

**Client's Charter & Performance Statistics
Ministry of Human Resources
(1st January 2017 –28st Feb 2017)**

Client's Charter	Number of Cases Received	Number of Cases Settled (within 5 days)	Achievement (%)
1. Issuance of workmen compensations assessment under the Workmen's Compensation Act 1952 within 5 working days from date of receipt of completed document:			
a) Permanent disablement	554	500	90.2%
b) Temporary disablement	173	164	94.7%
c) Death	99	80	80.8%

Client's Charter	Number of Cases Received	Number of Cases Settled (within 14 days)	Achievement (%)
2. Processing of application for license under Private Employment Agencies Act 1981 within 14 working days from date of receipt of completed document:			
a) Application for new license	13	13	100%
b) Application for renewal of license	67	61	91.0%

Client's Charter	Number of Cases Received	Number of Cases Settled (within 7 days)	Achievement (%)
3. Decides applications for registration of trade union within seven (7) working days of the complete application.	4	4	100%

Client's Charter	Number of Cases Received	Number of Cases Settled	Achievement (%)
4. Processing of design approval for certificated machinery:			
a) Steam Boiler in 30 days	-	-	-
b) Unfired Pressure Vessel in 15 days	-	-	-

Client's Charter	Number of Cases Received	Number of Cases Settled (within 30 days)	Achievement (%)
5. Approval for registration of Safety and Health Officer (SHO) for complete application in 30 days.	-	-	-

Client's Charter	Number of Cases Received	Number of Cases Settled (within 5 days)	Achievement (%)
6. Processing of training grant application for the scheme within five (5) working days from the date of complete application form received.	13,942	13,939	99%

Client's Charter	Number of Cases Received	Number of Cases Settled (within 8 days)	Achievement (%)
7. Reimbursement of training grant within eight (8) working days from the date of complete application form received.	20,599	20,485	99.45%

Client's Charter	Number of Cases Received	Number of Cases Settled (within 5 days)	Achievement (%)
8. To Pay Temporary Disablement Benefit (TDB) to injured employees within 5 days of receipt of all necessary information and completed documents.	8,814	8,748	99.25%

Client's Charter	Number of Cases Received	Number of Cases Settled (within 7 days)	Achievement (%)
9. To Pay Invalidation Pension (IP) to eligible employees within 7 days of receipt of all necessary information and completed documents.	1,235	1,223	99.02%

Client's Charter	Number of Cases Received	Number of Cases Settled (within 30 days)	Achievement (%)
10. Process all applications for Attestation and Certification of Training Personnel and National Industrial Experts within 30 days of each completed application received.	3022	3022	100%

Client's Charter	Number of Cases Received	Number of Cases Responded (within 3 days)	Achievement (%)
11. To respond to public complaint within 3 days from the date of complaint received.	22	22	100%

Client's Charter	Number of Cases Received	Number of Cases Settled (within 7 days)	Achievement (%)
12. To ensure all payments must be made within 7 days from the date of complete document received.	7,933	7,932	99.99%