

**Client Charter Achievements For September 2021**

No.	Client Charter	Duration	No. Of Received	No. Of Processed	Achievement Percentage
1	Design approval of the following certificated machinery:	30 days	38	38	100%
		15 days	454	454	100%
2	Registration of Safety and Health Officers (SHO) within 30 working days	30 days	117	117	100%
3	Approval of certificate of fitness extension for unfired pressure vessels/steam boilers within 45 working days	45 days	5	5	100%
4	Issuance of permit to install and operate for bulk storages within 10 working days	10 days	52	52	100%
5	Issuance of permit to install for pipelines within 10 working days	10 days	41	41	100%
6	Issuance of permit to operate for pipelines within 7 working days	7 days	16	16	100%
7	New registration of the following higien competency within 14 working days:	14 days			
	i) Occupational Health Doctor		16	16	100%
	ii) Chemical Health Risk Assessment (CHRA) Assessor		0	0	0%
	iii) Indoor Air Quality (IAQ) Assessor		0	0	0%
	iv) Hygiene Technician I (Chemical Exposure Monitoring)		0	0	0%
	v) Hygiene Technician II (Local Exhaust Ventilation System Testing)		4	4	100%
	vi) Noise Competent Person		0	0	0%
vii) Authorised Gas Tester (AGT) and Confined Space Entry Supervisor (ES)	104	104	100%		
8	Renewal of the following higien competency within 30 working days:	30 days			
	i) Occupational Health Doctor		11	11	100%
	ii) Chemical Health Risk Assessment (CHRA) Assessor		5	5	100%
	iii) Indoor Air Quality (IAQ) Assessor		1	1	100%
	iv) Hygiene Technician I (Chemical Exposure Monitoring)		2	2	100%
	v) Hygiene Technician II (Local Exhaust Ventilation System Testing)		2	2	100%
	vi) Noise Competent Person		2	2	100%
vii) Authorised Gas Tester (AGT) and Confined Space Entry Supervisor (ES)	28	28	100%		
9	Response of complaints towards the department within 2 working days	2 days	27	27	100%
10	Response of application for talks and exhibitions on Occupational Safety and Health within 6 working days	6 days	5	5	100%
11	Commencement of forensic engineering investigation within 36 hours of notification on accidents/incidences	36 hours	2	2	100%
12	Issuance of official receipt for payment over the counter within 8 minutes	8 minutes	22	22	100%