

**CLIENT'S CHARTER ACHIEVEMENT OF PERAK IRRIGATION AND DRAINAGE DEPARTMENT
FOR 2020
(UNTIL 31 DECEMBER 2020)**

We pledge to provide quality service as follows:

| NO. | PLEDGES | 2020 ACHIEVEMENT (UNTIL 31 DECEMBER 2020) | ACHIEVEMENT PERCENTAGE |
|------------|--|---|-----------------------------------|
| 1 | To forward complaints received to the relevant departments/agencies within three (3) working days. | Until 31 December 2020, a total of 6 complaints were received and all forwarded within three (3) working. | 100% |