



JABATAN TENAGA KERJA
SARAWAK



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

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



PIAGAM PELANGGAN BAGI PENGENDALIAN ADUAN BURUH

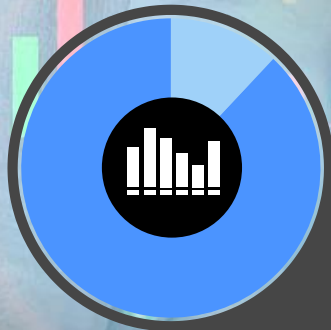
Client's Charter For Handling Labour Complaint



30 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT MAC 2021
Performance Achievement As of March 2021



55

JUMLAH
KES ADUAN
Total Cases



100%

SELESAI
Settled



- ▶ Setakat bulan Mac 2021, sebanyak **100% (55 kes)** aduan buruh telah berjaya diselesaikan dalam tempoh 30 hari.
- ▶ As of March 2021, **100% (55 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)

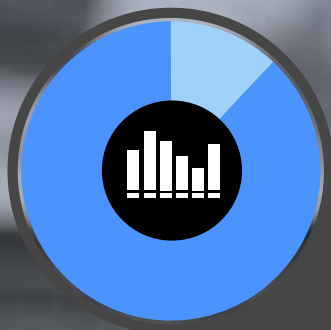


90 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT MAC 2021

Performance Achievement As of March 2021



239

JUMLAH
KES TUNTUTAN
Total Cases



98%

SELESAI
Settled



- ▶ Setakat bulan Mac 2021, sebanyak **98% (239 kes)** tuntutan kes buruh telah berjaya diselesaikan di Mahkamah Buruh dalam **tempoh 90 hari**.
- ▶ As of March 2021, **98% (239 cases)** Labour Court claims have been successfully settled within **90 days period**.



JABATAN TENAGA KERJA SARAWAK



PIAGAM PELANGGAN BAGI PENGENDALIAN PERMOHONAN PERMIT PERBURUHAN

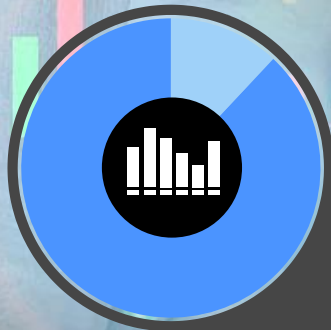
Client's Charter For Handling Labour Permit Application



28 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT MAC 2021
Performance Achievement As of March 2021



38

JUMLAH PERMIT
Total Permit



95%

SELESAI
Settled



- ▶ Setakat Mac 2021, sebanyak **95% (38)** permohonan permit perburuhan telah berjaya diselesaikan dalam **tempoh 28 hari**.
- ▶ As of March 2021, **95% (38)** 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

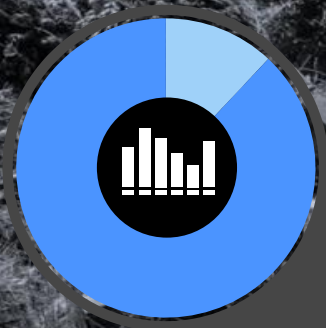


7 hari

Lesen Dikeluarkan

PRESTASI PENCAPAIAN SETAKAT MAC 2021

Performance Achievement As of March 2021



394

JUMLAH
LESEN

Total License



96%

SELESAI
Settled



► Setakat Mac 2021, sebanyak **96% (394)** lesen penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam tempoh 7 hari.

► As of March 2021, **96% (394)** 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

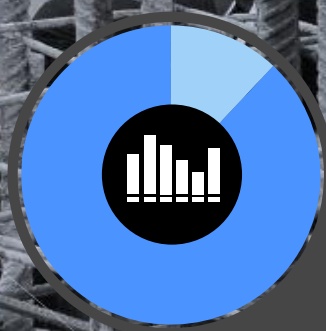


10 hari

Lesen Diperbaharui

PRESTASI PENCAPAIAN SETAKAT MAC 2021

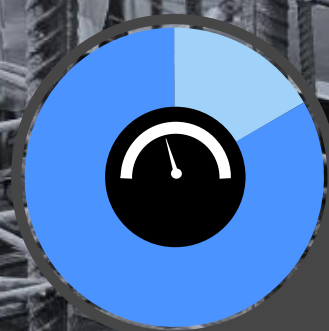
Performance Achievement As of March 2021



1974

**JUMLAH
LESEN**

Total License



99%

SELESAI

Settled



- ▶ Setakat Mac 2021, sebanyak **99% (1974)** lesen penggajian pekerja bukan pemastautin telah berjaya diluluskan dalam **tempoh 10 hari**.
- ▶ As of March 2021, **99% (1974)** 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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