



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



**LAPORAN PENCAPAIAN JABATAN:
PIAGAM PELANGGAN (Januari – Disember 2021)**

**Department's Achievement Report:
Client's Charter (January – December 2021)**



PIAGAM PELANGGAN BAGI PENGENDALIAN ADUAN BURUH

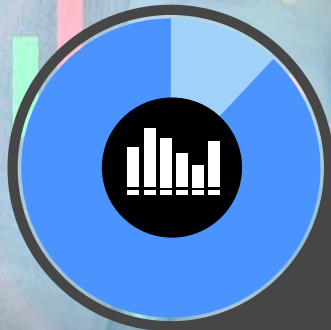
Client's Charter For Handling Labour Complaint



30 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT DISEMBER 2021
Performance Achievement as of December 2021



485

JUMLAH
KES ADUAN
Total Cases



98%

SELESAI
Settled



- ▶ Setakat bulan November 2021, sebanyak **98% daripada 485 kes** aduan buruh telah berjaya diselesaikan dalam **tempoh 30 hari**.
- ▶ As of December 2021, approximately **98% out of 485 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)

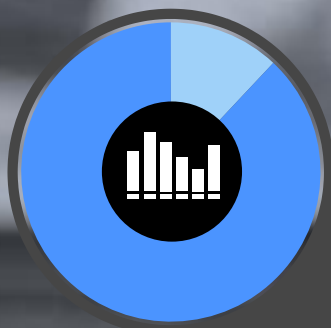


90 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT DISEMBER 2021

Performance Achievement as of December 2021



1095

JUMLAH
KES TUNTUTAN
Total Cases



94%

SELESAI
Settled



► Setakat bulan Disember 2021, sebanyak **94% daripada 1095 kes** tuntutan kes buruh telah berjaya diselesaikan di Mahkamah Buruh dalam tempoh 90 hari.

► As of December 2021, **94% out of 1095 cases** of Labour Court Claims have been successfully settled within **90 days period**.



JABATAN TENAGA KERJA SARAWAK



PIAGAM PELANGGAN BAGI PENGENDALIAN PERMOHONAN PERMIT PERBURUHAN

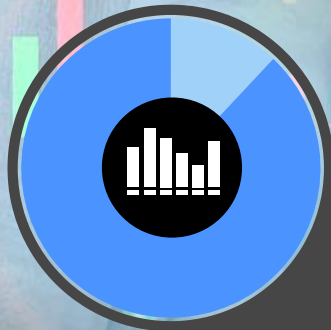
Client's Charter For Handling Labour Permit Application



28 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT DISEMBER 2021
Performance Achievement as of December 2021



217
JUMLAH PERMIT
Total Permit



92%
SELESAI
Settled



- ▶ Setakat Disember 2021, sebanyak **92% daripada 217 permohonan** permit perburuhan telah berjaya diselesaikan dalam **tempoh 28 hari**.
- ▶ As of December 2021, **92% out of 217 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

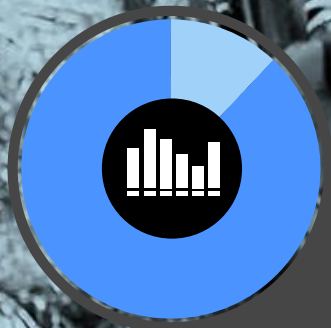


7 hari

Lesen Dikeluarkan

PRESTASI PENCAPAIAN SETAKAT DISEMBER 2021

Performance Achievement as of December 2021



1757

JUMLAH
LESEN
Total License



98%

SELESAI
Settled



► Setakat Disember 2021, sebanyak **98% daripada 1757 lesen** penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam **tempoh 7 hari**.

► As of December 2021, **98% out of 1757 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

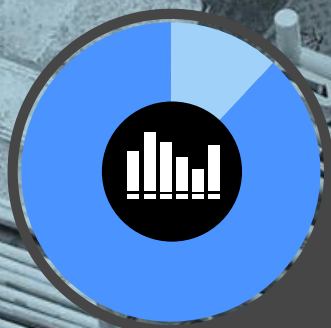


10 hari

Lesen Diperbaharui

PRESTASI PENCAPAIAN SETAKAT Disember 2021

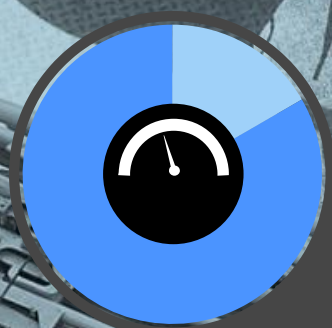
Performance Achievement as of December 2021



8083

**JUMLAH
LESEN**

Total License



96%

SELESAI

Settled



► Setakat Disember 2021, sebanyak **96% daripada 8083 lesen** penggajian pekerja bukan pemastautin telah berjaya diluluskan dalam tempoh 10 hari.

► As of December 2021, **96% out of 8083 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