

**CLIENT'S CHARTER ACHIEVEMENT OF PERAK IRRIGATION AND DRAINAGE DEPARTMENT
FOR 2018
(UNTIL 30 SEPTEMBER 2018)**

We pledge to provide quality service as follows:

NO.	PLEDGES	2018 ACHIEVEMENT (UNTIL 30 SEPTEMBER 2018)	ACHIEVEMENT PERCENTAGE
1	To forward complaints received to the relevant departments/agencies within three (3) working days.	Until 30 September 2018, a total of 9 complaints were received and all forwarded within three (3) working.	100%