

**Client's Charter & Performance Statistics  
Ministry of Human Resources  
(1<sup>st</sup> January 2017 –31<sup>st</sup> May 2017)**

<b>Client's Charter</b>	<b>Number of Cases Received</b>	<b>Number of Cases Settled (within 5 days)</b>	<b>Achievement (%)</b>
<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:</b>			
a) Permanent disablement	1197	1128	94.2%
b) Temporary disablement	310	299	96.4%
c) Death	245	223	91.02%

<b>Client's Charter</b>	<b>Number of Cases Received</b>	<b>Number of Cases Settled (within 14 days)</b>	<b>Achievement (%)</b>
<b>2. Processing of application for license under Private Employment Agencies Act 1981 within 14 working days from date of receipt of completed document:</b>			
a) Application for new license	16	16	100%
b) Application for renewal of license	309	278	89.9%

<b>Client's Charter</b>	<b>Number of Cases Received</b>	<b>Number of Cases Settled (within 7 days)</b>	<b>Achievement (%)</b>
<b>3. Decides applications for registration of trade union within seven (7) working days of the complete application.</b>	13	13	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 c) Registration of Safety and Health Officers (SHO) within 30 working days	201 3562 689	201 3562 689	100% 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.	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.	46,259	46,152	99.77%

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 Invalidation 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.	54	54	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.	31,060	31,052	99.97%