



## LAPORAN PENCAPAIAN JABATAN: PIAGAM PELANGGAN (Mei 2022)

## Department's Achievement Report: Client's Charter (May 2022)



# PIAGAM PELANGGAN BAGI PENGENDALIAN ADUAN BURUH

*Client's Charter For Handling Labour Complaint*

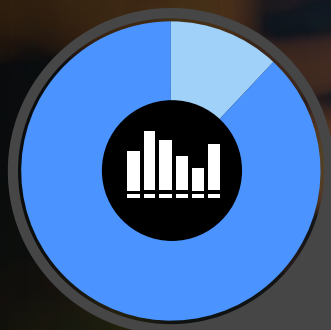


## 30 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT MEI 2022

*Performance Achievement as of May 2022*



### 141

**JUMLAH  
KES ADUAN**  
*Total Cases*



### 94%

**SELESAI**  
*Settled*



- ▶ Setakat bulan Mei 2022, sebanyak **94%** daripada **141 kes** aduan buruh telah berjaya diselesaikan dalam **tempoh 30 hari**.
- ▶ As of May 2022, approximately **94% out of 141 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)*

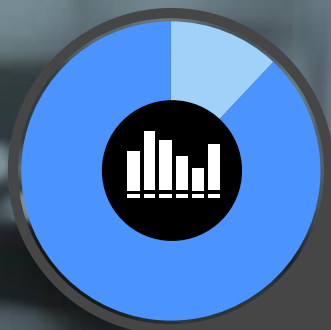


## 90 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT MEI 2021

*Performance Achievement as of May 2022*



### 530

JUMLAH  
KES TUNTUTAN

*Total Cases*



### 93%

SELESAI  
Settled



► Setakat bulan Mei 2022, sebanyak **93% daripada 530 kes** tuntutan kes buruh telah berjaya diselesaikan di Mahkamah Buruh dalam tempoh 90 hari.

► As of May 2022, **93% out of 530 cases** of Labour Court Claims have been successfully settled within **90 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*

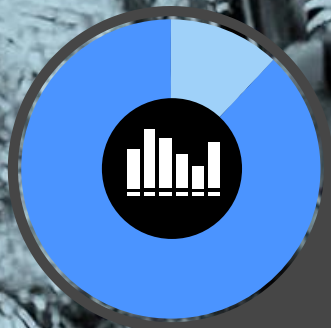


## 7 hari

Lesen Dikeluarkan

PRESTASI PENCAPAIAN SETAKAT MEI 2022

*Performance Achievement as of May 2022*



### 1,402

JUMLAH  
LESEN  
*Total License*



### 94%

SELESAI  
*Settled*



► Setakat Mei 2022, sebanyak **94% daripada 1,402 lesen** penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam tempoh 7 hari.

► As of May 2022, **94% out of 1,402 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

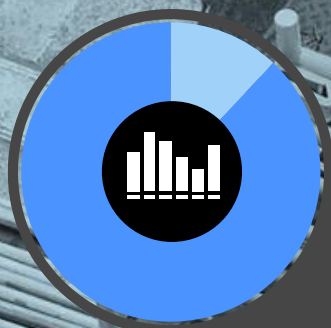
*Client's Charter For Renewal of Labour License to Hire Non-Resident Worker*



## 10 hari

Lesen Diperbaharui

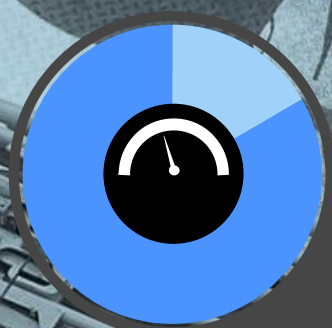
**PRESTASI PENCAPAIAN SETAKAT MEI 2022**  
*Performance Achievement as of May 2022*



### 2,114

**JUMLAH  
LESEN**

*Total License*



### 94%

**SELESAI**

*Settled*



► Setakat Mei 2022, sebanyak **94% daripada 2,099 lesen** penggajian pekerja bukan pemastautin telah berjaya diluluskan dalam **tempoh 10 hari**.

► As of May 2022, **94% out of 2,099 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 Safe***

***#Stay Vigilant***

***#Pray4Sarawak***