



JABATAN TENAGA KERJA
SARAWAK



LAPORAN PENCAPAIAN JABATAN: PIAGAM PELANGGAN (Januari – Disember 2020)

Department's Achievement Report:
Client's Charter (January – December 2020)



PIAGAM PELANGGAN BAGI PENGENDALIAN ADUAN BURUH

Client's Charter For Handling Labour Complaint

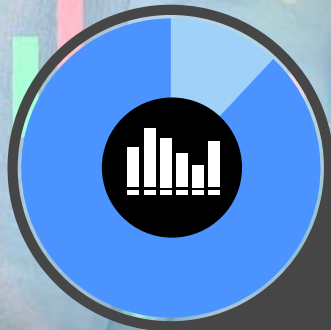


30 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT DISEMBER 2020

Performance Achievement As of December 2020



592

**JUMLAH
KES ADUAN**
Total Cases



75%

SELESAI
Settled



- ▶ Setakat Disember 2020, sebanyak **75% (444 kes)** aduan buruh telah berjaya diselesaikan dalam tempoh 30 hari.
- ▶ As of December 2020, **75% (444 cases)** labour complaints have been successfully settled within **30 days period**.



JABATAN TENAGA KERJA SARAWAK



PIAGAM PELANGGAN BAGI PENGENDALIAN TUNTUTAN KES BURUH (MAHKAMAH BURUH)

Client's Charter For Handling Labour Claim (Labour Court)

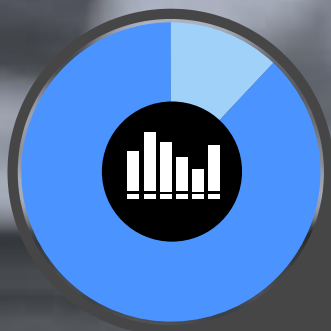


90 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT DISEMBER 2020

Performance Achievement As of December 2020



1458

JUMLAH
KES TUNTUTAN
Total Cases



87%

SELESAI
Settled



- ▶ Setakat Disember 2020, sebanyak **87% (1268 kes)** tuntutan kes buruh telah berjaya diselesaikan di Mahkamah Buruh dalam **tempoh 90 hari**.
- ▶ As of December 2020, **87% (1268 cases)** Labour Court claims have been successfully settled within **90 days period**.



JABATAN TENAGA KERJA SARAWAK



PIAGAM PELANGGAN BAGI PENGENDALIAN PERMOHONAN PERMIT PERBURUHAN

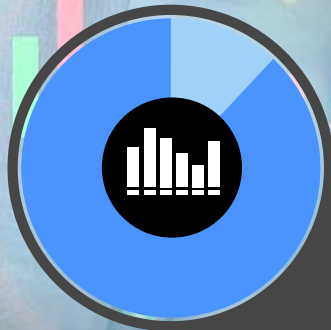
Client's Charter For Handling Labour Permit Application



28 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT DISEMBER 2020
Performance Achievement As of December 2020



259

JUMLAH PERMIT
Total Permit



92%

SELESAI
Settled



- ▶ Setakat Disember 2020, sebanyak **92% (238)** permohonan permit perburuhan telah berjaya diselesaikan dalam **tempoh 28 hari**.
- ▶ As of December 2020, **92% (238)** application for labour permit have been successfully settled within **28 days period**.



JABATAN TENAGA KERJA SARAWAK



PIAGAM PELANGGAN BAGI PENGELUARAN LESEN PENGGAJIAN PEKERJA BUKAN PEMASTAUTIN

Client's Charter For Issuance of Labour License to Hire Non-Resident Worker

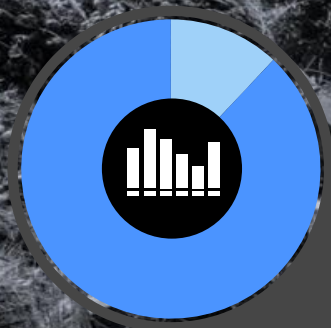


7 hari

Lesen Dikeluarkan

PRESTASI PENCAPAIAN SETAKAT DISEMBER 2020

Performance Achievement As of December 2020



2321

JUMLAH
LESEN

Total License



96%

SELESAI
Settled



► Setakat Disember 2020, sebanyak **96% (2228)** lesen penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam tempoh 7 hari.

► As of December 2020, **96% (2228)** license to hire non-resident worker have been successfully issued within **7 days period**.



JABATAN TENAGA KERJA SARAWAK



PIAGAM PELANGGAN BAGI PEMBAHARUAN LESEN PENGGAJIAN PEKERJA BUKAN PEMASTAUTIN

Client's Charter For Renewal of Labour License to Hire Non-Resident Worker

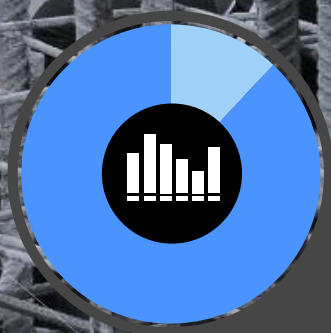


10 hari

Lesen Diperbaharui

PRESTASI PENCAPAIAN SETAKAT DISEMBER 2020

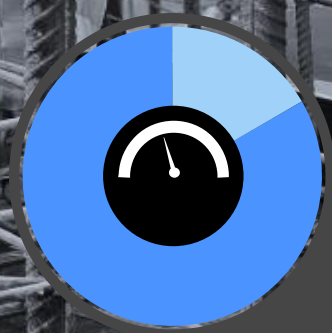
Performance Achievement As of December 2020



7978

**JUMLAH
LESEN**

Total License



98%

**SELESAI
Settled**



- ▶ Setakat Disember 2020, sebanyak **98% (7818)** lesen penggajian pekerja bukan pemastautin telah berjaya diluluskan dalam **tempoh 10 hari**.
- ▶ As of December 2020, **98% (7818)** license to hire non-resident worker have been successfully renewed within **10 days period**.



JABATAN TENAGA KERJA SARAWAK

Penerbitan:



BAHAGIAN PENYELIDIKAN & MAKLUMAT
JABATAN TENAGA KERJA SARAWAK

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