

CLIENT CHARTER STATUS ACHIEVEMENT FOR AUGUST 2013

No.	Client Charter	No. of Received	No. of Processed	Achievement Percentage
1.	Investigate and response to every complaint received within 3 days	19	19	100%
2.	Appraisal for design approval of certificated machinery i. Steam Boiler within 60 days ii. Unfired Pressure Vessel within 20 days	63 570	63 570	100% 100%
3.	Approval for registration of Safety and Health Officer (SHO) for any complete application within 30 days	45	45	100%
4.	Approval for Competent Person of Hygiene Industry within 30 days			
5.	Approval for extension of Certificate of Fitness for unfired pressure vessel / steam boiler within 60 days	24	8	33%
6.	Processing and approval for application of Permission to Install and Operate a bulk storage installation within 15 days	35	16	46%
7.	Approval for Permission To Install (PTI) a pipelines within 14 days	5	2	40%
8.	Approval for Permission To Operate (PTO) a pipelines within 10 days	10	4	40%
9.	To conduct inspection and hydrostatic test on pipeline within 14 days	1	1	100%
10.	To commence forensic investigation after receiving notification of accident / incident at work places within 48 hours	1	1	100%
11.	Preparation of preliminary investigation report to the top management from the date of investigation within two (2) days	1	1	100%
12.	Approval for registration of Occupational Health Doctor (OHD) within 30 days	5	5	100%
13.	Response to each application to conduct talk/lecture and exhibition on occupational safety and health	3	3	100%
14.	To produce receipt for every payment transaction over the counter payment within 10 minutes	146	146	100%