

Client Charter Achievements For February 2015

Bil.	Piagam Pelanggan	Bil Terima	Bil Proses	Peratus Pencapaian
1	Investigate and response to every complaint received within 3 days	6	6	100%
2	Appraisal for design approval of certificated machinery			
	i) Steam Boiler within 60 days	22	22	100%
	ii) Unfired Pressure Vessel within 20 days	591	209	35%
3	Approval for registration of Safety and Health Officer (SHO) for any complete application within 30 days	121	112	93%
4	Approval for Competent Person of Hygiene Industry within 30 days	66	50	76%
5	Approval for extension of Certificate of Fitness for unfired pressure vessel / steam boiler within 60 days	10	3	30%
6	Processing and approval for application of Permission to Install and Operate a bulk storage installation within 15 days	18	19	106%
7	Approval for Permission To Install (PTI) a pipelines within 14 days	12	16	133%
8	Approval for Permission To Operate (PTO) a pipelines within 10 days	3	2	67%
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	29	29	100%
12	Response to each application to conduct talk/lecture and exhibition on occupational safety and health	3	3	100%
13	To produce receipt for every payment transaction over the counter payment within 10 minutes	130	130	100%