

### Client Charter Achievements For Jun 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   | 57              | 57               | 100%                   |
|     | ii) Unfired Pressure Vessel within 20 working days   | 972             | 769              | 79%                    |
| 2   | Process the application for registration of Safety and Health Officer (SHO) according to the requirements within 30 working days                                 | 253             | 253              | 100%                   |
| 3   | Approval for extension of Certificate of Fitness for unfired pressure vessel / steam boiler within 60 days   | 4               | 4                | 100%                   |
| 4   | Processing and approval for application of Permission to Install and Operate a bulk storage installation within 15 days  | 52              | 52               | 100%                   |
| 5   | Approval for Permission To Install (PTI) a pipelines within 14 days  | 3               | 3                | 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 | 133             | 131              | 98%                    |
| 8   | To process a new application or renewal of a assessor within 30 working days after receiving a complete application  | 3               | 3                | 100%                   |
| 9   | To provide technical input and expertise in chemical management issues to internal staff and other agencies within 7 days  | 14              | 14               | 100%                   |
| 10  | Preparation of preliminary investigation report to the top management from the date of investigation within two (2) days   | 20              | 20               | 100%                   |
| 11  | Investigate and response to every complaint received to department within 3 working days   | 5               | 5                | 100%                   |
| 12  | Response to each complete application to conduct talk/lecture and exhibition on Occupational Safety and Health within 7 working days                             | 6               | 6                | 100%                   |
| 13  | To commence forensic engineering investigation within 48 hours after receiving notification on an accident or incident   | 4               | 4                | 100%                   |
| 14  | To produce receipt for every payment transaction over the counter payment within 10 minutes  | 57              | 57               | 100%                   |