

Client's Charter & Performance Statistics
Ministry of Human Resources
(1st January 2017 –31 July 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:	1,602	1,523	95.07%
a) Permanent disablement	408	396	97.06%
b) Temporary disablement	334	309	92.51%
c) Death			

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:	32	32	100%
a) Application for new license	436	405	92.89%
b) Application for renewal of license			

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.	15	15	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	233	233	100%
b)	Unfired Pressure Vessel in 15 days.	4293	4293	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.	799	794	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.	52,481	52,474	99.98%

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.	47,594	47,569	99.49%

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.	29,131	28,912	99.25%

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.	8,897%	8,837%	99.33%

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.	9,919	9,919	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.	69	69	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.	44,386	44,373	99.97%