

**CLIENT'S CHARTER ACHIEVEMENT OF PERAK IRRIGATION AND DRAINAGE DEPARTMENT
FOR 2021
(UNTIL 30 SEPTEMBER 2021)**

We pledge to provide quality service as follows:

NO.	PLEDGES	2021 ACHIEVEMENT (UNTIL 30 SEPTEMBER 2021)	ACHIEVEMENT PERCENTAGE
1	To forward complaints received to the relevant departments/agencies within three (3) working days.	Until 30 September 2021, a total of 5 complaints were received and all forwarded within three (3) working.	100%