



JABATAN TENAGA KERJA SARAWAK
(KEMENTERIAN SUMBER MANUSIA)

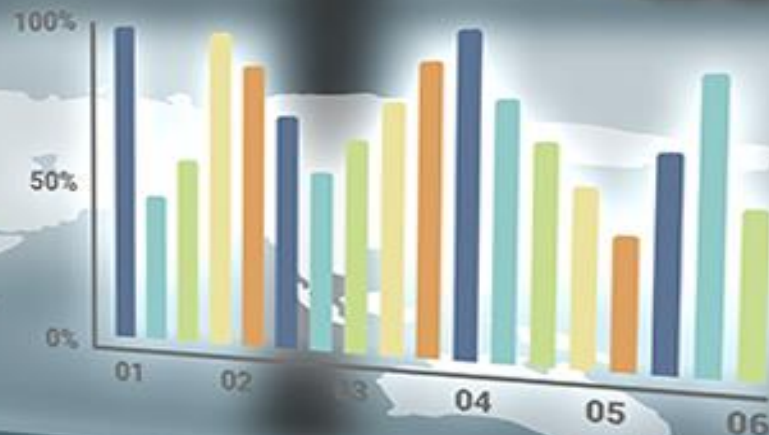
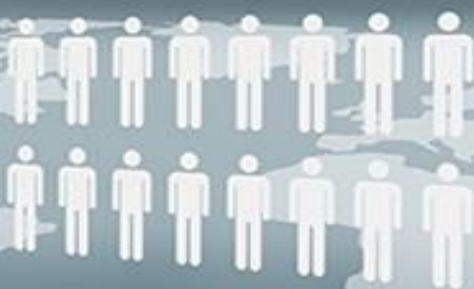
45%

33%



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

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





PIAGAM PELANGGAN BAGI PENGENDALIAN ADUAN BURUH

Client's Charter For Handling Labour Complaint

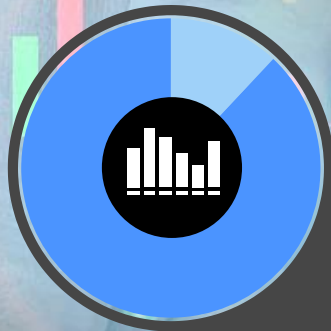


30 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT APRIL 2023

Performance Achievement as of April 2023



217

JUMLAH
KES ADUAN
Total Cases



98%

SELESAI
Settled



- ▶ Setakat bulan April 2023, sebanyak **217 kes** aduan buruh telah diterima dan **98%** daripada kes aduan telah berjaya **diselesaikan dalam tempoh 30 hari**.
- ▶ As of April 2023, approximately **217 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)

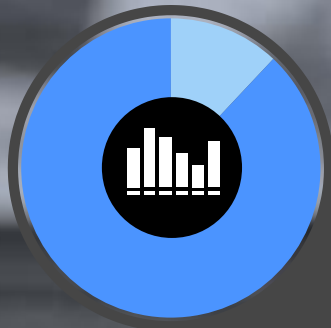


60 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT APRIL 2023

Performance Achievement As of April 2023



547

JUMLAH
KES TUNTUTAN

Total Cases



92%

SELESAI
Settled



▶ Setakat bulan April 2023, sebanyak **547 kes** tuntutan buruh telah diterima dan **92%** telah berjaya **diselesaikan** di Mahkamah Buruh dalam **tempoh 60 hari**.

▶ As of April 2023, approximately **547 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

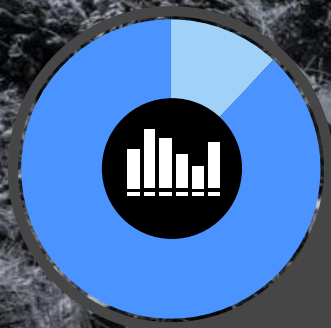
Client's Charter For Issuance of Labour License to Hire Non-Resident Worker



6 hari

Lesen Dikeluarkan

PRESTASI PENCAPAIAN SETAKAT APRIL 2023
Performance Achievement as of April 2023



2,844

**JUMLAH
LESEN DIPOHON**

*Total License
Applied*



88%

SELESAI
Settled



► Setakat April 2023, sebanyak **88% (2,509)** lesen penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam **tempoh 6 hari**.

► As of April 2023, **88% (2,509)** 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

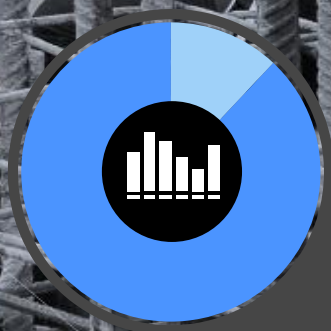


10 hari

Lesen Diperbaharui

PRESTASI PENCAPAIAN SETAKAT APRIL 2023

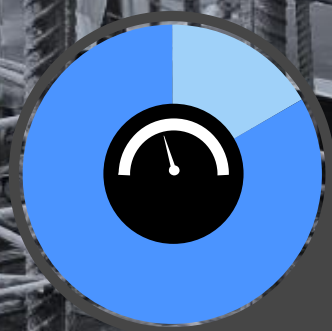
Performance Achievement as of April 2023



1,779

**JUMLAH
LESEN**

Total License



89%

**SELESAI
Settled**



▶ Setakat April 2023, sebanyak **89% (1,567)** lesen penggajian pekerja bukan pemastautin telah berjaya diperbaharui dalam **tempoh 10 hari**.

▶ As of April 2023, **89% (1,567)** 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**