

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

We pledge to provide quality service as follows:

| NO. | PLEDGES | 2018 ACHIEVEMENT (UNTIL 31 MARCH 2018) | ACHIEVEMENT PERCENTAGE |
|------------|----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|-----------------------------------|
| 1 | To forward complaints received to the relevant departments/agencies within three (3) working days. | Until 31 March 2018, a total of 15 complaints were received and all forwarded within three (3) working. | 100% |