



REPORT CLIENT CHARTER OF
PRIME MINISTER'S DEPARTMENT

BAHAGIAN SUMBER MANUSIA

To ensure that **human resource** matters are resolved in accordance with the type of transactions:

Services	Meet the Client's Charter Time / Standard			Not Satisfying Timeout / Client's Charter Standard / Process Exceeded Duration			Justification (Exceeded the Time Limit)
	Month	Total	Percentage*	Month	Total	Percentage	
a) To provide notice of offer to course participants within 5 working days before course commences.	January	-	-	January	-	-	
	February	2	100%	February	-	-	
	Mac	[MCO]	-	Mac	-	-	
	April	[MCO]	-	April	-	-	
	Mei	2	100%	Mei	-	-	
	Jun	1	100%	Jun	-	-	
	Julai			Julai			
	August			August			
	September			September			
	October			October			
	November			November			
	December			December			

**Implementation based on client charter planning*

BAHAGIAN SUMBER MANUSIA

To ensure that **human resource** matters are resolved in accordance with the type of transactions:

Services	Meet the Client's Charter Time / Standard			Not Satisfying Timeout / Client's Charter Standard / Process Exceeded Duration			Justification (Exceeded the Time Limit)
	Month	Total	Percentage*	Month	Total	Percentage	
b) To issue the Letter of Decision and notification of promotion and appointment of personnel within 10 working days from the date of the Board meeting.	January	7	100%	January	-	-	
	February	-	-	February	-	-	
	Mac	-	-	Mac	-	-	
	April	-	-	April	-	-	
	Mei	-	-	Mei	-	-	
	Jun	-	-	Jun	-	-	
	Julai			Julai			
	August			August			
	September			September			
	Oktober			Oktober			
	November			November			
	December			December			

*Implementation based on client charter planning

BAHAGIAN SUMBER MANUSIA

To ensure that **human resource** matters are resolved in accordance with the type of transactions:

Services	Meet the Client's Charter Time / Standard			Not Satisfying Timeout / Client's Charter Standard / Process Exceeded Duration			Justification (Exceeded the Time Limit)
	Month	Total	Percentage*	Month	Total	Percentage	
c) To submit the Final Counseling Report to the Head of Department within 3 working days after review by the Section Chief for referral (excluding cases for Exit Policy Observation Period).	January	6	100%	January	-	-	
	February	7	100%	February	-	-	
	Mac	11	100%	Mac	-	-	
	April	1	100%	April	-	-	
	Mei	5	100%	Mei	-	-	
	Jun	9	100%	Jun	-	-	
	Julai			Julai			
	August			August			
	September			September			
	October			October			
	November			November			
	December			December			

*Implementation based on client charter planning

BAHAGIAN SUMBER MANUSIA

To ensure that **human resource** matters are resolved in accordance with the type of transactions:

Services	Meet the Client's Charter Time / Standard			Not Satisfying Timeout / Client's Charter Standard / Process Exceeded Duration			Justification (Exceeded the Time Limit)
	Month	Total	Percentage*	Month	Total	Percentage	
d) To provide assessment of the organizational and posts review to Public Service Department / agency within PMD within 5 working days from the decision date by the senior management.	January	3	100%	January	-	-	
	February	3	100%	February	-	-	
	Mac	3	100%	Mac	-	-	
	April	5	100%	April	-	-	
	Mei	5	100%	Mei	-	-	
	Jun	3	100%	Jun	-	-	
	Julai			Julai			
	August			August			
	September			September			
	October			October			
	November			November			
	December			December			

*Implementation based on client charter planning

BAHAGIAN SUMBER MANUSIA

To ensure that **human resource** matters are resolved in accordance with the type of transactions:

Services	Meet the Client's Charter Time / Standard			Not Satisfying Timeout / Client's Charter Standard / Process Exceeded Duration			Justification (Exceeded the Time Limit)
	Month	Total	Percentage*	Month	Total	Percentage	
e) To manage applications for allowances, leave and perquisites within 10 working days upon receipt of duly completed documents; and	January	80	100%	January	-	-	
	February	55	100%	February	-	-	
	Mac	21	100%	Mac	-	-	
	April	25	100%	April	-	-	
	Mei	12	100%	Mei	-	-	
	Jun	34	100%	Jun	-	-	
	Julai			Julai			
	Ogos			Ogos			
	September			September			
	October			October			
	November			November			
	December			December			

