



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



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

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



PIAGAM PELANGGAN BAGI PENGENDALIAN ADUAN BURUH

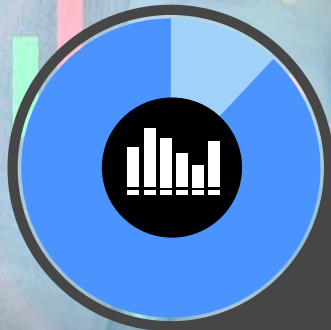
Client's Charter For Handling Labour Complaint



30 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT SEPTEMBER 2021
Performance Achievement as of September 2021



356

JUMLAH
KES ADUAN
Total Cases



98%

SELESAI
Settled



- ▶ Setakat bulan September 2021, sebanyak **98% daripada 356 kes** aduan buruh telah berjaya diselesaikan dalam **tempoh 30 hari**.
- ▶ As of September 2021, approximately **98% out of 356 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)

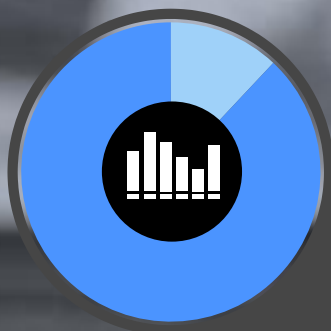


90 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT SEPTEMBER 2021

Performance Achievement as of September 2021



804

JUMLAH
KES TUNTUTAN
Total Cases



92%

SELESAI
Settled



► Setakat bulan September 2021, sebanyak **92% daripada 804 kes** tuntutan kes buruh telah berjaya diselesaikan di Mahkamah Buruh dalam tempoh 90 hari.

► As of September 2021, **92% out of 804 cases** of Labour Court Claims have been successfully settled within **90 days period**.



JABATAN TENAGA KERJA SARAWAK



PIAGAM PELANGGAN BAGI PENGENDALIAN PERMOHONAN PERMIT PERBURUHAN

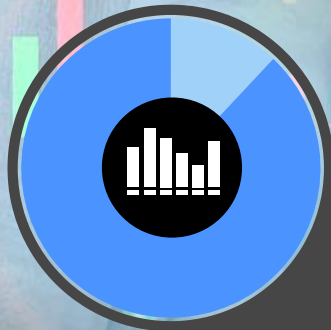
Client's Charter For Handling Labour Permit Application



28 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT SEPTEMBER 2021
Performance Achievement as of September 2021



166
JUMLAH PERMIT
Total Permit



96%
SELESAI
Settled



- ▶ Setakat September 2021, sebanyak **96% daripada 166 permohonan** permit perburuhan telah berjaya diselesaikan dalam **tempoh 28 hari**.
- ▶ As of September 2021, **96% out of 166 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

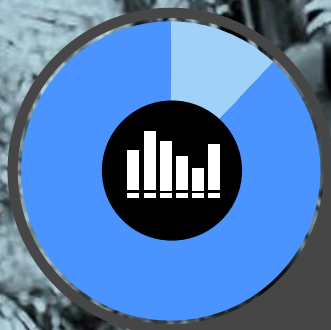
Client's Charter For Issuance of Labour License to Hire Non-Resident Worker



7 hari

Lesen Dikeluarkan

PRESTASI PENCAPAIAN SETAKAT SEPTEMBER 2021
Performance Achievement as of September 2021



1274

JUMLAH
LESEN
Total License



98%

SELESAI
Settled



- ▶ Setakat September 2021, sebanyak **98% daripada 1274 lesen** penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam **tempoh 7 hari**.
- ▶ As of September 2021, **98% out of 1274 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

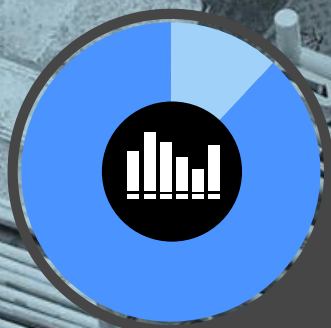


10 hari

Lesen Diperbaharui

PRESTASI PENCAPAIAN SETAKAT SEPTEMBER 2021

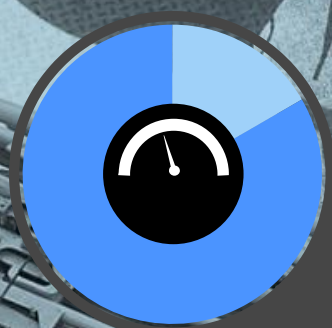
Performance Achievement As of SEPTEMBER 2021



6076

JUMLAH
LESEN

Total License



98%

SELESAI
Settled



- ▶ Setakat September 2021, sebanyak **98% daripada 6076 lesen** penggajian pekerja bukan pemastautin telah berjaya diluluskan dalam tempoh 10 hari.
- ▶ As of September 2021, **98% out of 6076 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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