

**Client's Charter & Performance Statistics Ministry of Human Resources
(January 2021)**

Client's Charter	Numberof Cases Received	Numberof 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 b)Temporary disablement c)Death	1505 238 265	1473 231 252	98% 97% 95% (until October 2019)

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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 b) Application for renewal of license	294 0	291 0	99% 0% (until October 2019)

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3. Decides applications for registration of trade union within seven (7) working days of the complete application.	1	1	100

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4. Processing of design approval for certificated machinery: a) Steam Boiler in 30 days b) Unfired Pressure Vessel in 15 day	75 318	75 318	100
Client's Charter	Numberof Cases Received	Numberof Cases Settled (within 5 days)	Achievement (%)
5. Approval for registration of Safety and Health Officer (SHO) for complete application in 30 days.	168	168	100
Client's Charter	Numberof Cases Received	Numberof 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.	5,340	5,302	99.3

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7.Reimbursement of training grant within eight (8) working days from the date of complete application form received.	3,361	3,359	99.9

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8. To Pay Temporary Disablement Benefit (TDB) to injured employees within 5 days of receipt of all necessary information and completed documents.	3,969	3,940	99.3% (until Dicember 2020)

Client's Charter	Numberof Cases Received	Numberof Cases Settled (within 5 days)	Achievement (%)
9. To Pay Invalidity Pension (IP) to eligible employees within 7 days of receipt of all necessary information and completed documents.	332	330	99.4% (until Dicember 2020)

Client's Charter	Numberof Cases Received	Numberof Cases Settled (within 5 days)	Achievement (%)
10. Process all applications for Certificate and Recognition of Accredited Center Personnel (Instructors) and Assessment and Verification Personnel within 30 working days each completed application received.	2620	2620	100%
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11. To respond to public complaint within 3 days from the date of complaint received.	319	319	100%

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12. To ensure all payments must be made within 7 days from the date of complete document received.	5,553	5.539	99.75%