

**PERAK STATE SECRETARIAT CLIENT CHARTER ACHIEVEMENT REPORT
FEBRUARY 2026**

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 February 2026 , 1 project application and proposal were received and the results submitted within 3 months. 1. Implementation of the Perak Sejahtera Card Programme Procurement and Proposed Contract Extension of Selcare Management Sdn. Bhd.	100% 1 Project	Jan-Feb Achievement: (3 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	For February 2026 , no socio-economic inputs and suggestions on socio-economy were provided within 14 working days.	100% 0 Inputs	Jan-Feb Achievement: (0 Inputs)	
3.	To ensure bills and claims are paid within 14 days from the date of receipt of duly completed vouchers.	14 working days	402 bills and claims totalling RM961,748.90 were paid within 14 days from the date of receipt of duly completed vouchers.	100% 402 Vouchers	Jan-Feb Achievement: (807 Vouchers RM1,492,465.21)	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 January 2026 with 564 eligible and complete applications approved by the Board.	100%	Nov 2025-Feb 2026 Achievement: (69 Days)	
5.	Maintenance of Bangunan Perak Darul Ridzuan / Bangunan Seri Perak / Laman Seri Ridzuan:					
	a) Emergency repair complaints	7 days	20 complaints.	100% 20 Maintenance works	Jan-Feb Achievement: (31 Maintenance works)	

	b) Minor repair complaints	21 working days	17 complaints.	100% 17 Maintenance works	Jan-Feb Achievement: (46 Maintenance works)	MSD
	c) Major repair complaints	90 working days	1 complaint.	100% 1 Maintenance work	Jan-Feb Achievement: (1 Maintenance work)	
6.	Maintenance of State Government Quarters					
	a) Emergency repair complaints	7 working days	0 complaints.	100% 0 Maintenance works	Jan-Feb Achievement: (0 Maintenance works)	
	b) Minor repair complaints	21 working days	3 complaints.	100% 3 Maintenance works	Jan-Feb Achievement: (8 Maintenance works)	
	c) Major repair complaints	90 working days	0 complaints.	100% 0 Maintenance works	Jan-Feb Achievement: (0 Maintenance works)	
7.	Applications for rental of facilities in Bangunan Perak Darul Ridzuan					
	a) Decision on Rental Applications	5 working days	67 bookings/rentals.	100% 67 Bookings/Rentals	Jan-Feb Achievement: (155 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 February 2026 , 37 applications were received.	100% 37 Applications	Jan-Feb Achievement: (101 Applications)	MSD
	b) To Plan, Organise and Manage Official State Government Functions	60 days before any event	For February 2026 , 3 functions were organised.	100% 3 Functions	Jan-Feb Achievement: (4 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 = 19 • Applications Rejected = 1 • Applications Cancelled = 2 	100% 19 Applications successful	Jan-Feb Achievement: (41 Applications)	MSD
	b) Scheduled/periodic maintenance	Odometer or time period whichever comes first	9 repairs	100% 9 Maintenance works	Jan-Feb Achievement: (51 Maintenance works)	
	c) Repair maintenance	Minor: 3 days	9 repairs	100% 9 Maintenance works	Jan-Feb Achievement: (15 Maintenance works)	
		Major: 7 days	0 repairs	100% 0 Maintenance works	Jan-Feb Achievement: (0 Maintenance works)	

	d) Emergency maintenance	24 hours after receiving complaint	0 repairs	100% 0 Maintenance works	Jan-Feb 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	14 BPDR security card applications were processed as per the stipulated timeframe.	100% 14 Applications	Jan-Feb Achievement: (51 Applications)	MSD
11.	To send written notices to all State Assemblymen.	14 days before the State Assembly Sitting	None	-	Jan-Feb Achievement: -	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: 1. 04.02.2026 Confirmation of Exco Meeting Minutes No.2207 Distributed on 06.02.2026 2. 11.02.2026 Confirmation of Exco Meeting Minutes No.2208 Distributed on 13.02.2026 3. 25.02.2026 Confirmation of Exco Meeting Minutes No.2209 Distributed on 27.02.2026	100% 3 Meetings	Jan-Feb Achievement: 6 Meetings)	
13.	To forward confirmation of service applications to the Perak PSC.	15 days	Confirmation of Service: 18 applications	100% 18 Applications	Jan-Feb Achievement: (38 Applications)	