*Implementation based on client charter planning

BAHAGIAN SUMBER MANUSIA

To ensure that **human resource** matters are resolved in accordance with the type of transactions:

Services	Meet the Client's Charter Time / Standard			Not Satisfying Timeout / Client's Charter Standard / Process Exceeded Duration			Justification (Exceeded the Time Limit)
	Month	Total	Percentage*	Month	Total	Percentage	
f) To issue transfer order for officers within 10 working days from the date of reporting for duty.	January	130	100%	January	-	-	
	February	103	100%	February	-	-	
	Mac	139	100%	Mac	-	-	
	April	64	100%	April	-	-	
	Mei	123	100%	Mei	-	-	
	Jun	193	100%	Jun	-	-	
	Julai			Julai			
	August			August			
	September			September			
	October			October			
	November			November			
	December			December			

*Implementation based on client charter planning

BAHAGIAN AKAUN

Services	Meet the Client's Charter Time / Standard			Not Satisfying Timeout / Client's Charter Standard / Process Exceeded Duration			Justification (Exceeded the Time Limit)
	Month	Total	Percentage*	Month	Total	Percentage	
To complete 98% of the payment run within 2 working days from the verified date of payment order.	January	122	100%	January	-	-	
	February	139	100%	February	-	-	
	Mac	140	100%	Mac	-	-	
	April	141	100%	April	-	-	
	Mei	102	100%	Mei	-	-	
	Jun			Jun			
	Julai			Julai			
	August			August			
	September			September			
	October			October			
	November			November			
	December			December			

**Implementation based on client charter planning*

BAHAGIAN PEROLEHAN

Services	Meet the Client's Charter Time / Standard			Not Satisfying Timeout / Client's Charter Standard / Process Exceeded Duration			Justification (Exceeded the Time Limit)
	Month	Total	Percentage*	Month	Total	Percentage	
To ensure that the decision papers for the Procurement Board Meetings and Quotation Committee Meetings are issued within 1 working day from the date of meeting.	January	30	100%	January	-	-	
	February	31	100%	February	-	-	
	Mac	6	100%	Mac	-	-	
	April	20	100%	April	-	-	
	Mei	18	100%	Mei	-	-	
	Jun	26	100%	Jun	-	-	
	Julai			Julai			
	August			August			
	September			September			
	October			October			
	November			November			
	December			December			

*Implementation based on client charter planning

BAHAGIAN KEWANGAN

To ensure that budget, finance and accounting matters are attended to within 5 to 14 working days in accordance with the type of transactions:

Services	Meet the Client's Charter Time / Standard			Not Satisfying Timeout / Client's Charter Standard / Process Exceeded Duration			Justification (Exceeded the Time Limit)
	Month	Total	Percentage*	Month	Total	Percentage	
a) To ensure that the initial allocation for the year is delivered to the department / agency by or before January 14th after the allocation is locked into 1GFMAS system by JANM.	January	49	100%	January	-	-	
	February	19	100%	February	-	-	
	Mac	26	100%	Mac	-	-	
	April	24	100%	April	-	-	
	Mei	25	100%	Mei	-	-	
	Jun	45	100%	Jun	-	-	
	Julai			Julai			
	August			August			
	September			September			
	Oktober			Oktober			
	November			November			
	December			December			

*Implementation based on client charter planning

BAHAGIAN KEWANGAN

To ensure that budget, finance and accounting matters are attended to within 5 to 14 working days in accordance with the type of transactions:

Services	Meet the Client's Charter Time / Standard			Not Satisfying Timeout / Client's Charter Standard / Process Exceeded Duration			Justification (Exceeded the Time Limit)
	Month	Total	Percentage*	Month	Total	Percentage	
b) To ensure that applications for Procurement Approval, Assignments Abroad, Out-Station and Capital Property through Ez-Apply System is processed within 5 working days upon receipt of the duly completed applications.	January	253	100%	January	-	-	
	February	298	100%	February	-	-	
	Mac	192	100%	Mac	-	-	
	April	65	100%	April	-	-	
	Mei	73	100%	Mei	-	-	
	Jun	138	100%	Jun	-	-	
	Julai			Julai			
	August			August			
	September			September			
	October			October			
	November			November			
	December			December			

