

Client's Charter & Performance Statistics
Ministry of Human Resources
 (1st January 2017 –31st December 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	2,646	2,580	97.5%
b)Temporary disablement	705	693	98.3%
c)Death	531	517	97.4%

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	53	51	96.2%
b) Application for renewal of license	615	560	91.1%

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.	20	20	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 b) Unfired Pressure Vessel in 15 days	517 9049	517 9049	100% 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.	2002	1997	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.	115,303	115,262	99%

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.	95,842	95,669	99%

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.	55,868	55,428	99.21%

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.	7,287	7,212	98.97%

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.	16,412	16,412	100%

Client's Charter	Number of Cases Received	Number of Cases Settled (within 3 days)	Achievement (%)
11. To respond to public complaint within 3 days from the date of complaint received.	148	148	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.	88,300	88,265	99.96%