

## PART V – PERFORMANCE PLEDGE

### PERFORMANCE PLEDGE

WE, the officials and employees of the Municipal Government of Malay, pledge and commit to deliver the guaranteed performance level as laid down in the duly adopted Malay Citizen's Charter. Specifically, we will:

- provide innovative means of delivering prompt and efficient service;
- Deliver the services with honesty, transparency and accountability; and
- be friendly and client-oriented.

In addition, it is our commitment to undertake review of the Citizen's Charter, not less than once every two years to guarantee the responsiveness of the systems and procedures involve in delivering a particular frontline service.