**Implementation based on client charter planning*

BAHAGIAN KEWANGAN

To ensure that budget, finance and accounting matters are attended to within 5 to 14 working days in accordance with the type of transactions:

Services	Meet the Client's Charter Time / Standard			Not Satisfying Timeout / Client's Charter Standard / Process Exceeded Duration			Justification (Exceeded the Time Limit)
	Month	Total	Percentage*	Month	Total	Percentage	
c) To ensure all bills are processed within 14 days from the date of duly completed submissions.	January	267	100%	January	-	-	
	February	1,210	99.75%	February	3	0.25%	
	Mac	1,064	99.43%	Mac	6	0.56%	
	April	421	98.13%	April	8	1.86%	
	Mei	636	99.68%	Mei	2	0.31%	
	Jun	701	99.86%	Jun	1	0.14%	
	Julai			Julai			
	August			August			
	September			September			
	October			October			
	November			November			
	December			December			

*Implementation based on client charter planning

BAHAGIAN PEMBANGUNAN

Services	Meet the Client's Charter Time / Standard			Not Satisfying Timeout / Client's Charter Standard / Process Exceeded Duration			Justification (Exceeded the Time Limit)
	Month	Total	Percentage*	Month	Total	Percentage	
Allocating Development Expenditure (DE) in accordance with the rules and procedures within 3 working days upon receipt of the General Warrant.	January	25	100%	January	-	-	
	February	5	100%	February	-	-	
	Mac	2	100%	Mac	-	-	
	April	8	100%	April	-	-	
	Mei	4	100%	Mei	-	-	
	Jun	25	100%	Jun	-	-	
	Julai			Julai			
	August			August			
	September			September			
	October			October			
	November			November			
	December			December			

**Implementation based on client charter planning*

BAHAGIAN AUDIT DALAM

To ensure that **internal audit** matters are executed as follows:

Services	Meet the Client's Charter Time / Standard			Not Satisfying Timeout / Client's Charter Standard / Process Exceeded Duration			Justification (Exceeded the Time Limit)
	Month	Total	Percentage*	Month	Total	Percentage	
a) The audit observation on financial management is submitted to the department/agency under Prime Minister's Department within 23 working days of audit completion.	January	-	-	January	-	-	
	February	9	100%	February	-	-	
	Mac	11	100%	Mac	-	-	
	April	3	100%	April	-	-	
	Mei	-	-	Mei	-	-	
	Jun	5	100%	Jun	-	-	
	Julai			Julai			
	August			August			
	September			September			
	October			October			
	November			November			
	December			December			

*Implementation based on client charter planning

BAHAGIAN AUDIT DALAM

To ensure that **internal audit** matters are executed as follows:

Services	Meet the Client's Charter Time / Standard			Not Satisfying Timeout / Client's Charter Standard / Process Exceeded Duration			Justification (Exceeded the Time Limit)
	Month	Total	Percentage*	Month	Total	Percentage	
b) Review of the department/agency's feedbacks to audit findings is issued within 13 working days upon receipt of the duly completed feedbacks.	January	-	-	January	-	-	
	February	-	-	February	-	-	
	Mac	4	100%	Mac	-	-	
	April	3	100%	April	-	-	
	Mei	5	100%	Mei	-	-	
	Jun	2	100%	Jun	-	-	
	Julai			Julai			
	August			August			
	September			September			
	October			October			
	November			November			
	December			December			

**Implementation based on client charter planning*

BAHAGIAN AUDIT DALAM

To ensure that **internal audit** matters are executed as follows:

Services	Meet the Client's Charter Time / Standard			Not Satisfying Timeout / Client's Charter Standard / Process Exceeded Duration			Justification (Exceeded the Time Limit)
	Month	Total	Percentage*	Month	Total	Percentage	
c) Audit Performance Observation is submitted to the department / agency within 46 working days upon audit completion.	January	1	100%	January	-	-	
	February	1	100%	February	-	-	
	Mac	-	-	Mac	-	-	
	April	-	-	April	-	-	
	Mei	-	-	Mei	-	-	
	Jun	1	100%	Jun	-	-	
	Julai			Julai			
	August			August			
	September			September			
	October			October			
	November			November			
	December			December			

