

**CLIENT'S CHARTER ACHIEVEMENT OF PERAK IRRIGATION AND DRAINAGE DEPARTMENT  
FOR 2017  
(UNTIL 31 DECEMBER 2017)**

We pledge to provide quality service as follows:

| <b>NO.</b> | <b>PLEDGES</b>   | <b>2017 ACHIEVEMENT<br/>(UNTIL 31 DECEMBER 2017)</b>  | <b>ACHIEVEMENT<br/>PERCENTAGE</b> |
|------------|--|---|-----------------------------------|
| 1          | To forward complaints received to the relevant departments/agencies within three (3) working days. | Until 31 December 2017, a total of 8 complaints were received and all forwarded within three (3) working. | 100%                              |