



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



LAPORAN PENCAPAIAN JABATAN: PIAGAM PELANGGAN (Januari – Julai 2021)

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



PIAGAM PELANGGAN BAGI PENGENDALIAN ADUAN BURUH

Client's Charter For Handling Labour Complaint

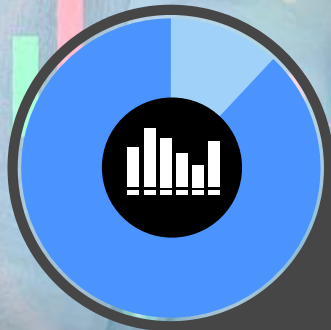


30 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT JULAI 2021

Performance Achievement as of July 2021



205

JUMLAH
KES ADUAN
Total Cases



98%

SELESAI
Settled



- ▶ Setakat bulan Julai 2021, sebanyak **98% daripada 205 kes** aduan buruh telah berjaya diselesaikan dalam **tempoh 30 hari**.
- ▶ As of July 2021, approximately **98% out of 205 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)

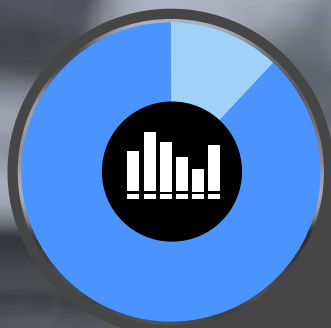


90 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT JULAI 2021

Performance Achievement as of July 2021



523

JUMLAH
KES TUNTUTAN
Total Cases



96%

SELESAI
Settled



► Setakat bulan Julai 2021, sebanyak **96% daripada 523 kes** tuntutan kes buruh telah berjaya diselesaikan di Mahkamah Buruh dalam tempoh 90 hari.

► As of July 2021, **96% out of 523 cases** of Labour Court Claims have been successfully settled within **90 days period**.



JABATAN TENAGA KERJA SARAWAK



PIAGAM PELANGGAN BAGI PENGENDALIAN PERMOHONAN PERMIT PERBURUHAN

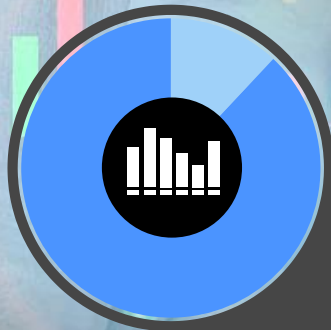
Client's Charter For Handling Labour Permit Application



28 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT Julai 2021
Performance Achievement as of July 2021



127
JUMLAH PERMIT
Total Permit



99%
SELESAI
Settled



- ▶ Setakat Julai 2021, sebanyak **99% daripada 127 permohonan** permit perburuhan telah berjaya diselesaikan dalam **tempoh 28 hari**.
- ▶ As of July 2021, **99% out of 127 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

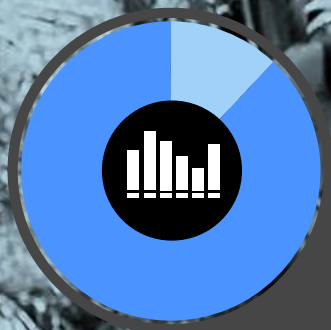
Client's Charter For Issuance of Labour License to Hire Non-Resident Worker



7 hari

Lesen Dikeluarkan

PRESTASI PENCAPAIAN SETAKAT Julai 2021
Performance Achievement as of July 2021



949

**JUMLAH
LESEN**

Total License



99%

SELESAI
Settled



► Setakat Julai 2021, sebanyak **99% daripada 949 lesen** penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam tempoh 7 hari.

► As of July 2021, **98% out of 949 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

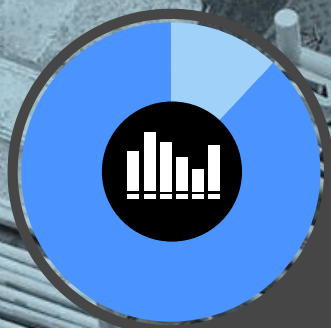
Client's Charter For Renewal of Labour License to Hire Non-Resident Worker



10 hari

Lesen Diperbaharui

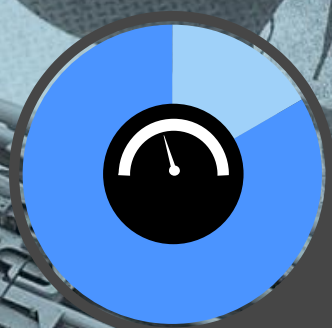
PRESTASI PENCAPAIAN SETAKAT Julai 2021
Performance Achievement As of July 2021



4457

**JUMLAH
LESEN**

Total License



99%

**SELESAI
Settled**



- ▶ Setakat Julai 2021, sebanyak **99% daripada 4457 lesen** penggajian pekerja bukan pemastautin telah berjaya diluluskan dalam **tempoh 10 hari**.
- ▶ As of July 2021, **99% out of 4457 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 #Pray4Malaysia