



JABATAN TENAGA KERJA SARAWAK  
(KEMENTERIAN SUMBER MANUSIA)



## LAPORAN PENCAPAIAN JABATAN: PIAGAM PELANGGAN (Januari – Mac 2023)

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





# PIAGAM PELANGGAN BAGI PENGENDALIAN ADUAN BURUH

*Client's Charter For Handling Labour Complaint*

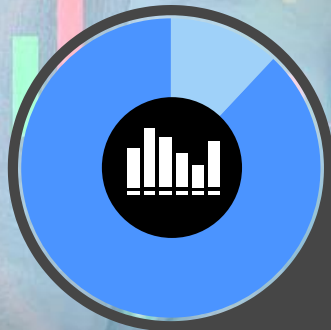


## 30 hari

Tempoh Penyelesaian

### PRESTASI PENCAPAIAN SETAKAT MAC 2023

*Performance Achievement as of March 2023*



# 154

JUMLAH  
KES ADUAN  
*Total Cases*



# 100%

SELESAI  
*Settled*



- ▶ Setakat bulan Mac 2023, sebanyak **154 kes** aduan buruh telah diterima dan **100%** daripada kes aduan telah berjaya **diselesaikan dalam tempoh 30 hari**.
- ▶ As of March 2023, approximately **154 cases** of labour complaints have been received and **100%** 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)*

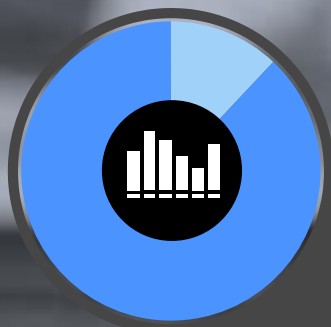


## 60 hari

Tempoh Penyelesaian

### PRESTASI PENCAPAIAN SETAKAT MAC 2023

*Performance Achievement As of March 2023*



## 435

JUMLAH  
KES TUNTUTAN

*Total Cases*



## 91%

SELESAI  
Settled



► Setakat bulan Mac 2023, sebanyak **435 kes** tuntutan buruh telah diterima dan **91%** telah berjaya **diselesaikan** di Mahkamah Buruh dalam **tempoh 60 hari**.

► As of March 2023, approximately **435 cases** of labour claims have been received and **91%** 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*

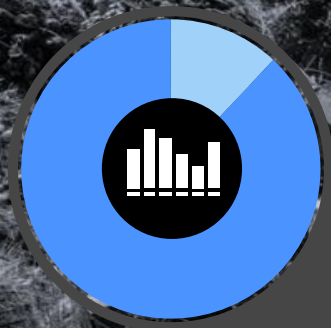


## 6 hari

Lesen Dikeluarkan

### PRESTASI PENCAPAIAN SETAKAT MAC 2023

*Performance Achievement as of March 2023*



## 2,294

**JUMLAH  
LESEN DIPOHON**

*Total License  
Applied*



## 92%

**SELESAI**

*Settled*



► Setakat Mac 2023, sebanyak **92% (2,030)** lesen penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam **tempoh 6 hari**.

► As of March 2023, **92% (2,030)** 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*

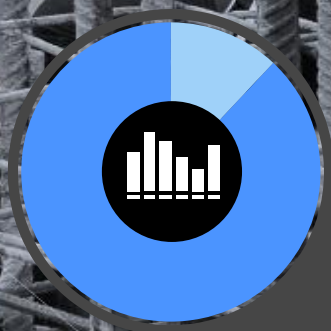


## 10 hari

Lesen Diperbaharui

**PRESTASI PENCAPAIAN SETAKAT MAC 2023**

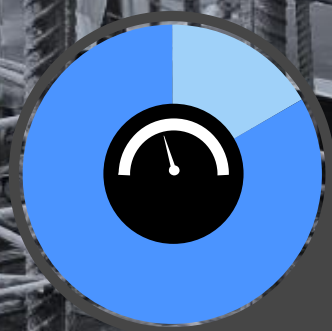
*Performance Achievement as of March 2023*



### 1,449

**JUMLAH  
LESEN**

*Total License*



### 91%

**SELESAI**

*Settled*



- ▶ Setakat Mac 2023, sebanyak **91% (1,309)** lesen penggajian pekerja bukan pemastautin telah berjaya diperbaharui dalam **tempoh 10 hari**.
- ▶ As of March 2023, **91% (1,309)** 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**