



**JABATAN TENAGA KERJA SARAWAK
(KEMENTERIAN SUMBER MANUSIA)**



**LAPORAN PENCAPAIAN JABATAN:
PIAGAM PELANGGAN (Januari – April 2022)**

**Department's Achievement Report:
Client's Charter (January – April 2022)**



PIAGAM PELANGGAN BAGI PENGENDALIAN ADUAN BURUH

Client's Charter For Handling Labour Complaint

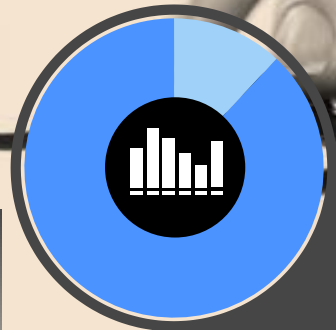


30 hari

Tempoh Penyelesaian

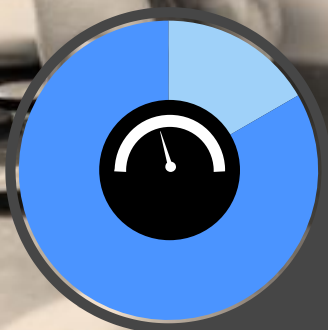
PRESTASI PENCAPAIAN SETAKAT APRIL 2022

Performance Achievement as of April 2022



110

JUMLAH
KES ADUAN
Total Cases



94%

SELESAI
Settled



- ▶ Setakat bulan April 2022, sebanyak **94% daripada 110 kes** aduan buruh telah berjaya diselesaikan dalam **tempoh 30 hari**.
- ▶ As of April 2022, approximately **94% out of 110 cases of** 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)

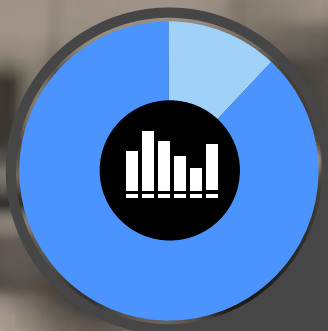


90 hari

Tempoh Penyelesaian

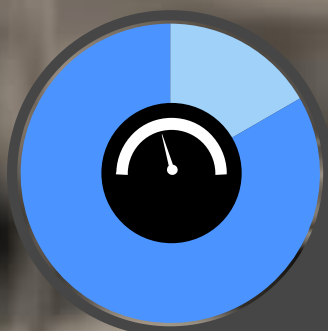
PRESTASI PENCAPAIAN SETAKAT APRIL 2022

Performance Achievement as of April 2022



451

JUMLAH
KES TUNTUTAN
Total Cases



96%

SELESAI
Settled



- ▶ Setakat bulan April 2022, sebanyak **96% daripada 451 kes** tuntutan kes buruh telah berjaya diselesaikan di Mahkamah Buruh dalam tempoh 90 hari.
- ▶ As of April 2022, **96% out of 451 cases** of Labour Court Claims have been successfully settled within **90 days period**.



JABATAN TENAGA KERJA SARAWAK



PENGELUARAN LESEN PENGGAJIAN PEKERJA BUKAN PEMASTAUTIN

Issuance of Labour License to Hire Non-Resident Worker

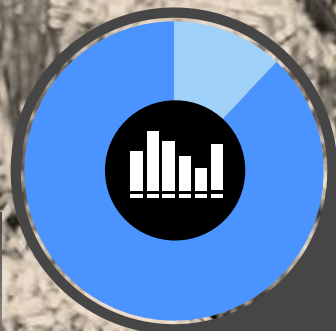


7 hari

Lesen Dikeluarkan

PRESTASI PENCAPAIAN SETAKAT April 2022

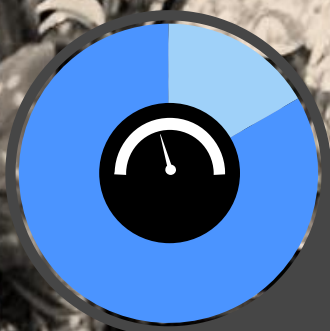
Performance Achievement as of April 2022



1003

JUMLAH
LESEN

Total License



93%

SELESAI
Settled



► Setakat April 2022, sebanyak **93% daripada 1003 lesen** penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam tempoh **7 hari**.

► As of April 2022, **93% out of 1003 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

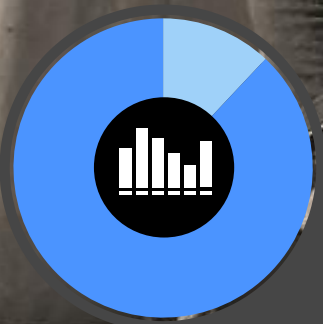
Client's Charter For Renewal of Labour License to Hire Non-Resident Worker



10 hari

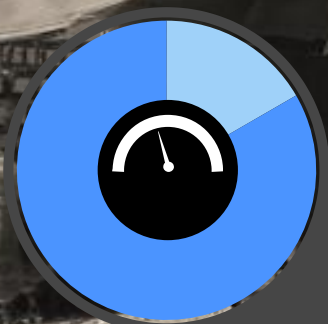
Lesen Diperbaharui

PRESTASI PENCAPAIAN SETAKAT April 2022
Performance Achievement as of April 2022



1,789

**JUMLAH
LESEN**
Total License



93%

SELESAI
Settled



► Setakat April 2022, sebanyak **93% daripada 1,789 lesen** penggajian pekerja bukan pemastautin telah berjaya diperbaharui dalam **tempoh 10 hari**.

► As of April 2022, **93% out of 1,789 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

#Stay@Home #StaySafe #Pray4Sarawak