

**PERAK STATE SECRETARIAT CLIENT CHARTER ACHIEVEMENT REPORT
NOVEMBER 2024**

NO.	CLIENT CHARTER PLEDGES 2024	PERIOD	ACHIEVEMENTS	ACHIEVEMENT PERCENTAGE	CULMULATIVE	ACTION BY
1.	To submit results of duly completed application and project proposals.	90 working days	For November 2024 , 2 applications and project proposals were received, and the results submitted within 3 months.	100% 2 Projects	Jan-November Achievement: (20 Projects)	SEPU
2.	To provide socio-economic inputs and suggestions required by other departments / agencies.	14 working days	For November 2024 , 1 socio-economic input and suggestion on socio-economy was provided within 14 working days. 1) Preparing the framework for Blue Economy.	100% 1 Input	Jan-November Achievement: (12 Inputs)	
3.	To ensure bills and claims are paid within 14 days from the date of receipt of duly completed vouchers.	14 working days	383 bills and claims totalling RM1,596,543.31 were paid within 14 days from the date of receipt of duly completed vouchers.	100% 383 Vouchers	Jan-November Achievement: 4566 Vouchers RM15,728,220.61	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 on 20.3.2024 , with 244 eligible and complete applications approved by the Board.	100%	Jan-November Achievement: 80 Days	
5.	Maintenance of Bangunan Perak Darul Ridzuan / Bangunan Seri Perak / Laman Seri Ridzuan:					
	a) Emergency repair complaints	7 working days	22 emergency repair complaints were resolved as per the stipulated timeframe.	100% 22 Maintenance works	Jan-November Achievement: (193 Maintenance works)	
	b) Minor repair complaints	21 working days	18 minor repair complaints were resolved as per the stipulated timeframe.	100% 18 Maintenance works	Jan-November Achievement: (177 Maintenance works)	

	c) Major repair complaints	90 working days	0 major repair complaints received.	100% 0 Maintenance works (In procurement process)	Jan-November Achievement: (8 Maintenance works)	MSD
6.	Maintenance of State Government Quarters					
	a) Emergency repair complaints	7 working days	0 emergency repair complaints received.	100% 0 Maintenance works	Jan-November Achievement: (2 Maintenance works)	
	b) Minor repair complaints	21 working days	0 complaints received.	100% 0 Maintenance works	Jan-November Achievement: (44 Maintenance works)	
	c) Major repair complaints	90 working days	0 complaints received.	70% 0 Maintenance works	Jan-November Achievement: (3 Maintenance works)	
7.	Applications for rental of facilities in Bangunan Perak Darul Ridzuan					
	a) Decision on Rental Applications	5 working days	78 applications for rental of facilities received.	100% 78 Applications	Jan-November Achievement (1117 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 November 2024, 42 applications were received.	100% 42 Applications	Jan-November Achievement (459 Applications)	MSD

	b) To Plan, Organise and Manage Official State Government Functions	60 days before any event	For November 2024 , 2 functions were organised.	100% 2 Functions	Jan-November Achievement (73 Functions)	
9.	Management of Perak State Secretariat Government Vehicles					
	a) Application for use of vehicles via the booking system facility	Approval in 2 working days	24 applications for use of vehicles via the booking system facility in May. - 14 applications approved - 4 applications rejected - 6 applications cancelled	100% 24 Applications	Jan-November Achievement (369 Applications)	MSD
	b) Scheduled/periodic maintenance	Odometer or time period whichever comes first	40 repairs	100% 40 Maintenance Works	Jan-November Achievement (192 Maintenance Works)	
	c) Repair maintenance	Minor: 3 days	Overall number of vehicles that have undergone scheduled/periodic/damage maintenance: 7 vehicles	100% 7 Maintenance Works	Jan-November Achievement: (172 Maintenance works)	
		Major: 7 days	Nil	0%	Jan-November Achievement: (0 Maintenance works)	
	d) Emergency maintenance	24 hours after receiving complaint	Nil	0%	Jan-November 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-November Achievement (212 Applications)	MSD
11.	To send written notices to all State Assemblymen.	14 days before the State Assembly Sitting	Written notices sent to all State Assemblymen on 10 October 2024 for the State Assembly Sitting on 29 November 2024.	100% 2 Meetings	Jan-November 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: 1. 30.10.2024 Confirmation of Exco Meeting Minutes No.2159 Distributed on 4.11.2024 2. 6.11.2024 Confirmation of Exco Meeting Minutes No.2160 Distributed on 8.11.2024 3. 13.11.2024 Confirmation of Exco Meeting Minutes No.2161 Distributed on 15.11.2024 4. 27.11.2024 Confirmation of Exco Meeting Minutes No.2162 Distributed on 29.11.2024	100% 4 Meetings	Jan-November Achievement: (33 Meetings)	
13.	To forward confirmation of service applications to the Perak PSC.	15 days	Confirmation of Service: 1 application	100% 1 Application	Jan-November Achievement: (187 Applications)	HRMD
14.	To forward offer of pension status applications to the Perak PSC.	15 days	Offer of Pension Status: 1 application	100% 1 Application	Jan-November Achievement: (214 Applications)	

