

Client Charter Achievements For July 2017

| No. | Client Charter | Duration | No. Of Received | No. Of Processed | Achievement Percentage |
|---|--|-----------|-----------------|------------------|------------------------|
| 1 | Design approval of the following certificated machinery: | | | | |
| | i) Steam Boiler within 30 working days | 30 days | 49 | 49 | 100% |
| | ii) Unfired Pressure Vessels within 15 working days | 15 days | 769 | 739 | 96% |
| 2 | Registration of Safety and Health Officers (SHO) within 30 working days | 30 days | 172 | 146 | 85% |
| 3 | Approval of certificate of fitness extension for unfired pressure vessels/steam boilers within 45 working days | 45 days | 1 | 1 | 100% |
| 4 | Issuance of permit to install and operate for bulk storages within 10 working days | 10 days | 40 | 40 | 100% |
| 5 | Issuance of permit to install for pipelines within 10 working days | 10 days | 4 | 4 | 100% |
| 6 | Issuance of permit to operate for pipelines within 7 working days | 7 days | 8 | 8 | 100% |
| 7 | New registration of the following higien competency within 14 working days: | | | | |
| | i) Occupational Health Doctor | 14 days | 2 | 2 | 100% |
| | ii) Chemical Health Risk Assessment (CHRA) Assessor | | 1 | 1 | 100% |
| | iii) Indoor Air Quality (IAQ) Assessor | | 0 | 0 | 0% |
| | iv) Hygiene Technician I (Chemical Exposure Monitoring) | | 1 | 1 | 100% |
| | v) Hygiene Technician II (Local Exhaust Ventilation System Testing) | | 0 | 0 | 0% |
| | vi) Noise Competent Person | | 0 | 0 | 0% |
| vii) Authorised Gas Tester (AGT) and Confined Space Entry Supervisor (ES) | 98 | | 97 | 99% | |
| 8 | Renewal of the following higien competency within 30 working days: | | | | |
| | i) Occupational Health Doctor | 30 days | 5 | 5 | 100% |
| | ii) Chemical Health Risk Assessment (CHRA) Assessor | | 4 | 4 | 100% |
| | iii) Indoor Air Quality (IAQ) Assessor | | 0 | 0 | 0% |
| | iv) Hygiene Technician I (Chemical Exposure Monitoring) | | 1 | 1 | 100% |
| | v) Hygiene Technician II (Local Exhaust Ventilation System Testing) | | 0 | 0 | 0% |
| | vi) Noise Competent Person | | 0 | 0 | 0% |
| vii) Authorised Gas Tester (AGT) and Confined Space Entry Supervisor (ES) | 70 | | 70 | 100% | |
| 9 | Response of complaints towards the department within 2 working days | 2 days | 8 | 8 | 100% |
| 10 | Response of application for talks and exhibitions on Occupational Safety and Health within 6 working days | 6 days | 9 | 9 | 100% |
| 11 | Commencement of forensic engineering investigation within 36 hours of notification on accidents/incidences | 36 hours | 2 | 1 | 50% |
| 12 | Issuance of official receipt for payment over the counter within 8 minutes | 8 minutes | 52 | 52 | 100% |