

### Client Charter Achievements For May 2016

No.	Client Charter	No. Of Received	No. Of Processed	Achievement Percentage
1	Design appraisal of certificated machinery according to the:			
	i) Steam Boiler within 45 working days	26	26	100%
	ii) Unfired Pressure Vessel within 20 working days	568	545	96%
2	Process the application for registration of Safety and Health Officer (SHO) according to the requirements within 30 working days	91	82	90%
3	Approval for extension of Certificate of Fitness for unfired pressure vessel / steam boiler within 60 days	2	2	100%
4	Processing and approval for application of Permission to Install and Operate a bulk storage installation within 15 days	35	35	100%
5	Approval for Permission To Install (PTI) a pipelines within 14 days	9	9	100%
6	Approval for Permission To Operate (PTO) a pipelines within 10 days	11	11	100%
7	To process a new application or renewal of a competent person to carry out Industrial Hygiene work within 30 working days after receiving a complete application	142	142	100%
8	To process a new application or renewal of a assessor within 30 working days after receiving a complete application	7	7	100%
9	To provide technical input and expertise in chemical management issues to internal staff and other agencies within 7 days	2	2	100%
10	Preparation of preliminary investigation report to the top management from the date of investigation within two (2) days	15	15	100%
11	Investigate and response to every complaint received to department within 3 working days	4	4	100%
12	Response to each complete application to conduct talk/lecture and exhibition on Occupational Safety and Health within 7 working days	8	8	100%
13	To commence forensic engineering investigation within 48 hours after receiving notification on an accident or incident	1	1	100%
14	To produce receipt for every payment transaction over the counter payment within 10 minutes	123	123	100%