



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



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

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



PIAGAM PELANGGAN BAGI PENGENDALIAN ADUAN BURUH

Client's Charter For Handling Labour Complaint

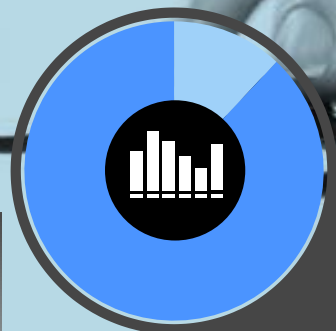


30 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT MAC 2022

Performance Achievement as of March 2022



80

JUMLAH
KES ADUAN
Total Cases



94%

SELESAI
Settled



► Setakat bulan Mac 2022, sebanyak **94%** daripada **80 kes** aduan buruh telah berjaya diselesaikan dalam **tempoh 30 hari**.

► As of March 2022, approximately **94% out of 80 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)

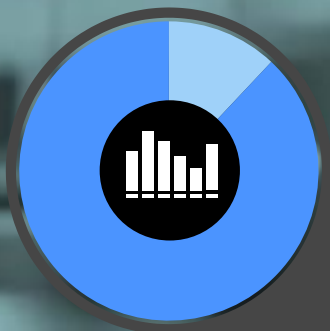


90 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT MAC 2022

Performance Achievement as of March 2022



223

**JUMLAH
KES TUNTUTAN**
Total Cases



97%

SELESAI
Settled



- ▶ Setakat bulan Mac 2022, sebanyak **97% daripada 223 kes** tuntutan kes buruh telah berjaya diselesaikan di Mahkamah Buruh dalam **tempoh 90 hari**.
- ▶ As of March 2022, **97% out of 223 cases** of Labour Court Claims have been successfully settled within **90 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

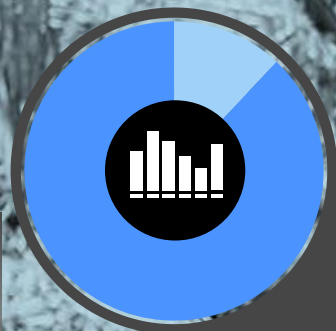


7 hari

Lesen Dikeluarkan

PRESTASI PENCAPAIAN SETAKAT MAC 2022

Performance Achievement as of March 2022



830

JUMLAH
LESEN

Total License



93%

SELESAI
Settled



► Setakat Mac 2022, sebanyak **93% daripada 830 lesen** penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam tempoh 7 hari.

► As of March 2022, **93% out of 830 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

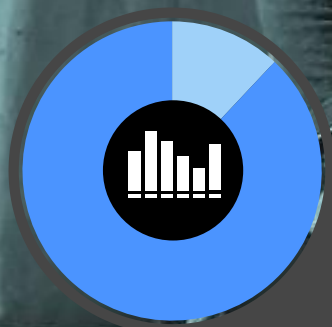


10 hari

Lesen Diperbaharui

PRESTASI PENCAPAIAN SETAKAT MAC 2022

Performance Achievement as of March 2022



1,446

JUMLAH
LESEN
Total License



94%

SELESAI
Settled



► Setakat Mac 2022, sebanyak **94% daripada 1,446 lesen** penggajian pekerja bukan pemastautin telah berjaya diperbaharui dalam **tempoh 10 hari**.

► As of March 2022, **94% out of 1,446 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