14.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: 10 applications	100% 10 Applications	Jan-Feb Achievement: (32 Applications)	HRMD
15.	To forward extension of probation period applications to the Perak PSC.	15 days	Extension of Probation: 3 applications	100% 3 Applications	Jan-Feb Achievement: (4 Applications)	
16.	To process duly completed applications for overseas travels via the PETRA System.	7 working days	For February 2026 , 47 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% 47 Applications	Jan-Feb Achievement: (334 Applications)	
17	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	9 working days	For February 2026 , 6 claims were processed and paid to the PBTs within the stipulated timeframe, involving MB Pulau Pinang, MP Manjung, MP Taiping, MD Pengkalan Hulu, MD Selama and MD Lenggong.	100% (6 PBTs)	Jan-Feb Achievement: (7 PBTs)	LGD
18.	To give approvals / letters of authority to PBTs after the Development Meeting.	3 working days	For January 2026 , 17 Approval Letters for 99 Various Projects and Vehicle & ICT Maintenance under the Local Government Division Development allocation P07 totalling RM4,727,882.70 were issued to the PBTs on 27 February 2026 (Friday), after the approval meeting on 24February 2026 (Tuesday) at 4.30 pm.	100% (17 Approval Letters)	Jan-Feb Achievement: (38 Approval Letters)	
19.	To provide feedback on complaints received to complainants via the SISPAA system.	3 working days	For January 2026 , 9 complaints were received and all forwarded within 3 days.	100% 9 Complaints	Jan-Feb Achievement: (11 Complaints)	
20.	To resolve / take actions on Public Complaints via the SISPAA system					CD

	<ul style="list-style-type: none"> Normal 	15 working days	<p>2 complaints pending:</p> <ul style="list-style-type: none"> Corporate Div. = 1 Integrity Unit. = 1 <p>7 complaint resolved:</p> <ul style="list-style-type: none"> Corporate Div. = 1 SEPU = 2 Integrity Unit. = 1 HRMD = 3 	100% 9 Complaints	Jan-Feb Achievement: (11 Complaints)	
	<ul style="list-style-type: none"> Complex 	365 days	No complaints	-	Jan-Feb Achievement: (0 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: -	-	Jan-Feb Achievement: -	IAD
22.	To resolve complaints / maintenance of application systems within the stipulated timeframe for the following categories:					
	a) Small	15 working days	52 complaints	100% Maintenance works	Jan-Feb Achievement: (104 Complaints)	DD
	b) Medium	30 working days	7 complaints			
	c) Large	80 working days	0 complaints			
	<p>From 1 Jan – 28 February 2026, 104 complaints / applications for maintenance as set according to the following categories:</p> <p>Small – 94 complaints / applications for maintenance Medium – 10 complaints / applications for maintenance Large – 0 complaints / applications for maintenance</p>					

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	15 complaints of less than 25km were resolved within the stipulated timeframe.	100% Maintenance works	Jan-Feb Achievement: (37 Complaints)	
	b) Distance more than 25km	2 working days	0 complaints of more than 25km were resolved within the stipulated timeframe.			
24.	To provide feedback on receipt of complaints on integrity to complainants	3 working days	For February 2026 , 0 feedback on complaints on integrity received was sent to the complainant within 3 working days after receipt of complaint.	100% 0 Feedback	Jan-Feb Achievement: (1 Feedback)	INTEGRITY
25.	To issue letters on disciplinary action decisions to the department and staff concerned.	14 working days	For February 2026 , no disciplinary action decisions were communicated to the department and staff concerned within 14 working days from the date of the meeting.	100% 0 Decisions	Jan-Feb Achievement: (0 Decisions)	
26.	To issue payment vouchers to suppliers	10 days from the date of receipt of duly completed invoices	For February 2026 , 107 vouchers totalling RM436,465.23 were issued.	100% 107 Vouchers	Jan-Feb Achievement: (205 Vouchers totalling RM529,264.51)	MB OFFICE
27.	Public Complaints Management - To provide feedback on complaints received to complainants	3 days from the date of receipt of complaints	For February 2026 , 15 applications and 3 complaints were received by the Perak Menteri Besar Office. Actions were taken on all the applications and complaints.	100% 15 Applications & 3 Complaints	Jan-Feb Achievement: (42 Applications) 10 Complaints)	