

### Client Charter Achievements For June 2015

Bil.	Piagam Pelanggan	Bil Terima	Bil Proses	Peratus Pencapaian
1	Design appraisal of certificated machinery according to the:			
	i) Steam Boiler within 45 working days	42	42	100%
	ii) Unfired Pressure Vessel within 20 working days	676	480	71%
2	Process the application for registration of Safety and Health Officer (SHO) according to the requirements within 30 working days	163	152	93%
3	Approval for extension of Certificate of Fitness for unfired pressure vessel / steam boiler within 60 days	0	0	0%
4	Processing and approval for application of Permission to Install and Operate a bulk storage installation within 15 days	48	48	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	18	18	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	130	129	99%
8	To provide technical input and expertise in chemical management issues to internal staff and other agencies within 7 days	35	35	100%
9	Preparation of preliminary investigation report to the top management from the date of investigation within two (2) days	11	11	100%
10	Investigate and response to every complaint received to department within 3 working days	6	6	100%
11	Response to each complete application to conduct talk/lecture and exhibition on Occupational Safety and Health within 7 working days	8	8	100%
12	To commence forensic engineering investigation within 48 hours after receiving notification on an accident or incident	5	5	100%
13	To produce receipt for every payment transaction over the counter payment within 10 minutes	129	129	100%