



CLIENT CHARTER ACHIEVEMENTS 2024

- **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, (September 2024)	Number of cumulative case payments within 5 days, (September 2024)	Percentage of cumulative case payments within 5 days, (September 2024)
5848	5836	99.79%

- **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, (September 2024)	Number of cumulative case payments within 7 days, (September 2024)	Percentage of cumulative case payments within 7 days, (September 2024)
1353	1348	99.63%

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

Achievements:

Number of cumulative case payments, (September 2024)	Number of cumulative case payments within 7 days, (September 2024)	Percentage of cumulative case payments within 7 days, (September 2024)
77	77	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, (September 2024)	Number of cumulative case payments within 3 days, (September 2024)	Percentage of cumulative case payments within 3 days, (September 2024)
1732	1727	99.71%

- **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, (September 2024)	Number of cumulative case payments within 7 days, (September 2024)	Percentage of cumulative case payments within 7 days, (September 2024)
621	616	99.19%

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

Achievements:

Number of cumulative case payments, (September 2024)	Number of cumulative case payments within 7 days, (September 2024)	Percentage of cumulative case payments within 7days, (September 2024)
930	927	99.68%

- **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, (September 2024)	Cumulative Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, (September 2024)	Percentage Letter of Acknowledgement of complaint to complainant within 3 days of the date of complaint lodged, (September 2024)
271	271	100.0%