)</b>			
21.	To submit balanced and independent audit findings/reports to the Audit Committee.	<b>Quarterly:</b> <b>March, June, September, November</b>	Audit findings reports were completed and tabled at: - Audit Committee No.1/2025 on 25 March 2025 - Audit Committee No.2/2025 on 9 & 14 July 2025 - Audit Committee No.3/2025 on 9 October 2025	<b>100%</b> <b>reported for third quarter 2025</b>  <b>3 Meetings</b> <b>10 Reports</b>	<b>Jan- Oct Achievement:</b> <b>(3 Meetings)</b> <b>(10 Reports)</b> <b>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>25</b> complaints	<b>100%</b> <b>Maintenance works</b>	<b>Jan- Oct Achievement:</b> <b>(546 Complaints)</b>	<b>IMD</b>		
	b) Medium	<b>30 working days</b>	<b>1</b> complaint					
	c) Large	<b>80 working days</b>	<b>0</b> complaints					
	From <b>1 Jan – 31 October 2025</b> , <b>546</b> complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below:  Small – <b>463</b> complaints / applications for maintenance Medium – <b>39</b> complaints / applications for maintenance Large – <b>44</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>19</b> complaints of less than 25km were resolved within the stipulated timeframe.	<b>100% Maintenance works</b>	<b>Jan- Oct Achievement: (168 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>October 2025</b> , <b>4</b> feedback on complaints on integrity received was sent to the complainant within 3 working days after receipt of complaint.	<b>100% 0 Feedback</b>	<b>Jan- Oct Achievement: (12 Feedback)</b>	<b>INTEGRITY</b>
25.	To issue letters on disciplinary action decisions to the department and staff concerned.	<b>14 working days</b>	For <b>October 2025</b> , <b>no</b> letters on disciplinary action decisions issued.	<b>100% 0 Decisions</b>	<b>Jan- Oct Achievement: (14 Decisions)</b>	
26.	To issue payment vouchers to suppliers	<b>10 days from the date of receipt of duly completed invoices</b>	For <b>October 2025</b> , <b>190</b> vouchers totalling RM791,802.58 were issued.	<b>100% 190 Vouchers</b>	<b>Jan- Oct Achievement: (1242 Vouchers totalling RM5,397,533.47)</b>	<b>MB OFFICE</b>
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>October 2025</b> , <b>40</b> applications and <b>8</b> complaints were received by the Perak Menteri Besar Office. Actions were taken on all the applications and complaints.	<b>100% 40 Applications &amp; 8 Complaints</b>	<b>Jan- Oct Achievement: (343 Applications) 58 Complaints)</b>	