

**CLIENT'S CHARTER ACHIEVEMENT OF PERAK IRRIGATION AND DRAINAGE DEPARTMENT
FOR 2018
(UNTIL 31 JULY 2018)**

We pledge to provide quality service as follows:

NO.	PLEDGES	2017 ACHIEVEMENT (UNTIL 31 JULY 2018)	ACHIEVEMENT PERCENTAGE
1	To forward complaints received to the relevant departments/agencies within three (3) working days.	Until 31 July 2018, a total of 11 complaints were received and all forwarded within three (3) working.	100%