

**Client's Charter & Performance Statistics
Ministry of Human Resources
(1st January 2017 –30st April 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	990	923	93.3
b) Temporary disablement	250	239	95.6
c) Death	213	191	89.6

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	14	14	100
b) Application for renewal of license	244	223	91.3

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.	7	7	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	172	172	100
b)	Unfired Pressure Vessel in 15 days	2707	2707	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.	467	467	100

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.	13,942	13,939	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.	20,599	20,485	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.	8,814	8,748	99.25

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.	1,235	1,223	99.02

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.	5831	5831	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.	43	43	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.	22,695	22,693	99.99