

**Client's Charter & Performance Statistics  
Ministry of Human Resources  
(1<sup>st</sup> January 2017 –31<sup>st</sup> March 2017)**

<b>Client's Charter</b>	<b>Number of Cases Received</b>	<b>Number of Cases Settled (within 5 days)</b>	<b>Achievement (%)</b>
<b>1. Issuance of workmen compensations assessment under the Workmen's Compensation Act 1952 within 5 working days from date of receipt of completed document:</b>			
a) Permanent disablement	769	703	91.4%
b) Temporary disablement	215	203	94.45
c) Death	150	129	86%

<b>Client's Charter</b>	<b>Number of Cases Received</b>	<b>Number of Cases Settled (within 14 days)</b>	<b>Achievement (%)</b>
<b>2. Processing of application for license under Private Employment Agencies Act 1981 within 14 working days from date of receipt of completed document:</b>			
a) Application for new license	13	13	100%
b) Application for renewal of license	143	129	90.20%

<b>Client's Charter</b>	<b>Number of Cases Received</b>	<b>Number of Cases Settled (within 7 days)</b>	<b>Achievement (%)</b>
<b>3. Decides applications for registration of trade union within seven (7) working days of the complete application.</b>	7	7	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 45 days	123	123	100%
b)	Unfired Pressure Vessel in 20 days	2010	2010	100%

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.	467	467	100%

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%

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.	4563	4563	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.	38	38	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%