

Client's Charter & Performance Statistics
Ministry of Human Resources
 (1st January 2017 –30st September 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	2,041	1,954	95.74%
b) Temporary disablement	534	515	96.44%
c) Death	417	386	92.56%

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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	41	41	100%
b) Application for renewal of license	526	491	93.35%

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3. Decides applications for registration of trade union within seven (7) working days of the complete application.	18	18	100%

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4. Processing of design approval for certificated machinery: a) Steam Boiler in 30 days b) Unfired Pressure Vessel in 15 days	369 6754	369 6754	100% 100%

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5. Approval for registration of Safety and Health Officer (SHO) for complete application in 30 days.	1322	1317	99%

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6. Processing of training grant application for the scheme within five (5) working days from the date of complete application form received.	83,954	83,934	99.97%

Client's Charter	Number of Cases Received	Number of Cases Settled (within 5 days)	Achievement (%)
7. Reimbursement of training grant within eight (8) working days from the date of complete application form received.	68,550	68,077	99.31%

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8. To Pay Temporary Disablement Benefit (TDB) to injured employees within 5 days of receipt of all necessary information and completed documents.	45,280	44,929	99.22%

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9. To Pay Invalidity Pension (IP) to eligible employees within 7 days of receipt of all necessary information and completed documents.	6,029	5,966	98.96%

Client's Charter	Number of Cases Received	Number of Cases Settled (within 5 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.	13,322	13,322	100%

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11. To respond to public complaint within 3 days from the date of complaint received.	88	88	100%

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12. To ensure all payments must be made within 7 days from the date of complete document received.	60,419	60,401	99.97%