15.	To forward extension of probation period applications to the Perak PSC.	15 days	Extension of Probation: 0 applications	100% 0 Applications	Jan-November Achievement: (8 applications)	
16.	To process duly completed applications for overseas travels via the e-Petra System.	7 working days	For November 2024 , 151 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% 151 Applications	Jan-November Achievement: (1383 Applications)	
17	To process State Government Financial Allocations (SMK) claims to 17 PBTs (including DBKL and MPPP).	9 working days	For November 2024 – no claims received.	100%	Jan-November Achievement: (16 PBTs)	
18.	To give approvals / letters of authority to PBTs after the Development Meeting.	3 working days	For November 2024 , 1 approval letter for 1 project under the Local Government Division (LGD) Development allocation P07 totalling RM6,850.00 was issued to the PBT on 26 November 2024, after approval by the Division Secretary of LGD on the same day.	100% 1 Approval Letter	Jan-November Achievement: (66 Approval Letters)	LGD
19.	To provide feedback on complaints received to complainants via the SISPA system.	3 working days	For November 2024 , 2 complaints were received and all forwarded within 3 days.	100% 2 Complaints	Jan-November Achievement: (41 Complaints)	
20.	To resolve / take actions on Public Complaints via the SISPA system					CD
	Normal	14 working days	2 complaints resolved. 0 complaints pending.	100% 2 Complaints	Jan-November Achievement: (41 Complaints)	
	Complex	365 days	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: a) Audit Committee Meeting No.1/2024 on 3 April 2024. b) Audit Committee Meeting No.2/2024 on 1 July 2024. c) Audit Committee Meeting No.3/2024 on 2 October 2024.	100% 1st & 2nd quarter 2024 (3 Meetings) (11 Reports)	Jan-November Achievement: (3 Meetings) (11 Reports) For 1st quarter 2024.	IAD
22.	To resolve complaints / maintenance of application systems within the stipulated timeframe for the following categories:					IMD
	a) Small	15 working days	16 complaints	100% Maintenance Works	Jan-November Achievement: (69 Complaints)	
	b) Medium	30 working days	0 complaints			
	c) Large	80 working days	0 complaints			
	From 1 Jan – 30 November 2024 , 162 complaints / maintenance of application systems were resolved within the stipulated timeframe as per the categories below: Small – 158 complaints / applications for maintenance Medium – 3 complaints / applications for maintenance Large – 1 complaint / application 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	14 complaints of less than 25km were resolved within the stipulated timeframe.	100% Maintenance Works	Jan-November Achievement: (273 Complaints)	

	b) Distance more than 25km	2 working days	0 complaints of more than 25km.			
24.	To provide feedback on receipt of complaints on integrity to complainants	3 working days	For November 2024 , 1 feedback on complaint of integrity received was sent to the complainant within 3 working days after receipt of complaint.	100% 1 Feedback	Jan-November Achievement: (12 Decisions)	INTEGRITY
25.	To issue letters on disciplinary action decisions to the department and staff concerned.	14 working days	For November 2024 , 5 disciplinary action decisions were notified to the department and staff concerned within 14 working days from the date of the meeting.	100% 5 Decisions	Jan-November Achievement: (26 Decisions)	
26.	To issue payment vouchers to suppliers	10 days from the date of receipt of duly completed invoices	For November 2024 , 159 vouchers totalling RM835,963.69 were issued.	100% 159 Vouchers	Jan-November Achievement: (1441 Vouchers totalling RM6,187,510.30)	MB's OFFICE
27.	Public Complaints Management - To provide feedback on complaints received to complainants	3 days from the date of receipt of complaints	For November 2024 , 40 applications and 15 complaints were received by the Menteri Besar's office. Actions were taken on all the applications and complaints.	100% 40 Applications 15 Complaints	Jan-November Achievement: (233 Applications) (81 Complaints)	