



JABATAN TENAGA KERJA SARAWAK (KEMENTERIAN SUMBER MANUSIA)

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

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



PIAGAM PELANGGAN BAGI PENGENDALIAN ADUAN BURUH

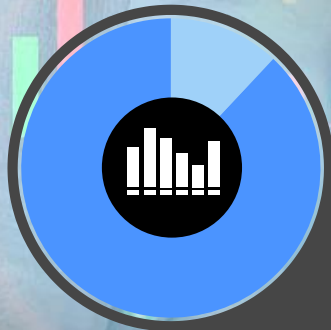
Client's Charter For Handling Labour Complaint



30 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT OKTOBER 2021
Performance Achievement as of October 2021



421

JUMLAH
KES ADUAN
Total Cases



99%

SELESAI
Settled



- ▶ Setakat bulan Oktober 2021, sebanyak **99% daripada 417 kes** aduan buruh telah berjaya diselesaikan dalam **tempoh 30 hari**.
- ▶ As of October 2021, approximately **99% out of 417 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)

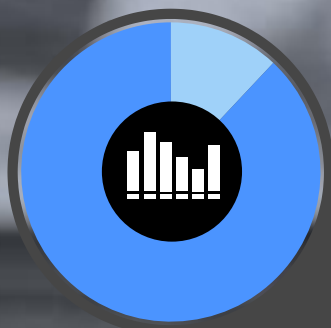


90 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT OKTOBER 2021

Performance Achievement as of October 2021



899

JUMLAH
KES TUNTUTAN
Total Cases



94%

SELESAI
Settled



► Setakat bulan Oktober 2021, sebanyak **94% daripada 899 kes** tuntutan kes buruh telah berjaya diselesaikan di Mahkamah Buruh dalam tempoh 90 hari.

► As of October 2021, **94% out of 899 cases** of Labour Court Claims have been successfully settled within **90 days period**.



JABATAN TENAGA KERJA SARAWAK



PIAGAM PELANGGAN BAGI PENGENDALIAN PERMOHONAN PERMIT PERBURUHAN

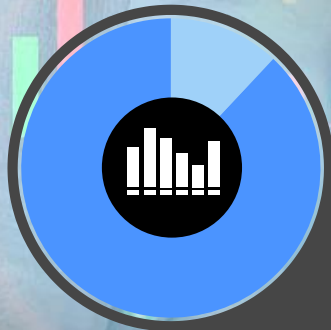
Client's Charter For Handling Labour Permit Application



28 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT OKTOBER 2021
Performance Achievement as of October 2021



182

JUMLAH PERMIT
Total Permit



93%

SELESAI
Settled



- ▶ Setakat Oktober 2021, sebanyak **93% daripada 182 permohonan** permit perburuhan telah berjaya diselesaikan dalam **tempoh 28 hari**.
- ▶ As of October 2021, **93% out of 182 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

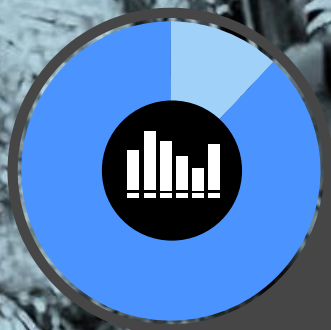


7 hari

Lesen Dikeluarkan

PRESTASI PENCAPAIAN SETAKAT OKTOBER 2021

Performance Achievement as of October 2021



1390

JUMLAH
LESEN
Total License



98%

SELESAI
Settled



▶ Setakat Oktober 2021, sebanyak **98% daripada 1390 lesen** penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam **tempoh 7 hari**.

▶ As of October 2021, **98% out of 1390 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

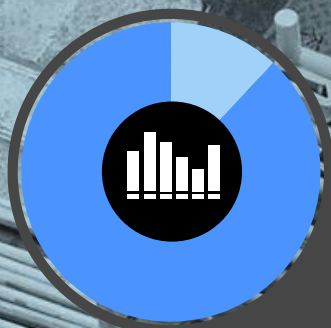


10 hari

Lesen Diperbaharui

PRESTASI PENCAPAIAN SETAKAT OKTOBER 2021

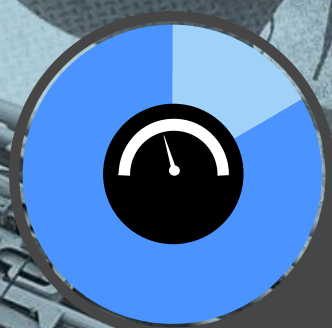
Performance Achievement As of October 2021



6719

**JUMLAH
LESEN**

Total License



98%

**SELESAI
Settled**



► Setakat Oktober 2021, sebanyak **98% daripada 6719 lesen** penggajian pekerja bukan pemastautin telah berjaya diluluskan dalam tempoh 10 hari.

► As of October 2021, **98% out of 6719 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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