



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



## **LAPORAN PENCAPAIAN JABATAN: PIAGAM PELANGGAN (Januari – November 2021)**

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





# PIAGAM PELANGGAN BAGI PENGENDALIAN ADUAN BURUH

*Client's Charter For Handling Labour Complaint*

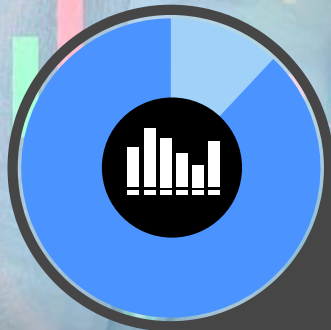


## 30 hari

Tempoh Penyelesaian

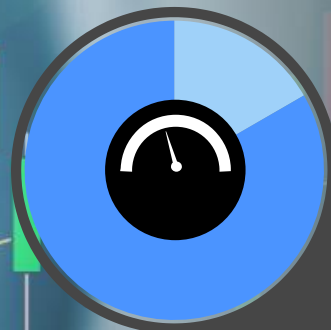
### PRESTASI PENCAPAIAN SETAKAT NOVEMBER 2021

*Performance Achievement as of November 2021*



# 467

JUMLAH  
KES ADUAN  
*Total Cases*



# 96%

SELESAI  
*Settled*



- ▶ Setakat bulan November 2021, sebanyak **96% daripada 467 kes** aduan buruh telah berjaya diselesaikan dalam **tempoh 30 hari**.
- ▶ As of November 2021, approximately **96% out of 467 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)*

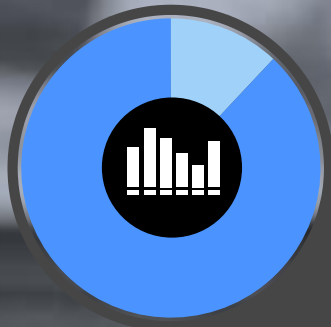


## 90 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT NOVEMBER 2021

*Performance Achievement as of November 2021*



### 997

JUMLAH  
KES TUNTUTAN

*Total Cases*



### 93%

SELESAI

*Settled*



▶ Setakat bulan November 2021, sebanyak **93% daripada 997 kes** tuntutan kes buruh telah berjaya diselesaikan di Mahkamah Buruh dalam tempoh 90 hari.

▶ As of November 2021, **93% out of 997 cases** of Labour Court Claims have been successfully settled within 90 days period.



JABATAN TENAGA KERJA SARAWAK



# PIAGAM PELANGGAN BAGI PENGENDALIAN PERMOHONAN PERMIT PERBURUHAN

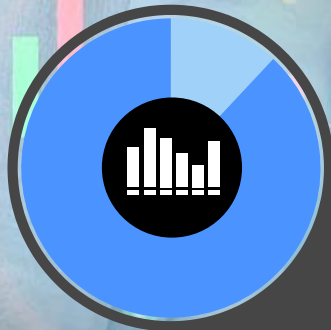
*Client's Charter For Handling Labour Permit Application*



## 28 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT NOVEMBER 2021  
*Performance Achievement as of November 2021*



**201**  
JUMLAH PERMIT  
*Total Permit*



**94%**  
SELESAI  
*Settled*



- ▶ Setakat November 2021, sebanyak **94%** daripada **201 permohonan** permit perburuhan telah berjaya diselesaikan dalam **tempoh 28 hari**.
- ▶ As of November 2021, **94% out of 201 application** for labour permit have been successfully settled within **28 days period**.





# PIAGAM PELANGGAN BAGI PENGELUARAN LESEN PENGGAJIAN PEKERJA BUKAN PEMASTAUTIN

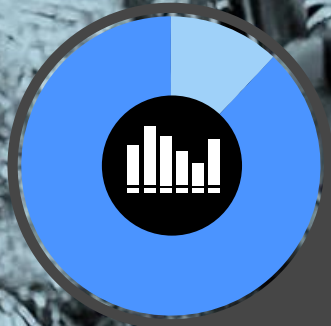
Client's Charter For Issuance of Labour License to Hire Non-Resident Worker



## 7 hari

Lesen Dikeluarkan

PRESTASI PENCAPAIAN SETAKAT NOVEMBER 2021  
Performance Achievement as of November 2021



### 1561

JUMLAH  
LESEN

Total License



### 98%

SELESAI  
Settled



- ▶ Setakat November 2021, sebanyak **98% daripada 1561 lesen** penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam tempoh **7 hari**.
- ▶ As of November 2021, **98% out of 1561 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

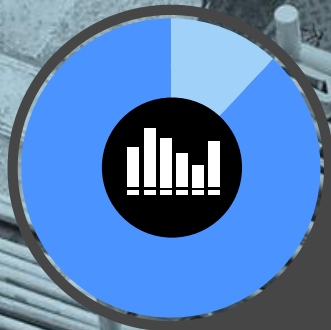
Client's Charter For Renewal of Labour License to Hire Non-Resident Worker



## 10 hari

Lesen Diperbaharui

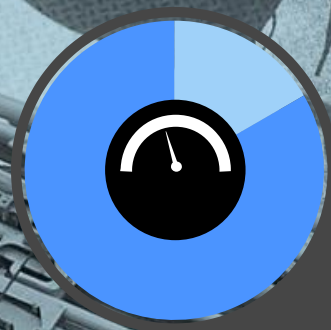
PRESTASI PENCAPAIAN SETAKAT NOVEMBER 2021  
Performance Achievement as of November 2021



### 7495

JUMLAH  
LESEN

Total License



### 87%

SELESAI  
Settled



▶ Setakat Oktober 2021, sebanyak **87% daripada 7495 lesen** penggajian pekerja bukan pemastautin telah berjaya diluluskan dalam tempoh **10 hari**.

▶ As of October 2021, **87% out of 7495 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***