

Client Charter Achievements For March 2015

Bil.	Piagam Pelanggan	Bil Terima	Bil Proses	Peratus Pencapaian
1	Investigate and response to every complaint received within 3 days	13	13	100%
2	Appraisal for design approval of certificated machinery			
	i) Steam Boiler within 60 days	44	44	100%
	ii) Unfired Pressure Vessel within 20 days	833	393	47%
3	Approval for registration of Safety and Health Officer (SHO) for any complete application within 30 days	212	207	98%
4	Approval for Competent Person of Hygiene Industry within 30 days	126	126	100%
5	Approval for extension of Certificate of Fitness for unfired pressure vessel / steam boiler within 60 days	10	5	50%
6	Processing and approval for application of Permission to Install and Operate a bulk storage installation within 15 days	34	34	100%
7	Approval for Permission To Install (PTI) a pipelines within 14 days	77	63	82%
8	Approval for Permission To Operate (PTO) a pipelines within 10 days	8	8	100%
9	To commence forensic investigation after receiving notification of accident / incident at work places within 48 hours	2	2	100%
10	Preparation of preliminary investigation report to the top management from the date of investigation within two (2) days	2	2	100%
11	Approval for registration of Occupational Health Doctor (OHD) within 30 days	14	14	100%
12	Response to each application to conduct talk/lecture and exhibition on occupational safety and health	4	4	100%
13	To produce receipt for every payment transaction over the counter payment within 10 minutes	221	221	100%