

### Client Charter Achievements For October 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	36	36	100%
	ii) Unfired Pressure Vessel within 20 working days	871	749	86%
2	Process the application for registration of Safety and Health Officer (SHO) according to the requirements within 30 working days	152	138	91%
3	Approval for extension of Certificate of Fitness for unfired pressure vessel / steam boiler within 60 days	1	1	100%
4	Processing and approval for application of Permission to Install and Operate a bulk storage installation within 15 days	46	46	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	7	7	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	225	225	100%
8	To process a new application or renewal of a assessor within 30 working days after receiving a complete application	6	6	100%
9	To provide technical input and expertise in chemical management issues to internal staff and other agencies within 7 days	8	8	100%
10	Preparation of preliminary investigation report to the top management from the date of investigation within two (2) days	31	31	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	2	2	100%
13	To commence forensic engineering investigation within 48 hours after receiving notification on an accident or incident	3	3	100%
14	To produce receipt for every payment transaction over the counter payment within 10 minutes	48	48	100%