



JABATAN TENAGA KERJA SARAWAK
(KEMENTERIAN SUMBER MANUSIA)



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

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





PIAGAM PELANGGAN BAGI PENGENDALIAN ADUAN BURUH

Client's Charter For Handling Labour Complaint

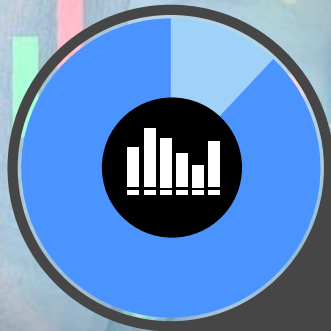


30 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT MEI 2021

Performance Achievement As of May 2021



97

JUMLAH
KES ADUAN
Total Cases



98%

SELESAI
Settled



- ▶ Setakat bulan Mei 2021, sebanyak **98% daripada 97 kes** aduan buruh telah berjaya diselesaikan dalam **tempoh 30 hari**.
- ▶ As of May 2021, approximately **98% out of 97 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)

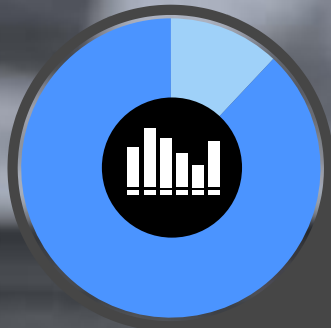


90 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT MEI 2021

Performance Achievement As of May 2021



438

JUMLAH
KES TUNTUTAN
Total Cases



97%

SELESAI
Settled



► Setakat bulan Mei 2021, sebanyak **97% daripada 438 kes** tuntutan kes buruh telah berjaya diselesaikan di Mahkamah Buruh dalam tempoh 90 hari.

► As of May 2021, **97% out of 438 cases** of Labour Court Claims have been successfully settled within **90 days period**.



JABATAN TENAGA KERJA SARAWAK



PIAGAM PELANGGAN BAGI PENGENDALIAN PERMOHONAN PERMIT PERBURUHAN

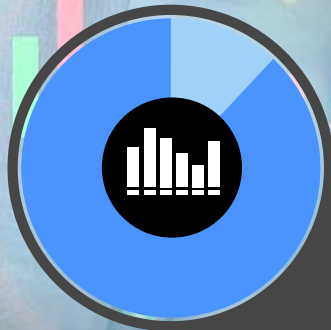
Client's Charter For Handling Labour Permit Application



28 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT MEI 2021
Performance Achievement As of May 2021



97
JUMLAH PERMIT
Total Permit



100%
SELESAI
Settled



- ▶ Setakat Mei 2021, sebanyak **100% (97)** permohonan permit perburuhan telah berjaya diselesaikan dalam **tempoh 28 hari**.
- ▶ As of May 2021, **100% (97)** 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

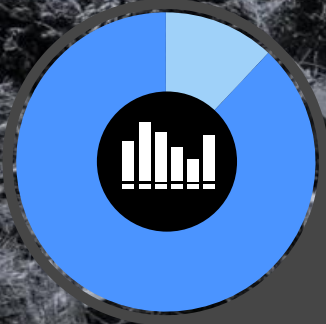
Client's Charter For Issuance of Labour License to Hire Non-Resident Worker



7 hari

Lesen Dikeluarkan

PRESTASI PENCAPAIAN SETAKAT MEI 2021
Performance Achievement As of May 2021



811

**JUMLAH
LESEN**

Total License



97%

SELESAI

Settled



► Setakat Mei 2021, sebanyak **97% (811)** lesen penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam **tempoh 7 hari**.

► As of May 2021, **97% (811)** 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

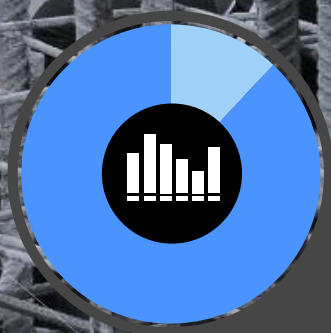


10 hari

Lesen Diperbaharui

PRESTASI PENCAPAIAN SETAKAT Mei 2021

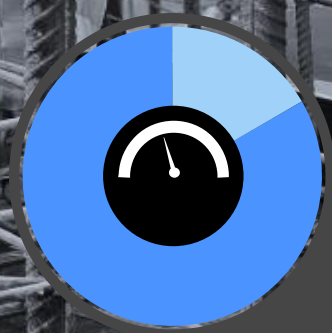
Performance Achievement As of May 2021



3470

**JUMLAH
LESEN**

Total License



99%

SELESAI

Settled



▶ Setakat Mei 2021, sebanyak **99% (3470)** lesen penggajian pekerja bukan pemastautin telah berjaya diluluskan dalam **tempoh 10 hari**.

▶ As of May 2021, **99% (3470)** 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