

Client Charter Achievements For September 2022

| No. | Client Charter | Duration | No. Of Received | No. Of Processed | Achievement Percentage |
|-----|--|-----------|-----------------|------------------|------------------------|
| 1 | Design approval of the following certificated machinery: | | | | |
| | | 30 days | 43 | 43 | 100% |
| | | 15 days | 506 | 506 | 100% |
| 2 | Registration of Safety and Health Officers (SHO) within 30 working days | 30 days | 122 | 122 | 100% |
| 3 | Approval of certificate of fitness extension for unfired pressure vessels/steam boilers within 45 working days | 45 days | 3 | 3 | 100% |
| 4 | Issuance of permit to install and operate for bulk storages within 10 working days | 10 days | 67 | 67 | 100% |
| 5 | Issuance of permit to install for pipelines within 10 working days | 10 days | 11 | 11 | 100% |
| 6 | Issuance of permit to operate for pipelines within 7 working days | 7 days | 32 | 32 | 100% |
| 7 | New registration of the following higien competency within 14 working days: | | | | |
| | i) Occupational Health Doctor | 14 days | 58 | 58 | 100% |
| | ii) Chemical Health Risk Assessment (CHRA) Assessor | | 1 | 1 | 0% |
| | iii) Indoor Air Quality (IAQ) Assessor | | 0 | 0 | 0% |
| | iv) Hygiene Technician I (Chemical Exposure Monitoring) | | 5 | 5 | 100% |
| | v) Hygiene Technician II (Local Exhaust Ventilation System Testing) | | 0 | 0 | 0% |
| | vi) Noise Competent Person | | 2 | 2 | 100% |
| | vii) Authorised Gas Tester (AGT) and Confined Space Entry Supervisor (ES) | | 264 | 264 | 100% |
| 8 | Renewal of the following higien competency within 30 working days: | | | | |
| | i) Occupational Health Doctor | 30 days | 59 | 59 | 100% |
| | ii) Chemical Health Risk Assessment (CHRA) Assessor | | 14 | 14 | 100% |
| | iii) Indoor Air Quality (IAQ) Assessor | | 0 | 0 | 0% |
| | iv) Hygiene Technician I (Chemical Exposure Monitoring) | | 5 | 5 | 100% |
| | v) Hygiene Technician II (Local Exhaust Ventilation System Testing) | | 2 | 2 | 100% |
| | vi) Noise Competent Person | | 4 | 4 | 100% |
| | vii) Authorised Gas Tester (AGT) and Confined Space Entry Supervisor (ES) | | 442 | 442 | 100% |
| 9 | Response of complaints towards the department within 2 working days | 2 days | 19 | 19 | 100% |
| 10 | Response of application for talks and exhibitions on Occupational Safety and Health within 6 working days | 6 days | 3 | 3 | 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 | 3 | 3 | 100% |