

**CLIENT'S CHARTER ACHIEVEMENT OF PERAK IRRIGATION AND DRAINAGE DEPARTMENT
FOR 2020
(UNTIL 30 SEPTEMBER 2020)**

We pledge to provide quality service as follows:

NO.	PLEDGES	2020 ACHIEVEMENT (UNTIL 30 SEPTEMBER 2020)	ACHIEVEMENT PERCENTAGE
1	To forward complaints received to the relevant departments/agencies within three (3) working days.	Until 30 September 2020, a total of 5 complaints were received and all forwarded within three (3) working.	100%