

**CLIENT'S CHARTER ACHIEVEMENT OF PERAK IRRIGATION AND DRAINAGE DEPARTMENT  
FOR 2021  
(UNTIL 31 JANUARY 2021)**

We pledge to provide quality service as follows:

<b>NO.</b>	<b>PLEDGES</b>	<b>2021 ACHIEVEMENT (UNTIL 31 JANUARY 2021)</b>	<b>ACHIEVEMENT PERCENTAGE</b>
1	To forward complaints received to the relevant departments/agencies within three (3) working days.	Until 31 January 2021, a total of 11 complaints were received and all forwarded within three (3) working.	100%