



JABATAN TENAGA KERJA SARAWAK
(KEMENTERIAN SUMBER MANUSIA)



LAPORAN PENCAPAIAN JABATAN: PIAGAM PELANGGAN (Januari – Februari 2023)

Department's Achievement Report:
Client's Charter (January – February 2023)





PIAGAM PELANGGAN BAGI PENGENDALIAN ADUAN BURUH

Client's Charter For Handling Labour Complaint

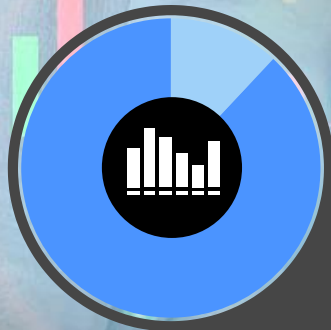


30 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT FEBRUARI 2023

Performance Achievement as of February 2023



92

**JUMLAH
KES ADUAN**
Total Cases



98%

SELESAI
Settled



- ▶ Setakat bulan Februari 2023, sebanyak **92 kes** aduan buruh telah diterima dan **98%** daripada kes aduan telah berjaya **diselesaikan dalam tempoh 30 hari**.
- ▶ As of February 2023, approximately **92 cases** of labour complaints have been received and **98%** of the cases have been **successfully settled within a period of 30 days**.



JABATAN TENAGA KERJA SARAWAK



PIAGAM PELANGGAN BAGI PENGENDALIAN TUNTUTAN KES BURUH (MAHKAMAH BURUH)

Client's Charter For Handling Labour Claim (Labour Court)

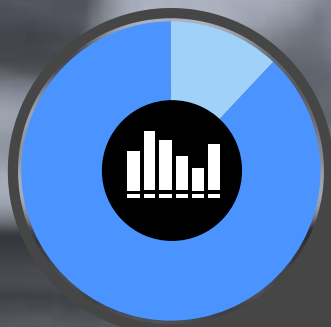


60 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT FEBRUARI 2023

Performance Achievement As of February 2023



281

JUMLAH
KES TUNTUTAN

Total Cases



92%

SELESAI
Settled



► Setakat bulan Februari 2023, sebanyak **281 kes** tuntutan buruh telah diterima dan **92%** telah berjaya **diselesaikan** di Mahkamah Buruh dalam **tempoh 60 hari**.

► As of February 2023, approximately **281 cases** of labour claims have been received and **92%** of the cases have been **successfully settled within a period of 60 days**.



JABATAN TENAGA KERJA SARAWAK



PIAGAM PELANGGAN BAGI PENGELUARAN LESEN PENGGAJIAN PEKERJA BUKAN PEMASTAUTIN

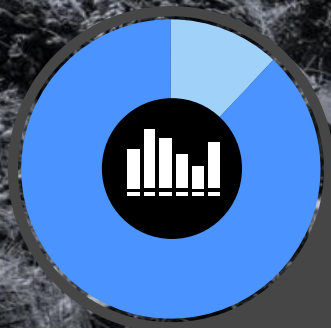
Client's Charter For Issuance of Labour License to Hire Non-Resident Worker



6 hari

Lesen Dikeluarkan

PRESTASI PENCAPAIAN SETAKAT Februari 2023
Performance Achievement As of February 2023



1,453

**JUMLAH
LESEN DIPOHON**

*Total License
Applied*



87%

SELESAI
Settled



► Setakat Februari 2023, sebanyak **87% (1,166)** lesen penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam **tempoh 6 hari**.

► As of February 2023, **87% (1,166)** license to hire non-resident worker have been successfully approved and issued within a period of **6 days**.



JABATAN TENAGA KERJA SARAWAK



PIAGAM PELANGGAN BAGI PEMBAHARUAN LESEN PENGGAJIAN PEKERJA BUKAN PEMASTAUTIN

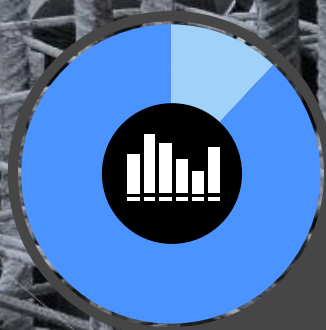
Client's Charter For Renewal of Labour License to Hire Non-Resident Worker



10 hari

Lesen Diperbaharui

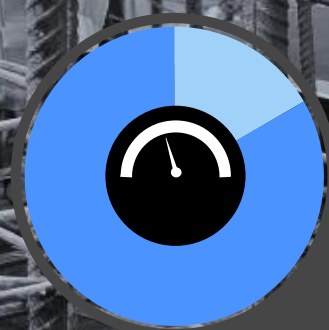
PRESTASI PENCAPAIAN SETAKAT Mei 2021
Performance Achievement As of May 2021



899

**JUMLAH
LESEN**

Total License



88%

**SELESAI
Settled**



- ▶ Setakat Februari 2023, sebanyak **88% (732)** lesen penggajian pekerja bukan pemastautin telah berjaya diperbaharui dalam **tempoh 10 hari**.
- ▶ As of February 2023, **88% (732)** license to hire non-resident worker have been successfully renewed within a period of **10 days**.



JABATAN TENAGA KERJA SARAWAK

Penerbitan:



**BAHAGIAN PENYELIDIKAN & MAKLUMAT
JABATAN TENAGA KERJA SARAWAK**