

## Client Charter Achievements For November 2013

No.	Client Charter	No. Of Received	No. Of Processed	Achievement Percentage
1	Investigate and response to every complaint received within 3 days	10	10	100%
2	Appraisal for design approval of certificated machinery			
	i) Steam Boiler within 60 days	53	53	100%
	ii) Unfired Pressure Vessel within 20 days	501	501	100%
3	Approval for registration of Safety and Health Officer (SHO) for any complete application within 30 days	61	61	100%
4	Approval for Competent Person of Hygiene Industry within 30 days	230	216	94%
5	Approval for extension of Certificate of Fitness for unfired pressure vessel / steam boiler within 60 days	6	4	67%
6	Processing and approval for application of Permission to Install and Operate a bulk storage installation within 15 days	48	42	88%
7	Approval for Permission To Install (PTI) a pipelines within 14 days	8	6	75%
8	Approval for Permission To Operate (PTO) a pipelines within 10 days	8	3	38%
9	To conduct inspection and hydrostatic test on pipeline within 14 days	2	2	100%
10	To commence forensic investigation after receiving notification of accident / incident at work places within 48 hours	0	0	0%
11	Preparation of preliminary investigation report to the top management from the date of investigation within two (2) days	0	0	0%
12	Approval for registration of Occupational Health Doctor (OHD) within 30 days	13	13	100%
13	Response to each application to conduct talk/lecture and exhibition on occupational safety and health	6	6	100%
14	To produce receipt for every payment transaction over the counter payment within 10 minutes	150	150	100%