

**PERAK STATE SECRETARIAT CLIENT CHARTER ACHIEVEMENT REPORT
JANUARY 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	<p>For January 2026, 2 project applications and proposals were received and the results submitted within 3 months.</p> <ol style="list-style-type: none"> Proposed Guidelines for Expenditure of Special Allocation for the Purpose of Perak State Development 2026, Involving State Assembly Constituencies (Government) and State Assembly Constituencies (Opposition). Proposal to Sign an Agreement for Access to Biological Resources and Related Traditional Knowledge and Benefit Sharing for Commercial Purposes (Act 795) in Perak. 	100% 2 Projects	Jan Achievement: (2 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	For January 2026 , no socio-economic inputs and suggestions on socio-economy were provided within 14 working days.	100% 0 Inputs	Jan 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	405 bills and claims totalling RM530,716.31 were paid within 14 days from the date of receipt of duly completed vouchers.	100% 405 Vouchers	Jan Achievement: (405 Vouchers RM530,716.31)	
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 - Jan 2026 Achievement: (80 Days)	MSD
5.	Maintenance of Bangunan Perak Darul Ridzuan / Bangunan Seri Perak / Laman Seri Ridzuan:					

	a) Emergency repair complaints	7 days	11 complaints.	100% 11 Maintenance works	Jan Achievement: (11 Maintenance works)	MSD
	b) Minor repair complaints	21 working days	29 complaints.	100% 29 Maintenance works	Jan Achievement: (29 Maintenance works)	
	c) Major repair complaints	90 working days	0 complaints.	100% 0 Maintenance works	Jan Achievement: (0 Maintenance work)	
6.	Maintenance of State Government Quarters					
	a) Emergency repair complaints	7 working days	0 complaints.	100% 0 Maintenance works	Jan Achievement: (0 Maintenance works)	
	b) Minor repair complaints	21 working days	5 complaints.	100% 5 Maintenance works	Jan Achievement: (5 Maintenance works)	
	c) Major repair complaints	90 working days	0 complaints.	100% 0 Maintenance works	Jan Achievement: (0 Maintenance works)	
7.	Applications for rental of facilities in Bangunan Perak Darul Ridzuan					
	a) Decision on Rental Applications	5 working days	88 bookings/rentals.	100% 88 Bookings/Rentals	Jan Achievement: (88 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 January 2026 , 64 applications were received.	100% 64 Applications	Jan Achievement: (64 Applications)	MSD
	b) To Plan, Organise and Manage Official State Government Functions	60 days before any event	For January 2026 , 1 function was organised.	100% 1 Function	Jan Achievement: (1 Function)	
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 = 22 • Applications Rejected = 0 • Applications Cancelled = 3 	100% 22 Applications successful	Jan Achievement: (22 Applications)	MSD
	b) Scheduled/periodic maintenance	Odometer or time period whichever comes first	42 repairs	100% 42 Maintenance works	Jan Achievement: (42 Maintenance works)	
	c) Repair maintenance	Minor: 3 days	6 repairs	100% 6 Maintenance works	Jan Achievement: (6 Maintenance works)	
		Major: 7 days	0 repairs	100% 0 Maintenance works	Jan Achievement: (0 Maintenance works)	
	d) Emergency maintenance	24 hours after receiving complaint	0 repairs	100% 0 Maintenance works	Jan 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	37 BPDR security card applications were processed as per the stipulated timeframe.	100% 37 Applications	Jan Achievement: (37 Applications)	MSD
11.	To send written notices to all State Assemblymen.	14 days before the State Assembly Sitting	None	-	Jan Achievement: -	
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. 14.01.2026 Confirmation of Exco Meeting Minutes No.2204 2. 21.01.2026 Confirmation of Exco Meeting Minutes No.2205 Distributed on 23.01.2026 3. 28.01.2026 Confirmation of Exco Meeting Minutes No.2206 Distributed on 30.01.2026	100% 3 Meetings	Jan Achievement: (3 Meetings)	SA & SECD
13.	To forward confirmation of service applications to the Perak PSC.	15 days	Confirmation of Service: 20 applications	100% 20 Applications	Jan Achievement: (20 Applications)	
14.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: 22 applications	100% 22 Applications	Jan Achievement: (22 Applications)	HRMD
15.	To forward extension of probation period applications to the Perak PSC.	15 days	Extension of Probation: 1 application	100% 1 Application	Jan Achievement: (1 Applications)	

16.	To process duly completed applications for overseas travels via the PETRA System.	7 working days	For January 2026 , 287 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% 287 Applications	Jan Achievement: (287 Applications)	
17	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	9 working days	For January 2026 , 1 claim was processed and paid within the stipulated timeframe.	100% (1 PBT)	Jan Achievement: (1 PBT)	LGD
18.	To give approvals / letters of authority to PBTs after the Development Meeting.	3 working days	For January 2026 , 21 Approval Letters for 21 projects under the Local Government Division Development allocation P07 totalling RM4,411,000.00 were issued to the PBTs on 16 January 2026 (Friday), after the approval meeting on 12 January 2026 (Monday) at 4.30 pm.	100% (21 Approval Letters)	Jan Achievement: (21 Approval Letters)	
19.	To provide feedback on complaints received to complainants via the SISPAAs system.	3 working days	For January 2026 , 2 complaints were received and all forwarded within 3 days.	100% 2 Complaints	Jan Achievement: (2 Complaints)	
20.	To resolve / take actions on Public Complaints via the SISPAAs system					CD
	<ul style="list-style-type: none"> Normal 	15 working days	1 complaint pending: <ul style="list-style-type: none"> Integrity Unit. = 1 1 complaint resolved: <ul style="list-style-type: none"> Management Services Div. = 1 	100% 2 Complaints	Jan Achievement: (2 Complaints)	
	<ul style="list-style-type: none"> Complex 	365 days	No complaints	-	Jan 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 Achievement: -	IAD

22.	To resolve complaints / maintenance of application systems within the stipulated timeframe for the following categories:				100% Maintenance works	Jan Achievement: (45 Complaints)	DD	
a) Small	15 working days	42 complaints						
b) Medium	30 working days	3 complaints						
c) Large	80 working days	0 complaints						
<p>From 1 Jan – 31 January 2026, 45 complaints / application for maintenance as set according to the following categories:</p> <p>Small – 42 complaints / applications for maintenance Medium – 3 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	22 complaints of less than 25km were resolved within the stipulated timeframe.	100% Maintenance works	Jan Achievement: (22 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 January 2026 , 1 feedback on complaints on integrity received was sent to the complainant within 3 working days after receipt of complaint.	100% 1 Feedback	Jan Achievement: (1 Feedback)	INTEGRITY		
25.	To issue letters on disciplinary action decisions to the department and staff concerned.	14 working days	For January 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 Achievement: (0 Decisions)			

26.	To issue payment vouchers to suppliers	10 days from the date of receipt of duly completed invoices	For January 2026 , 98 vouchers totalling RM92,799.28 were issued.	100% 98 Vouchers	Jan Achievement: (98 Vouchers totalling RM92,799.28)	MB OFFICE
27.	Public Complaints Management - To provide feedback on complaints received to complainants	3 days from the date of receipt of complaints	For January 2026 , 27 applications and 7 complaints were received by the Perak Menteri Besar Office. Actions were taken on all the applications and complaints.	100% 27 Applications & 7 Complaints	Jan Achievement: (27 Applications) 7 Complaints)	