

**CLIENT'S CHARTER ACHIEVEMENT OF PERAK IRRIGATION AND DRAINAGE DEPARTMENT
FOR 2023
(UNTIL 31 DECEMBER 2023)**

We pledge to provide quality service as follows:

NO.	PLEDGES	2023 ACHIEVEMENT (UNTIL 31 DECEMBER 2023)	ACHIEVEMENT PERCENTAGE
1	To forward complaints received to the relevant departments/agencies within three (3) working days.	Until 31 December 2023, a total of 16 complaints were received and all forwarded within three (3) working.	100%