

PERAK STATE SECRETARIAT CLIENT CHARTER ACHIEVEMENT REPORT
SEPTEMBER 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 September 2025 , no project applications and proposals were received.	100% 0 Projects	Jan-Sept Achievement: (15 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	For September 2025 , 1 socio-economic input and suggestion on socio-economy were provided within 14 working days. 1. Post Tabling of RMK13 engagement session.	100% 1 Input	Jan- Sept Achievement: (9 Inputs)	
3.	To ensure bills and claims are paid within 14 days from the date of receipt of duly completed vouchers.	14 working days	518 bills and claims totalling RM8,025,693.71 were paid within 14 days from the date of receipt of duly completed vouchers.	100% 518 Vouchers	Jan- Sept Achievement: 4128 Vouchers RM21,969,687.29	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- Sept Achievement: (79 Days)	
5.	Maintenance of Bangunan Perak Darul Ridzuan / Bangunan Seri Perak / Laman Seri Ridzuan:					
	a) Emergency repair complaints	7 working days	10 complaints.	100% 10 Maintenance works	Jan- Sept Achievement: (173 Maintenance works)	
	b) Minor repair complaints	21 working days	7 complaints.	100% 7 Maintenance works	Jan- Sept Achievement: (107 Maintenance works)	

	c) Major repair complaints	90 working days	0 complaints.	100% 0 Maintenance works	Jan- Sept 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- Sept Achievement: (0 Maintenance works)		
	b) Minor repair complaints	21 working days	1 complaint.	100% 1 Maintenance work	Jan- Sept Achievement: (10 Maintenance works)		
	c) Major repair complaints	90 working days	0 complaints.	70% 0 Maintenance works	Jan- Sept Achievement: (1 Maintenance work)		
7.	Applications for rental of facilities in Bangunan Perak Darul Ridzuan						
	a) Decision on Rental Applications	5 working days	110 bookings/rentals.	100% 110 Bookings/Rentals	Jan- Sept Achievement: (840 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 September 2025, 49 applications were received.	100% 49 Applications	Jan- Sept Achievement: (459 Applications)	MSD	

	b) To Plan, Organise and Manage Official State Government Functions	60 days before any event	For September 2025, no functions were organised.	100% 0 Functions	Jan- Sept Achievement: (28 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 = 5 Applications Cancelled = 10 	100% 34 Applications successful	Jan- Sept Achievement: (255 Applications)	MSD
	b) Scheduled/periodic maintenance	Odometer or time period whichever comes first	36 repairs	100% 36 Maintenance works	Jan- Sept Achievement: (178 Maintenance works)	
	c) Repair maintenance	Minor: 3 days	5 repairs	100% 5 Maintenance work	Jan- Sept Achievement: (44 Maintenance work)	
		Major: 7 days	0 repairs	100% 0 Maintenance works	Jan- Sept Achievement: (0 Maintenance works)	
	d) Emergency maintenance	24 hours after receiving complaint	0 repairs	100% 0 Maintenance works	Jan- Sept 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	20 BPDR security card applications were processed as per the stipulated timeframe.	100% 20 Applications	Jan- Sept Achievement: (183 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- Sept 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">1. 03.09.2025 Confirmation of Exco Meeting Minutes No.2193 Distributed on 04.09.20252. 22.09.2025 Confirmation of Exco Meeting Minutes No.2194 Distributed on 24.09.2025	100% 2 Meetings	Jan- Sept Achievement: (30 Meetings)	
13.	To forward confirmation of service applications to the Perak PSC.	15 days	Confirmation of Service: 12 applications	100% 12 Applications	Jan- Sept Achievement: (162 Applications)	HRMD
14.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: 14 applications	100% 14 Applications	Jan- Sept Achievement: (179 Applications)	
15.	To forward extension of probation period applications to the Perak PSC.	15 days	Extension of Probation: 4 applications	100% 4 Applications	Jan- Sept Achievement: (14 Applications)	
16.	To process duly completed applications for overseas travels via the PETRA System.	7 working days	For September 2025 , 161 overseas travel applications were processed within 7 working days upon receipt of duly completed applications	100% 161 Applications	Jan- Sept Achievement: (1288 Applications)	

