

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

We pledge to provide quality service as follows:

| NO. | PLEDGES | 2019 ACHIEVEMENT (UNTIL 31 JULY 2019) | ACHIEVEMENT PERCENTAGE |
|------------|--|--|-----------------------------------|
| 1 | To forward complaints received to the relevant departments/agencies within three (3) working days. | Until 31 July 2019, a total of 11 complaints were received and all forwarded within three (3) working. | 100% |