



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



**LAPORAN PENCAPAIAN JABATAN:
PIAGAM PELANGGAN (Januari – November 2022)**

**Department's Achievement Report:
Client's Charter (January – November 2022)**



PIAGAM PELANGGAN BAGI PENGENDALIAN ADUAN BURUH

Client's Charter For Handling Labour Complaint

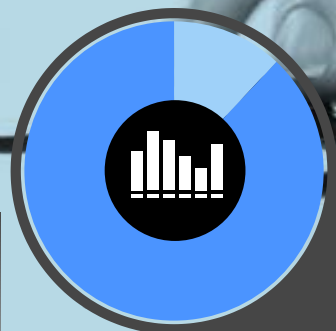


30 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT NOVEMBER 2022

Performance Achievement as of November 2022



508

JUMLAH
KES ADUAN
Total Cases



99%

SELESAI
Settled



► Setakat bulan November 2022, sebanyak **99% daripada 508 kes** aduan buruh telah berjaya diselesaikan dalam **tempoh 30 hari**.

► As of November 2022, approximately **99% out of 508 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)

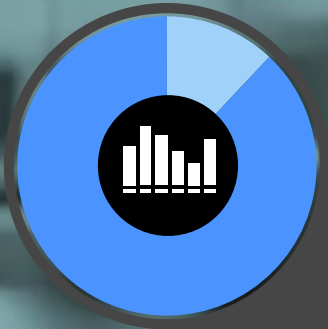


90 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT NOVEMBER 2022

Performance Achievement as of November 2022



1094

JUMLAH
KES TUNTUTAN
Total Cases



95%

SELESAI
Settled



► Setakat bulan November 2022, sebanyak **95% daripada 1094 kes** tuntutan kes buruh telah berjaya diselesaikan di Mahkamah Buruh dalam **tempoh 90 hari**.

► As of November 2022, **95% out of 1094 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

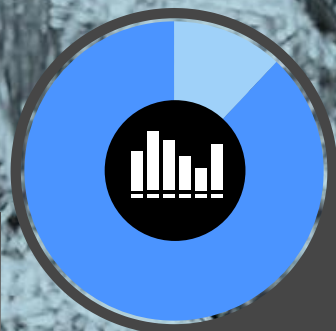


7 hari

Lesen Dikeluarkan

PRESTASI PENCAPAIAN SETAKAT NOVEMBER 2022

Performance Achievement as of November 2022



5,093

JUMLAH
LESEN

Total License



94%

SELESAI
Settled



- ▶ Setakat November 2022, sebanyak **94% daripada 5,903 lesen** penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam **tempoh 7 hari**.
- ▶ As of November 2022, **94% out of 5,093 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

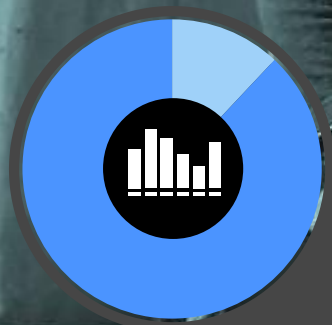


10 hari

Lesen Diperbaharui

PRESTASI PENCAPAIAN SETAKAT OKTOBER 2022

Performance Achievement as of October 2022



5,774

**JUMLAH
LESEN**

Total License



94%

SELESAI

Settled



- ▶ Setakat November 2022, sebanyak **94% daripada 5,774 lesen** penggajian pekerja bukan pemastautin telah berjaya diperbaharui dalam tempoh 10 hari.
- ▶ As of November 2022, **94% out of 5,352 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

#Pray4Sarawak