

Client Charter Achievements For November 2023

No.	Client Charter	Duration	No. Of Received	No. Of Processed	Achievement Percentage
1	Design approval of the following certificated machinery:				
	i. Steam Boilers within 30 working days	30 days	45	45	100.00%
	ii. Unfired Pressure Vessels within 15 working days	15 days	580	580	100.00%
2	Registration of Safety and Health Officers (SHO) within 30 working day	30 days	118	118	100.00%
3	Approval of certificate of fitness extension for unfired pressure vessels/steam boilers within 45 working day	45 days	19	19	100.00%
4	Issuance of permit to install and operate for bulk storages within 10 working days	10 days	65	65	100.00%
5	Issuance of permit to install for pipelines within 10 working day	10 days	17	17	100.00%
6	Issuance of permit to operate for pipelines within 7 working days	7 days	30	30	100.00%
7	New registration of the following higien competency within 14 working days:	14 days			
	i. Occupational Health Doctor		18	18	100.00%
	ii. Chemical Health Risk Assessment (CHRA) Assessor		15	15	100.00%
	iii. Indoor Air Quality (IAQ) Assessor		0	0	0.00%
	iv. Hygiene Technician I (Chemical Exposure Monitoring)		0	0	0.00%
	v. Hygiene Technician II (Local Exhaust Ventilation System Testing)		0	0	0.00%
	vi.Noise Competent Person		4	4	100.00%
	vii. Authorised Gas Tester (AGT) and Confined Space Entry Supervisor (ES)		274	274	100.00%
8	Renewal of the following higien competency within 30 working days:	30 days			
	i. Occupational Health Doctor		23	23	100.00%
	ii. Chemical Health Risk Assessment (CHRA) Assessor		7	7	100.00%
	iii. Indoor Air Quality (IAQ) Assessor		0	0	0.00%
	iv. Hygiene Technician I (Chemical Exposure Monitoring)		5	5	100.00%
	v. Hygiene Technician II (Local Exhaust Ventilation System Testing)		4	4	100.00%
	vi.Noise Competent Person		4	4	100.00%
	vii. Authorised Gas Tester (AGT) and Confined Space Entry Supervisor (ES)		348	348	100.00%
9	Response of complaints towards the department within 2 working days	2 days	21	21	100.00%
10	Response of application for talks and exhibitions on Occupational Safety and Health within 6 working days	6 days	4	4	100.00%
11	Commencement of forensic engineering investigation within 36 hours of notification on accidents/incidences	36 hour	0	0	0.00%
12	Issuance of official receipt for payment over the counter within 8 minutes	8 minutes	7	7	100.00%