

**CLIENT'S CHARTER ACHIEVEMENT OF PERAK IRRIGATION AND DRAINAGE DEPARTMENT
FOR 2019
(UNTIL 31 DECEMBER 2019)**

We pledge to provide quality service as follows:

NO.	PLEDGES	2019 ACHIEVEMENT (UNTIL 31 DECEMBER 2019)	ACHIEVEMENT PERCENTAGE
1	To forward complaints received to the relevant departments/agencies within three (3) working days.	Until 31 December 2019, a total of 6 complaints were received and all forwarded within three (3) working.	100%