

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

Client's Charter	Numberof Cases Received	Numberof 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 b)Temporary disablement c)Death	263	261	99.2
	42	42	100
	28	36	94.73

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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	95	95	100

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3. Decides applications for registration of trade union within seven (7) working days of the complete application.	15	15	100

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4. Processing of design approval for certificated machinery:	101	101	100
a) Steam Boiler in 30 days b) Unfired Pressure Vessel in 15 day	379	379	100
Client's Charter	Numberof Cases Received	Numberof Cases Settled (within 5 days)	Achievement (%)
5. Approval for registration of Safety and Health Officer (SHO) for complete application in 30 days.	308	308	100
Client's Charter	Numberof Cases Received	Numberof 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.	110,676	104,087	94.0

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7.Reimbursement of training grant within eight (8) working days from the date of complete application form received.	90,742	88,617	97.7

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8. To Pay Temporary Disablement Benefit (TDB) to injured employees within 5 days of receipt of all necessary information and completed documents.	22,109	21,765	98.44 (until April 2019)

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9. To Pay Invalidity Pension (IP) to eligible employees within 7 days of receipt of all necessary information and completed documents.	2,837	2,712	95.59 (Sehingga April 2019)

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10. Process all applications for Attestation and Certification of Training Personnel and National Industrial Experts within 30 days of each completed application received.	36718	36718	100 (until 18 Dicember 2019)

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11. To respond to public complaint within 3 days from the date of complaint received.	1,520	1,520	100 (until May 2019)

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12. To ensure all payments must be made within 7 days from the date of complete document received.	2,233	2,230	99.87