			until approvals were obtained from the SS/DEP.SS (Management) or HRM DIV SEC.				
17	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	9 working days	No claims were received for September 2025 . All SMK claims for 17 PBTs have been settled.	100%	Jan- Sept Achievement: (17 PBTs)	LGD	
18.	To give approvals / letters of authority to PBTs after the Development Meeting.	3 working days	For September 2025 , no approval meetings were held and no approval letters issued.	100%	Jan- Sept Achievement: (56 Approval Letters)		
19.	To provide feedback on complaints received to complainants via the SISPAA system.	3 working days	For September 2025 , 2 complaints were received and all forwarded within 3 days.	100% 2 Complaints	Jan- Sept Achievement: (35 Complaints)	CD	
20.	To resolve / take actions on Public Complaints via the SISPAA system						
	• Normal	15 working days	1 complaint pending: • Integrity Unit = 1 1 complaint resolved: • HRMD = 1	100% 2 Complaints	Jan- Sept Achievement: (34 Complaints)		
	• Complex	365 days	No complaints.	-	Jan- Sept 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 - Audit Committee No.2/2025 on 9 & 14 July 2025	100% reported for second quarter 2025 2 Meetings 7 Reports	Jan- Sept Achievement: (2 Meetings) (7 Reports) reported for second quarter 2025	IAD	

22.	<p>To resolve complaints / maintenance of application systems within the stipulated timeframe for the following categories:</p> <table border="1" data-bbox="171 204 1453 497"> <tr> <td data-bbox="171 204 671 295">a) Small</td><td data-bbox="671 204 889 295">15 working days</td><td data-bbox="889 204 1453 295">28 complaints</td></tr> <tr> <td data-bbox="171 295 671 386">b) Medium</td><td data-bbox="671 295 889 386">30 working days</td><td data-bbox="889 295 1453 386">11 complaints</td></tr> <tr> <td data-bbox="171 386 671 497">c) Large</td><td data-bbox="671 386 889 497">80 working days</td><td data-bbox="889 386 1453 497">0 complaints</td></tr> </table> <p>From 1 Jan – 30 September 2025, 520 complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below:</p> <p>Small – 438 complaints / applications for maintenance Medium – 38 complaints / applications for maintenance Large – 44 complaints / applications for maintenance</p>	a) Small	15 working days	28 complaints	b) Medium	30 working days	11 complaints	c) Large	80 working days	0 complaints	IMD
a) Small	15 working days	28 complaints									
b) Medium	30 working days	11 complaints									
c) Large	80 working days	0 complaints									
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	5 complaints of less than 25km were resolved within the stipulated timeframe.	100% Maintenance works	Jan- Sept Achievement: (149 Complaints)	INTEGRITY					
	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 September 2025 , no complaints on integrity received.	100% 0 Feedback	Jan- Sept Achievement: (8 Feedback)	INTEGRITY					
25.	To issue letters on disciplinary action decisions to the department and staff concerned.	14 working days	For September 2025 , no letters on disciplinary action decisions issued.	100% 0 Decisions	Jan- Sept Achievement: (14 Decisions)						

26.	To issue payment vouchers to suppliers	10 days from the date of receipt of duly completed invoices	For September 2025 , 112 vouchers totalling RM461,370.71 were issued.	100% 112 Vouchers	Jan- Sept Achievement: (1052 Vouchers totalling RM4,605,730.89)	MB OFFICE
27.	Public Complaints Management - To provide feedback on complaints received to complainants	3 days from the date of receipt of complaints	For September 2025 , 50 applications and 4 complaints were received by the Perak Menteri Besar Office. Actions were taken on all the applications and complaints.	100% 50 Applications & 4 Complaints	Jan- Sept Achievement: (303 Applications) 50 Complaints)	