

**PERAK STATE SECRETARIAT CLIENT CHARTER ACHIEVEMENT REPORT
MARCH 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 March 2026 , 0 project applications and proposals were received and the results submitted within 3 months.	100% 0 Project	Jan-Mar Achievement: (3 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	For March 2026 , no socio-economic inputs and suggestions on socio-economy were provided within 14 working days.	100% 0 Inputs	Jan-Mar 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	722 bills and claims totalling RM8,523,424.82 were paid within 14 days from the date of receipt of duly completed vouchers.	100% 722 Vouchers	Jan-Mar Achievement: (1529 Vouchers RM10,015,890.03)	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-Mar 2026 Achievement: (69 Days)	
5.	Maintenance of Bangunan Perak Darul Ridzuan / Bangunan Seri Perak / Laman Seri Ridzuan:					
	a) Emergency repair complaints	7 days	19 complaints.	100% 19 Maintenance works	Jan-Mar Achievement: (50 Maintenance works)	
	b) Minor repair complaints	21 working days	11 complaints.	100% 11 Maintenance works	Jan-Mar Achievement: (57 Maintenance works)	

	c) Major repair complaints	90 working days	0 complaints.	100% 0 Maintenance works	Jan-Mar 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-Mar Achievement: (0 Maintenance works)	
	b) Minor repair complaints	21 working days	0 complaints.	100% 0 Maintenance works	Jan-Mar Achievement: (8 Maintenance works)	
	c) Major repair complaints	90 working days	1 complaint.	100% 1 Maintenance work	Jan-Mar Achievement: (1 Maintenance work)	
7.	Applications for rental of facilities in Bangunan Perak Darul Ridzuan					MSD
	a) Decision on Rental Applications	5 working days	70 bookings/rentals.	100% 70 Bookings/ Rentals	Jan-Mar Achievement: (225 Bookings/ Rentals)	

8.	Management of State & Federal Events and Functions, and Protocol Services					
	a) Applications for Use of Event Equipment	Applications 3 days before	For March 2026 , 37 applications were received.	100% 37 Applications	Jan-Mar Achievement: (138 Applications)	MSD
	b) To Plan, Organise and Manage Official State Government Functions	60 days before any event	For March 2026 , 3 functions were organised.	100% 3 Functions	Jan-Mar Achievement: (7 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 = 15 • Applications Rejected = 1 • Applications Cancelled = 2 	100% 15 Applications successful	Jan-Mar Achievement: (56 Applications)	MSD
	b) Scheduled/periodic maintenance	Odometer or time period whichever comes first	11 repairs	100% 11 Maintenance works	Jan-Mar Achievement: (62 Maintenance works)	
	c) Repair maintenance	Minor: 3 days	6 repairs	100% 6 Maintenance works	Jan-Mar Achievement: 21 Maintenance works)	
		Major: 7 days	0 repairs	100% 0 Maintenance works	Jan-Mar Achievement: (0 Maintenance works)	

	d) Emergency maintenance	24 hours after receiving complaint	0 repairs	100% 0 Maintenance works	Jan-Mar 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	16 BPDR security card applications were processed as per the stipulated timeframe.	100% 16 Applications	Jan-Mar Achievement: (67 Applications)	MSD
11.	To send written notices to all State Assemblymen.	14 days before the State Assembly Sitting	None	-	Jan-Mar 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. 04.03.2026 Confirmation of Exco Meeting Minutes No.2210 Distributed on 06.03.2026 2. 11.03.2026 Confirmation of Exco Meeting Minutes No.2211 Distributed on 13.03.2026 3. 18.03.2026 Confirmation of Exco Meeting Minutes No.2212 Distributed on 19.03.2026	100% 3 Meetings	Jan-Mar Achievement: (9 Meetings)	
13.	To forward confirmation of service applications to the Perak PSC.	15 days	Confirmation of Service: 10 applications	100% 10 Applications	Jan-Mar Achievement: (48 Applications)	

14.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: 8 applications	100% 8 Applications	Jan-Mar Achievement: (40 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-Mar Achievement: (7 Applications)	
16.	To process duly completed applications for overseas travels via the PETRA System.	7 working days	For March 2026 , 58 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% 58 Applications	Jan-Mar Achievement: (392 Applications)	
17	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	9 working days	For March 2026 , no claims were submitted.	100%	Jan-Mar Achievement: (7 PBTs)	LGD
18.	To give approvals / letters of authority to PBTs after the Development Meeting.	3 working days	For March 2026 , 3 Approval Letters for 3 Various Projects and 1 Cost Correction Letter under the Local Government Division Development allocation P07 totalling RM 245,323.25 were issued to the PBTs on 19 March 2026 (Thursday), after the approval meeting on 9 March 2026 (Monday) and the State Secretary's approval on 16 March 2026 for payment via Electronic Fund Transfer (EFT).	100% (3 Approval Letters)	Jan-Mar Achievement: (41 Approval Letters)	
19.	To provide feedback on complaints received to complainants via the SISPAAs system.	3 working days	For March 2026 , 6 complaints were received and all forwarded within 3 days.	100% 6 Complaints	Jan-Mar Achievement: (17 Complaints)	CD
20.	To resolve / take actions on Public Complaints via the SISPAAs system					

	<ul style="list-style-type: none"> Normal 	15 working days	6 complaints pending: <ul style="list-style-type: none"> MSD = 1 Integrity Unit. = 1 Corporate Div. = 2 SEPU = 2 	100% 6 Complaints	Jan-Mar Achievement: (17 Complaints)	
	<ul style="list-style-type: none"> Complex 	365 days	No complaints	-	Jan-Mar 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-Mar Achievement: -	IAD
22.	To resolve complaints / maintenance of application systems within the stipulated timeframe for the following categories:					DD
	a) Small	15 working days	52 complaints	100% Maintenance works	Jan-Mar Achievement: (156 Complaints)	
	b) Medium	30 working days	0 complaints			
	c) Large	80 working days	0 complaints			
	From 1 Jan – 28 March 2026 , 156 complaints / applications for maintenance as set according to the following categories: Small – 146 complaints / applications for maintenance Medium – 10 complaints / applications for maintenance Large – 0 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	5 complaints of less than 25km were resolved within the stipulated timeframe.	100% Maintenance works	Jan-Mar Achievement: (42 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 March 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-Mar Achievement: (1 Feedback)	INTEGRITY
25.	To issue letters on disciplinary action decisions to the department and staff concerned.	14 working days	For March 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-Mar Achievement: (0 Decisions)	
26.	To issue payment vouchers to suppliers	10 days from the date of receipt of duly completed invoices	For March 2026, 105 vouchers totalling RM625,840.14 were issued.	100% 105 Vouchers	Jan-Mar Achievement: (310 Vouchers totalling RM1,155,104.65)	MB OFFICE
27.	Public Complaints Management - To provide feedback on complaints received to complainants	3 days from the date of receipt of complaints	For March 2026, 25 applications and 3 complaints were received by the Perak Menteri Besar Office. Actions were taken on all the applications and complaints.	100% 25 Applications & 3 Complaints	Jan-Mar Achievement: (67 Applications) 13 Complaints)	