**Implementation based on client charter planning*

BAHAGIAN KHIDMAT PENGURUSAN

To manage the following administrative matters:

Services	Meet the Client's Charter Time / Standard			Not Satisfying Timeout / Client's Charter Standard / Process Exceeded Duration			Justification (Exceeded the Time Limit)
	Month	Total	Percentage	Month	Total	Percentage	
a) To ensure that complaints lodged through the Integrated Complaint System are attended building facility management to within 3 working days.	January	79	96.3%	January	3	3.7%	Building facility management (Maintenance Contractor) will be charged Ascertained Performance Deduction (APD)
	February	135	99.3%	February	1	0.7%	
	Mac	27	96.4%	Mac	1	3.6%	
	April	7	100%	April	-	-	
	Mei	50	98.0%	Mei	1	2.0%	
	Jun	56	94.9%	Jun	3	5.1%	
	Julai			Julai			
	August			August			
	September			September			
	October			October			
	November			November			
	December			December			

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BAHAGIAN KHIDMAT PENGURUSAN

To manage the following administrative matters:

Services	Meet the Client's Charter Time / Standard			Not Satisfying Timeout / Client's Charter Standard / Process Exceeded Duration			Justification (Exceeded the Time Limit)
	Month	Total	Percentage	Month	Total	Percentage	
b) To ensure that the incoming letters received by the Record Management Section are circulated through the Digital Document Management System (DDMS) within 1 working day.	January	655	100%	January	-	-	
	February	554	100%	February	-	-	
	Mac	337	100%	Mac	-	-	
	April	152	100%	April	-	-	
	Mei	276	100%	Mei	-	-	
	Jun	564	100%	Jun	-	-	
	Julai			Julai			
	August			August			
	September			September			
	Oktober			Oktober			
	November			November			
	December			December			

**Implementation based on client charter planning*

BAHAGIAN KHIDMAT PENGURUSAN

To manage the following administrative matters:

Services	Meet the Client's Charter Time / Standard			Not Satisfying Timeout / Client's Charter Standard / Process Exceeded Duration			Justification (Exceeded the Time Limit)
	Month	Total	Percentage*	Month	Total	Percentage	
c) To ensure that requests for overseas visits (personal) is replied within 5 days upon receipt of the duly completed application;	January	36	100%	January	-	-	
	February	36	100%	February	-	-	
	Mac	6	100%	Mac	-	-	
	April	-	-	April	-	-	
	Mei	-	-	Mei	-	-	
	Jun	-	-	Jun	-	-	
	Julai			Julai			
	August			August			
	September			September			
	October			October			
	November			November			
	December			December			

*Implementation based on client charter planning

BAHAGIAN KHIDMAT PENGURUSAN

To manage the following administrative matters:

Services	Meet the Client's Charter Time / Standard			Not Satisfying Timeout / Client's Charter Standard / Process Exceeded Duration			Justification (Exceeded the Time Limit)
	Month	Total	Percentage*	Month	Total	Percentage	
d) To issue a permanent security pass internally within 1 working day and temporary security pass within 3 working days from the date of receipt of the duly completed application.	January	292	100%	January	-	-	
	February	232	100%	February	-	-	
	Mac	201	100%	Mac	-	-	
	April	165	100%	April	-	-	
	Mei	152	100%	Mei	-	-	
	Jun	340	100%	Jun	-	-	
	Julai			Julai			
	August			August			
	September			September			
	October			October			
	November			November			
	December			December			

*Implementation based on client charter planning

BAHAGIAN KHIDMAT PENGURUSAN

To manage the following administrative matters:

