

Client's Charter & Performance Statistics
Ministry of Human Resources
(1st January 2017 –31 August 2017)

Client's Charter	Number of Cases Received	Number of Cases Settled (within 5 days)	Achievement (%)
1. Issuance of workmen compensations assessment under the Workmen's Compensation Act 1952 within 5 working days from date of receipt of completed document:			
a) Permanent disablement	1,830	1,745	95.36
b) Temporary disablement	481	467	97.09
c) Death	379	349	92.08

Client's Charter	Number of Cases Received	Number of Cases Settled (within 14 days)	Achievement (%)
2. Processing of application for license under Private Employment Agencies Act 1981 within 14 working days from date of receipt of completed document:			
a) Application for new license	35	35	100
b) Application for renewal of license	491	460	93.68

Client's Charter	Number of Cases Received	Number of Cases Settled (within 7 days)	Achievement (%)
3. Decides applications for registration of trade union within seven (7) working days of the complete application.	17	17	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 30 days	340	340	100
b)	Unfired Pressure Vessel in 15 days.	5936	5936	100

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.	1139	1134	99

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.	74,269	74,251	99

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.	40,820	40,527	99.28

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.	5,397	5,341	98.96

Client's Charter	Number of Cases Received	Number of Cases Settled (within 7 days)	Achievement (%)
9. To Pay Invalidation Pension (IP) to eligible employees within 7 days of receipt of all necessary information and completed documents.	4,635	4,587	98.96

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.	11,858	11,858	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.	83	83	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.	52,288	52,271	99.97