



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



**LAPORAN PENCAPAIAN JABATAN:
PIAGAM PELANGGAN (OGOS 2022)**

**Department's Achievement Report:
Client's Charter (August 2022)**



PIAGAM PELANGGAN BAGI PENGENDALIAN ADUAN BURUH

Client's Charter For Handling Labour Complaint

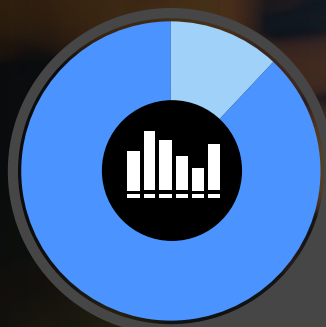


30 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT OGOS 2022

Performance Achievement as of August 2022



318

JUMLAH
KES ADUAN

Total Cases



99%

SELESAI
Settled



► Setakat bulan Ogos 2022, sebanyak **99%** daripada **318 kes** aduan buruh telah berjaya diselesaikan dalam tempoh **30 hari**.

► As of August 2022, approximately **99% out of 318 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)

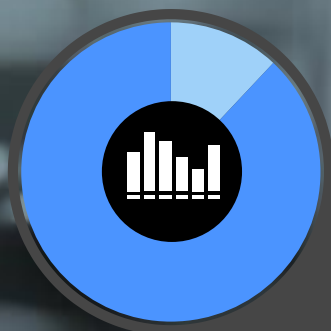


90 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT OGOS 2022

Performance Achievement as of August 2022



722

JUMLAH
KES TUNTUTAN

Total Cases



94%

SELESAI
Settled



► Setakat bulan Ogos 2022, sebanyak **94%** daripada **722 kes** tuntutan kes buruh telah berjaya diselesaikan di Mahkamah Buruh dalam tempoh 90 hari.

► As of August 2022, **94% out of 722 cases** of Labour Court Claims have been successfully settled within **90 days period**.



JABATAN TENAGA KERJA SARAWAK



PIAGAM PELANGGAN BAGI PENGENDALIAN PERMOHONAN PERMIT PERBURUHAN

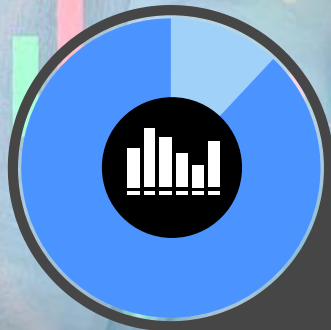
Client's Charter For Handling Labour Permit Application



28 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT OGOS 2022
Performance Achievement as of August 2022



145
JUMLAH PERMIT
Total Permit



86%
SELESAI
Settled



- ▶ Setakat Ogos 2022, sebanyak **86% daripada 145 permohonan** permit perburuhan telah berjaya diselesaikan dalam **tempoh 28 hari**.
- ▶ As of August 2022, **86% out of 145 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

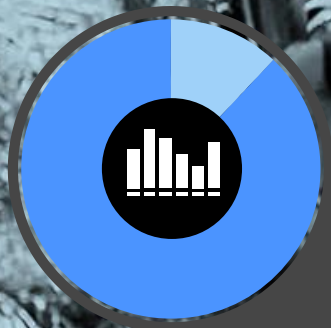
Client's Charter For Issuance of Labour License to Hire Non-Resident Worker



7 hari

Lesen Dikeluarkan

PRESTASI PENCAPAIAN SETAKAT OGOS 2022
Performance Achievement as of August 2022



2,977

**JUMLAH
LESEN**

Total License



94%

SELESAI
Settled



► Setakat Ogos 2022, sebanyak **94% daripada 2,977 lesen** penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam **tempoh 7 hari**.

► As of December 2021, **98% out of 2,977 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

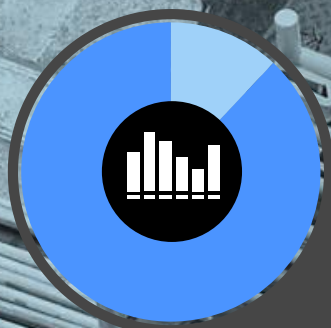


10 hari

Lesen Diperbaharui

PRESTASI PENCAPAIAN SETAKAT OGOS 2022

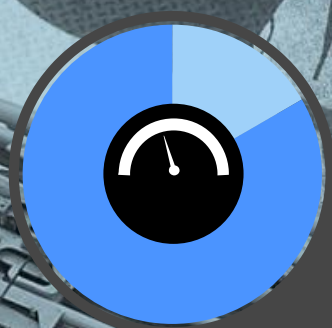
Performance Achievement as of August 2022



4,104

JUMLAH
LESEN

Total License



94%

SELESAI
Settled



► Setakat Ogos 2022, sebanyak **94% daripada 4,104 lesen** penggajian pekerja bukan pemastautin telah berjaya diluluskan dalam tempoh 10 hari.

► As of August 2022, **94% out of 4,104 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