Services	Meet the Client's Charter Time / Standard			Not Satisfying Timeout / Client's Charter Standard / Process Exceeded Duration			Justification (Exceeded the Time Limit)
	Month	Total	Percentage*	Month	Total	Percentage	
<p>e) To issue a notice of reminder for the return of reading material as follows:</p> <p>First: 1 working day after the expiry of the loan period;</p> <p>Second: 7 working days after the first notice of reminder; and</p> <p>Third: 14 working days after the second notice of reminder</p>	January	99	100%	January	-	-	
	February	63	100%	February	-	-	
	Mac	-	-	Mac	-	-	
	April	-	-	April	-	-	
	Mei	-	-	Mei	-	-	
	Jun	93	100%	Jun	-	-	
	Julai			Julai			
	August			August			
	September			September			
	October			October			
	November			November			
	December			December			

Note: Notice of return of reading materials is not issued for loans starting 01 March 2020 because JPM Library is not operational following PKP Instructions starting 18 March 2020. Reading materials borrowed by borrowers are renewed loan period.

**Implementation based on client charter planning*

BAHAGIAN KHIDMAT PENGURUSAN

To manage the following administrative matters:

Services

Meet the Client's Charter Time / Standard

Not Satisfying Timeout / Client's Charter Standard / Process Exceeded Duration

Justification
(Exceeded the Time Limit)

f) To ensure that the request for items from the Main Store will be processed within 3 working days from the date of application depending on the availability of items.

Month	Total (RM)	Item Total	Month	Total	Percentage
January	54,173.00	21,760	January	-	-
February	156,516.30	13,673	February	-	-
Mac	253,778.40	14,232	Mac	-	-
April	30,300.0	2,900	April	-	-
Mei	0.00	3,903	Mei	-	-
Jun	25,021.85	2,061	Jun	-	-
Julai			Julai		
August			August		
September			September		
October			October		
November			November		
December			December		

*Implementation based on client charter planning

UNIT KOMUNIKASI KORPORAT

Services	Meet the Client's Charter Time / Standard			Not Satisfying Timeout / Client's Charter Standard / Process Exceeded Duration			Justification (Exceeded the Time Limit)
	Month	Total	Percentage	Month	Total	Percentage	
To provide preliminary feedback on complaints received by PMD within 3 working days.	January	1	100%	January	-	-	
	February	4	100%	February	-	-	
	Mac	5	100%	Mac	-	-	
	April	24	100%	April	-	-	
	Mei	4	100%	Mei	-	-	
	Jun	3	100%	Jun	-	-	
	Julai			Julai			
	August			August			
	September			September			
	October			October			
	November			November			
	December			December			

**Implementation based on client charter planning*

PEJABAT PENASIHAT UNDANG-UNDANG

Services	Meet the Client's Charter Time / Standard			Not Satisfying Timeout / Client's Charter Standard / Process Exceeded Duration			Justification (Exceeded the Time Limit)
	Month	Total	Percentage*	Month	Total	Percentage	
To provide quality and professional legal advice to the Government in accordance with the Federal Constitution and the laws of Malaysia within 14 working days from the date of receipt of duly completed documentation contingent upon the complexity of issue.	Januari	68	100%	Januari	-	-	
	Februai	151	100%	Februai	-	-	
	Mac	98	100%	Mac	-	-	
	April	97	100%	April	-	-	
	Mei	63	100%	Mei	-	-	
	Jun	84	100%	Jun	-	-	
	Julai			Julai			
	Ogos			Ogos			
	September			September			
	Oktober			Oktober			
	November			November			
	Disember			Disember			

*Implementation based on client charter planning

UNIT INTEGRITI

To ensure compliance of integrity matters as follows:

Services

Meet the Client's Charter Time / Standard

Not Satisfying Timeout / Client's Charter Standard / Process Exceeded Duration

Justification
(Exceeded the Time Limit)

Month	Total	Percentage*	Month	Total	Percentage
January	4	100%	January	-	-
February	2	100%	February	-	-
Mac	5	100%	Mac	-	-
April	-	-	April	-	-
Mei	3	100%	Mei	-	-
Jun	1	100%	Jun	-	-
Julai			Julai		
August			August		
September			September		
October			October		
November			November		
December			December		

a) To track and verify complaints/information received for disciplinary action or perusal of the responsible enforcement agency approximately within 4 weeks.

