

Client Charter Achievements For January 2015

Bil.	Piagam Pelanggan	Bil Terima	Bil Proses	Peratus Pencapaian
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	41	41	100%
	ii) Unfired Pressure Vessel within 20 days	610	278	46%
3	Approval for registration of Safety and Health Officer (SHO) for any complete application within 30 days	142	135	95%
4	Approval for Competent Person of Hygiene Industry within 30 days	69	56	81%
5	Approval for extension of Certificate of Fitness for unfired pressure vessel / steam boiler within 60 days	4	1	25%
6	Processing and approval for application of Permission to Install and Operate a bulk storage installation within 15 days	46	43	93%
7	Approval for Permission To Install (PTI) a pipelines within 14 days	56	12	21%
8	Approval for Permission To Operate (PTO) a pipelines within 10 days	9	9	100%
9	To commence forensic investigation after receiving notification of accident / incident at work places within 48 hours	1	1	100%
10	Preparation of preliminary investigation report to the top management from the date of investigation within two (2) days	1	1	100%
11	Approval for registration of Occupational Health Doctor (OHD) within 30 days	23	23	100%
12	Response to each application to conduct talk/lecture and exhibition on occupational safety and health	2	2	100%
13	To produce receipt for every payment transaction over the counter payment within 10 minutes	163	163	100%