



CLIENT CHARTER ACHIEVEMENTS 2023

- **Temporary Disablement Benefit** is paid to injured employees **within 5 days** of receipt of **all required information and completed documents**.

Achievements:

Number of cumulative case payments, (March 2023)	Number of cumulative case payments within 5 days, (March 2023)	Percentage of cumulative case payments within 5 days, (March 2023)
7,884	7,848	99.54%

- **Permanent Disablement Benefit** is paid to injured employees **within 7 days** of receipt of **all required information and completed documents**.

Achievements:

Number of cumulative case payments, (March 2023)	Number of cumulative case payments within 7 days, (March 2023)	Percentage of cumulative case payments within 7 days, (March 2023)
1,841	1,837	99.78%

- Dependants' Benefit is paid to dependants **within 7 days** of receipt of **all required information and completed documents**.

Achievements:

Number of cumulative case payments, (March 2023)	Number of cumulative case payments within 7 days, (March 2023)	Percentage of cumulative case payments within 7 days, (March 2023)
80	80	100.00%

- **Funeral Benefits** are paid to eligible beneficiaries within 3 days of receipt of **all required information and completed documents**.

Achievements:

Number of cumulative case payments, (March 2023)	Number of cumulative case payments within 3 days, (March 2023)	Percentage of cumulative case payments within 3 days, (March 2023)
2,078	2,073	99.62%

- **Invalidity Pension** is paid to eligible employees **within 7 days** of receipt of **all required information and completed documents**.

Achievements:

Number of cumulative case payments, (March 2023)	Number of cumulative case payments within 7 days, (March 2023)	Percentage of cumulative case payments within 7 days, (March 2023)
643	637	99.07%

- **Survivors' Pension is paid** to dependants **within 7 days** of receipt of **all required information and completed documents**.

Achievements:

Number of cumulative case payments, <i>(March 2023)</i>	Number of cumulative case payments within 7 days, <i>(March 2023)</i>	Percentage of cumulative case payments within 7days, <i>(March 2023)</i>
1,019	1,018	99.90%

- **Investigate and respond** to each complaint is done **within 3 days** from the date the **complaint was received**.

Achievements:

Cumulative Letter of Acknowledgement of complaint to complainant, <i>(March 2023)</i>	Cumulative Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, <i>(March 2023)</i>	Percentage Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, <i>(March 2023)</i>
169	169	100.0%