*Implementation based on client charter planning

UNIT INTEGRITI

To ensure compliance of integrity matters as follows:

Services	Meet the Client's Charter Time / Standard			Not Satisfying Timeout / Client's Charter Standard / Process Exceeded Duration			Justification (Exceeded the Time Limit)
	Month	Total	Percentage*	Month	Total	Percentage	
b) Convening of 1 programme at minimum per month for the personnel of the Prime Minister's Department and the departments/agencies thereunder	January	1	100%	January	-	-	
	February	3	100%	February	-	-	
	Mac	1	100%	Mac	-	-	
	April	1	100%	April	-	-	
	Mei	1	100%	Mei	-	-	
	Jun	1	100%	Jun	-	-	
	Julai			Julai			
	August			August			
	September			September			
	October			October			
	November			November			
	December			December			

**Implementation based on client charter planning*

BAHAGIAN TEKNOLOGI MAKLUMAT

Services	Meet the Client's Charter Time / Standard			Not Satisfying Timeout / Client's Charter Standard / Process Exceeded Duration			Justification (Exceeded the Time Limit)
	Month	Total	Percentage	Month	Total	Percentage	
To resolve complaints related to ICT defects internally within 3 working days, if not involving external suppliers.	January	154	100%	January	-	-	
	February	109	100%	February	-	-	
	Mac	74	100%	Mac	-	-	
	April	33	100%	April	-	-	
	Mei	87	100%	Mei	-	-	
	Jun	147	100%	Jun	-	-	
	Julai			Julai			
	August			August			
	September			September			
	October			October			
	November			November			
	December			December			

**Implementation based on client charter planning*

BAHAGIAN DASAR DAN PERANCANGAN STRATEGIK

To ensure that **policy and strategic planning** matters are implemented accordingly:

Services	Meet the Client's Charter Time / Standard			Not Satisfying Timeout / Client's Charter Standard / Process Exceeded Duration			Justification (Exceeded the Time Limit)
	Month	Total	Percentage	Month	Total	Percentage	
a) Review the Client Charter approximately once a year to meet PMD's policies and objectives.	January	-	-	January	-	-	
	February	1	100%	February	-	-	
	Mac	-	-	Mac	-	-	
	April	-	-	April	-	-	
	Mei	-	-	Mei	-	-	
	Jun	-	-	Jun	-	-	
	Julai			Julai			
	August			August			
	September			September			
	October			October			
	November			November			
	December			December			

**Implementation based on client charter planning*

BAHAGIAN DASAR DAN PERANCANGAN STRATEGIK

To ensure that policy and strategic planning matters are implemented accordingly:

Services	Meet the Client's Charter Time / Standard			Not Satisfying Timeout / Client's Charter Standard / Process Exceeded Duration			Justification (Exceeded the Time Limit)
	Month	Total	Percentage*	Month	Total	Percentage	
b) Circulation of Cabinet Papers (MJM) to the relevant department / agency / division within 1 working day for feedbacks;	January	2	100%	January	-	-	Movement Control Order (MCO)
	February	-	-	February	-	-	
	Mac	-	-	Mac	-	-	
	April	1	50%	April	1	50%	
	Mei	1	100%	Mei	-	-	
	Jun	3	100%	Jun	-	-	
	Julai			Julai			
	August			August			
	September			September			
	October			October			
	November			November			
	December			December			

*Implementation based on client charter planning

BAHAGIAN DASAR DAN PERANCANGAN STRATEGIK

To ensure that policy and strategic planning matters are implemented accordingly:

Services	Meet the Client's Charter Time / Standard			Not Satisfying Timeout / Client's Charter Standard / Process Exceeded Duration			Justification (Exceeded the Time Limit)
	Month	Total	Percentage*	Month	Total	Percentage	
c) Circulation of the decisions of meeting for action within 3 days after the completion of meeting.	January	-	-	January	1	100% Meeting Convened: 14 Januari 2020 Circular: 11 Februari 2020	
	February	-	-	February	-	-	
	Mac	-	-	Mac	-	-	
	April	-	-	April	-	-	
	Mei	-	-	Mei	-	-	
	Jun	-	-	Jun	-	-	
	Julai			Julai			
	August			August			
	September			September			
	October			October			
	November			November			
	December			December			

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