

**Client's Charter & Performance Statistics  
Ministry of Human Resources  
(1<sup>st</sup> January 2017 –31<sup>st</sup> January 2017)**

<b>Client's Charter</b>	<b>Number of Cases Received</b>	<b>Number of Cases Settled (within 5 days)</b>	<b>Achievement (%)</b>
<b>1. Issuance of workmen compensations assessment under the Workmen's Compensation Act 1952 within 5 working days from date of receipt of completed document:</b>			
a) Permanent disablement	2,736	2,672	97.6
b) Temporary disablement	742	735	99.0
c) Death	510	498	98.0

<b>Client's Charter</b>	<b>Number of Cases Received</b>	<b>Number of Cases Settled (within 14 days)</b>	<b>Achievement (%)</b>
<b>2. Processing of application for license under Private Employment Agencies Act 1981 within 14 working days from date of receipt of completed document:</b>			
a) Application for new license	56	56	100
b) Application for renewal of license	287	287	100

<b>Client's Charter</b>	<b>Number of Cases Received</b>	<b>Number of Cases Settled (within 7 days)</b>	<b>Achievement (%)</b>
<b>3. Decides applications for registration of trade union within seven (7) working days of the complete application.</b>	3	3	100%

Client's Charter	Number of Cases Received	Number of Cases Settled	Achievement (%)
4. Processing of design approval for certificated machinery:			
a) Steam Boiler in 45 days	-	-	-
b) Unfired Pressure Vessel in 20 days	-	-	-

- DEPARTMENT OF SAFETY & HEALTH (DOSH) IN PROCESS TO REVISING THE CLIENT'S CHARTER AND WILL PROVIDE THE ACTUAL DATA ON APRIL 2017.

Client's Charter	Number of Cases Received	Number of Cases Settled (within 30 days)	Achievement (%)
5. Approval for registration of Safety and Health Officer (SHO) for complete application in 30 days.	-	-	-

- DEPARTMENT OF SAFETY & HEALTH (DOSH) IN PROCESS TO REVISING THE CLIENT'S CHARTER AND WILL PROVIDE THE ACTUAL DATA ON APRIL 2017.

Client's Charter	Number of Cases Received	Number of Cases Settled (within 5 days)	Achievement (%)
6. Processing of training grant application for the scheme within five (5) working days from the date of complete application form received.	5,679	5,676	99.9%

Client's Charter	Number of Cases Received	Number of Cases Settled (within 8 days)	Achievement (%)
7. Reimbursement of training grant within eight (8) working days from the date of complete application form received.	6,389	6,325	99.9%

Client's Charter	Number of Cases Received	Number of Cases Settled (within 5 days)	Achievement (%)
8. To Pay Temporary Disablement Benefit (TDB) to injured employees within 5 days of receipt of all necessary information and completed documents.	4,639	4,605	99%

Client's Charter	Number of Cases Received	Number of Cases Settled (within 7 days)	Achievement (%)
9. To Pay Invalidity Pension (IP) to eligible employees within 7 days of receipt of all necessary information and completed documents.	590	586	99.32

Client's Charter	Number of Cases Received	Number of Cases Settled (within 30 days)	Achievement (%)
10. Process all applications for Attestation and Certification of Training Personnel and National Industrial Experts within 30 days of each completed application received.	1753	1753	100%

Client's Charter	Number of Cases Received	Number of Cases Responded (within 3 days)	Achievement (%)
11. To respond to public complaint within 3 days from the date of complaint received.	9	9	100%

Client's Charter	Number of Cases Received	Number of Cases Settled (within 7 days)	Achievement (%)
12. To ensure all payments must be made within 7 days from the date of complete document received.	2220	2219	99%