

## Client Charter Achievements For March 2014

No.	Client Charter	No. Of Received	No. Of Processed	Achievement Percentage
1	Investigate and response to every complaint received within 3 days	7	7	100%
2	Appraisal for design approval of certificated machinery			
	i) Steam Boiler within 60 days	72	72	100%
	ii) Unfired Pressure Vessel within 20 days	604	604	100%
3	Approval for registration of Safety and Health Officer (SHO) for any complete application within 30 days	69	69	100%
4	Approval for Competent Person of Hygiene Industry within 30 days	72	64	89%
5	Approval for extension of Certificate of Fitness for unfired pressure vessel / steam boiler within 60 days	13	5	38%
6	Processing and approval for application of Permission to Install and Operate a bulk storage installation within 15 days	44	38	86%
7	Approval for Permission To Install (PTI) a pipelines within 14 days	4	4	100%
8	Approval for Permission To Operate (PTO) a pipelines within 10 days	5	5	100%
9	To conduct inspection and hydrostatic test on pipeline within 14 days	1	1	100%
10	To commence forensic investigation after receiving notification of accident / incident at work places within 48 hours	3	3	100%
11	Preparation of preliminary investigation report to the top management from the date of investigation within two (2) days	3	3	100%
12	Approval for registration of Occupational Health Doctor (OHD) within 30 days	15	15	100%
13	Response to each application to conduct talk/lecture and exhibition on occupational safety and health	4	4	100%
14	To produce receipt for every payment transaction over the counter payment within 10 minutes	145	145	100%