

**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 October 2025 , no 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 October 2025 , 1 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	599 bills and claims totalling RM3,034,733.83 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 309 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">Applications Approved = 45Applications Rejected = 10Applications Cancelled = 5	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	14 working days	23 BPDR security card applications were processed as per the stipulated timeframe.	100% 23 Applications	Jan- Oct Achievement: (206 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- Oct Achievement: (2 Meetings)	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 from the date of confirmation of minutes. Details: <ol style="list-style-type: none"> 01.10.2025 Confirmation of Exco Meeting Minutes No.2195 Distributed on 03.10.2025 08.10.2025 Confirmation of Exco Meeting Minutes No.2196 Distributed on 10.10.2025 15.10.2025 Confirmation of Exco Meeting Minutes No.2197 Distributed on 17.10.2025 09.10.2025 Confirmation of Exco Meeting Minutes No.2198 Distributed on 31.10.2025 	100% 4 Meetings	Jan- Oct Achievement: (34 Meetings)	
13.	To forward confirmation of service applications to the Perak PSC.	15 days	Confirmation of Service: 17 applications	100% 17 Applications	Jan- Oct Achievement: (179 Applications)	HRMD
14.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: 19 applications	100% 19 Applications	Jan- Oct Achievement: (198 Applications)	

15.	To forward extension of probation period applications to the Perak PSC.	15 days	Extension of Probation: 2 applications	100% 2 Applications	Jan- Oct Achievement: (16 Applications)	
16.	To process duly completed applications for overseas travels via the PETRA System.	7 working days	For October 2025, 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% 217 Applications	Jan- Oct 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 October 2025. All SMK claims for 17 PBTs have been settled.	100%	Jan- Oct Achievement: (17 PBTs)	LGD
18.	To give approvals / letters of authority to PBTs after the Development Meeting.	3 working days	For October 2025, 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% 1 Approval Letter	Jan- Oct Achievement: (57 Approval Letters)	
19.	To provide feedback on complaints received to complainants via the SISPA system.	3 working days	For October 2025, 7 complaints were received and all forwarded within 3 days.	100% 7 Complaints	Jan- Oct Achievement: (42 Complaints)	CD
20.	To resolve / take actions on Public Complaints via the SISPA system					
	<ul style="list-style-type: none">Normal	15 working days	1 complaint pending: <ul style="list-style-type: none">Integrity Unit = 3 3 complaints resolved: <ul style="list-style-type: none">MSD = 1Corporate Div. = 1Integrity Unit = 1	100% 6 Complaints	Jan- Oct Achievement: (40 Complaints)	

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