



JABATAN TENAGA KERJA SARAWAK (KEMENTERIAN SUMBER MANUSIA)



LAPORAN PENCAPAIAN JABATAN: PIAGAM PELANGGAN (Januari – Julai 2022)

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



PIAGAM PELANGGAN BAGI PENGENDALIAN ADUAN BURUH

Client's Charter For Handling Labour Complaint

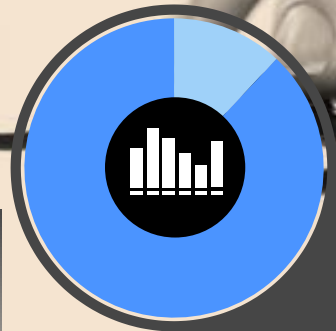


30 hari

Tempoh Penyelesaian

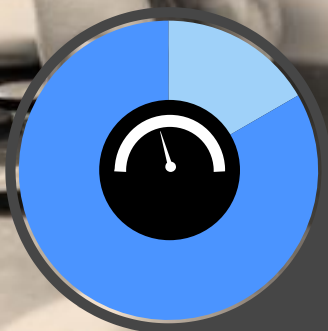
PRESTASI PENCAPAIAN SETAKAT JULAI 2022

Performance Achievement as of July 2022



238

JUMLAH
KES ADUAN
Total Cases



99%

SELESAI
Settled



- ▶ Setakat bulan Julai 2022, sebanyak **99% daripada 238 kes** aduan buruh telah berjaya diselesaikan dalam **tempoh 30 hari**.
- ▶ As of July 2022, approximately **99% out of 245 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)

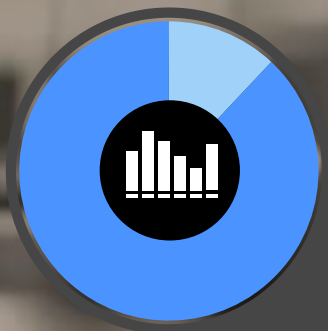


90 hari

Tempoh Penyelesaian

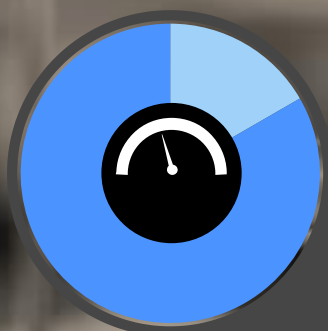
PRESTASI PENCAPAIAN SETAKAT JULAI 2022

Performance Achievement as of July 2022



586

JUMLAH
KES TUNTUTAN
Total Cases



93%

SELESAI
Settled



- ▶ Setakat bulan Julai 2022, sebanyak **93% daripada 586 kes** tuntutan kes buruh telah berjaya diselesaikan di Mahkamah Buruh dalam tempoh 90 hari.
- ▶ As of July 2022, **93% out of 586 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

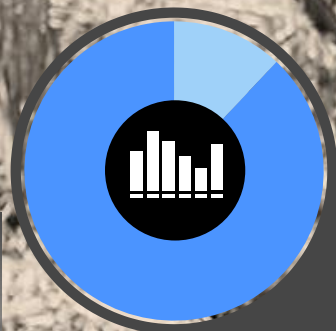


7 hari

Lesen Dikeluarkan

PRESTASI PENCAPAIAN SETAKAT JULAI 2022

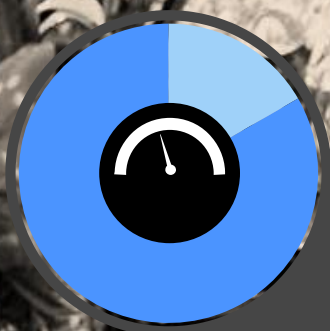
Performance Achievement as of July 2022



2,212

JUMLAH
LESEN

Total License



93%

SELESAI
Settled



▶ Setakat Julai 2022, sebanyak **93% daripada 2,212 lesen** penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam **tempoh 7 hari**.

▶ As of July 2022, **93% out of 2,212 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

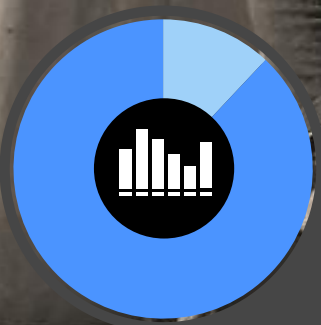


10 hari

Lesen Diperbaharui

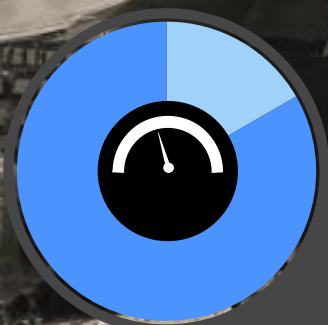
PRESTASI PENCAPAIAN SETAKAT JULAI 2022

Performance Achievement as of July 2022



3,513

JUMLAH
LESEN
Total License



93%

SELESAI
Settled



► Setakat Julai 2022, sebanyak **93% daripada 3,513 lesen** penggajian pekerja bukan pemastautin telah berjaya diperbaharui dalam **tempoh 10 hari**.

► As of July 2022, **93% out of 3,513 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

#StaySafe

#Pray4Sarawak