



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



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

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



PIAGAM PELANGGAN BAGI PENGENDALIAN ADUAN BURUH

Client's Charter For Handling Labour Complaint

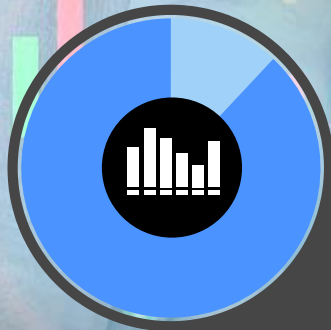


30 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT OGOS 2021

Performance Achievement as of August 2021



229

JUMLAH
KES ADUAN
Total Cases



98%

SELESAI
Settled



- ▶ Setakat bulan Ogos 2021, sebanyak **98% daripada 229 kes** aduan buruh telah berjaya diselesaikan dalam **tempoh 30 hari**.
- ▶ As of August 2021, approximately **98% out of 229 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)

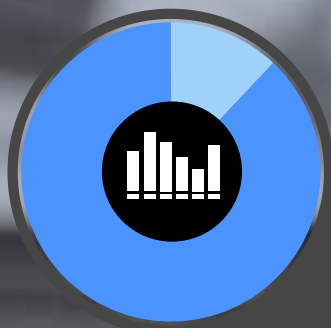


90 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT OGOS 2021

Performance Achievement as of August 2021



610

JUMLAH
KES TUNTUTAN

Total Cases



96%

SELESAI

Settled



► Setakat bulan Ogos 2021, sebanyak **96% daripada 620 kes** tuntutan kes buruh telah berjaya diselesaikan di Mahkamah Buruh dalam tempoh 90 hari.

► As of August 2021, **96% out of 610 cases** of Labour Court Claims have been successfully settled within **90 days period**.



JABATAN TENAGA KERJA SARAWAK



PIAGAM PELANGGAN BAGI PENGENDALIAN PERMOHONAN PERMIT PERBURUHAN

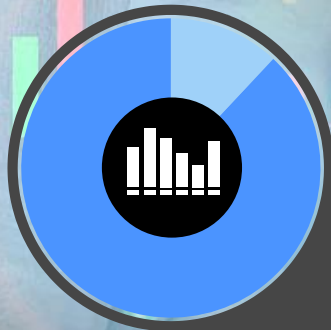
Client's Charter For Handling Labour Permit Application



28 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT OGOS 2021
Performance Achievement as of August 2021



140

JUMLAH PERMIT
Total Permit



98%

SELESAI
Settled



- ▶ Setakat Ogos 2021, sebanyak **98% daripada 140 permohonan** permit perburuhan telah berjaya diselesaikan dalam **tempoh 28 hari**.
- ▶ As of August 2021, **98% out of 140 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

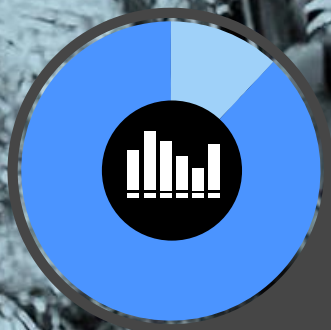
Client's Charter For Issuance of Labour License to Hire Non-Resident Worker



7 hari

Lesen Dikeluarkan

PRESTASI PENCAPAIAN SETAKAT OGOS 2021
Performance Achievement as of August 2021



1049

**JUMLAH
LESEN**
Total License



99%

SELESAI
Settled



► Setakat Ogos 2021, sebanyak **99% daripada 1049 lesen** penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam **tempoh 7 hari**.

► As of August 2021, **99% out of 1049 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

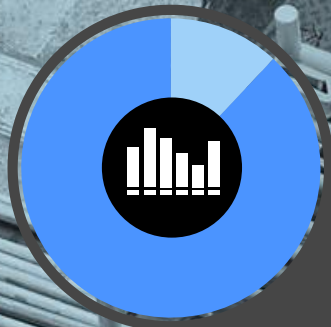
Client's Charter For Renewal of Labour License to Hire Non-Resident Worker



10 hari

Lesen Diperbaharui

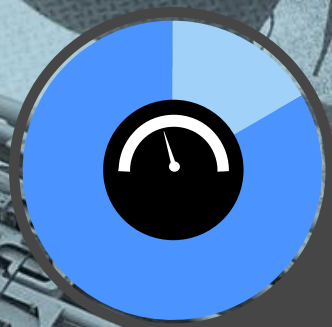
PRESTASI PENCAPAIAN SETAKAT OGOS 2021
Performance Achievement As of August 2021



4778

**JUMLAH
LESEN**

Total License



99%

**SELESAI
Settled**



- ▶ Setakat Ogos 2021, sebanyak **99% daripada 4778 lesen** penggajian pekerja bukan pemastautin telah berjaya diluluskan dalam **tempoh 10 hari**.
- ▶ As of August 2021, **99% out of 4778 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

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