

**Client's Charter & Performance Statistics Ministry of Human Resources  
(January 2020- Desember 2020)**

<b>Client's Charter</b>	<b>Numberof Cases Received</b>	<b>Numberof Cases Settled (within 5 days)</b>	<b>Achievement (%)</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: a)Permanent disablement b)Temporary disablement c)Death	<b>263</b>	<b>261</b>	<b>99.2</b>
	<b>42</b>	<b>42</b>	<b>100</b>
	<b>28</b>	<b>36</b>	<b>94.73</b>

<b>Client's Charter</b>	<b>Numberof Cases Received</b>	<b>Numberof Cases Settled (within 5 days)</b>	<b>Achievement (%)</b>
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 b) Application for renewal of license	<b>95</b>	<b>95</b>	<b>100</b>

<b>Client's Charter</b>	<b>Numberof Cases Received</b>	<b>Numberof Cases Settled (within 5 days)</b>	<b>Achievement (%)</b>
3. Decides applications for registration of trade union within seven (7) working days of the complete application.	<b>9</b>	<b>9</b>	<b>100%</b>

<b>Client's Charter</b>	<b>Numberof Cases Received</b>	<b>Numberof Cases Settled (within 5 days)</b>	<b>Achievement (%)</b>
4. Processing of design approval for certificated machinery:	<b>101</b>	<b>101</b>	<b>100</b>
a) Steam Boiler in 30 days b) Unfired Pressure Vessel in 15 day	<b>379</b>	<b>379</b>	<b>100</b>
<b>Client's Charter</b>	<b>Numberof Cases Received</b>	<b>Numberof Cases Settled (within 5 days)</b>	<b>Achievement (%)</b>
5. Approval for registration of Safety and Health Officer (SHO) for complete application in 30 days.	<b>308</b>	<b>308</b>	<b>100</b>
<b>Client's Charter</b>	<b>Numberof Cases Received</b>	<b>Numberof Cases Settled (within 5 days)</b>	<b>Achievement (%)</b>
6. Processing of training grant application for the scheme within five (5) working days from the date of complete application form received.	<b>110,676</b>	<b>104,087</b>	<b>94.0</b>

<b>Client's Charter</b>	<b>Numberof Cases Received</b>	<b>Numberof Cases Settled (within 5 days)</b>	<b>Achievement (%)</b>
7.Reimbursement of training grant within eight (8) working days from the date of complete application form received.	<b>90,742</b>	<b>88,617</b>	<b>97.7</b>

<b>Client's Charter</b>	<b>Numberof Cases Received</b>	<b>Numberof Cases Settled (within 5 days)</b>	<b>Achievement (%)</b>
8. To Pay Temporary Disablement Benefit (TDB) to injured employees within 5 days of receipt of all necessary information and completed documents.	<b>22,109</b>	<b>21,765</b>	<b>98.44 (until April 2019)</b>

<b>Client's Charter</b>	<b>Numberof Cases Received</b>	<b>Numberof Cases Settled (within 5 days)</b>	<b>Achievement (%)</b>
9. To Pay Invalidity Pension (IP) to eligible employees within 7 days of receipt of all necessary information and completed documents.	<b>2,837</b>	<b>2,712</b>	<b>95.59 (Sehingga April 2019)</b>

<b>Client's Charter</b>	<b>Numberof Cases Received</b>	<b>Numberof Cases Settled (within 5 days)</b>	<b>Achievement (%)</b>
10. Process all applications for Attestation and Certification of Training Personnel and National Industrial Experts within 30 days of each completed application received.	<b>26919</b>	<b>26919</b>	<b>100%</b>

<b>Client's Charter</b>	<b>Numberof Cases Received</b>	<b>Numberof Cases Settled (within 5 days)</b>	<b>Achievement (%)</b>
11. To respond to public complaint within 3 days from the date of complaint received.	<b>1,520</b>	<b>1,520</b>	<b>100 (until May 2019)</b>

<b>Client's Charter</b>	<b>Numberof Cases Received</b>	<b>Numberof Cases Settled (within 5 days)</b>	<b>Achievement (%)</b>
12. To ensure all payments must be made within 7 days from the date of complete document received.	<b>36,901</b>	<b>36,654</b>	<b>99.33%</b>