



JABATAN TENAGA KERJA SARAWAK
(KEMENTERIAN SUMBER MANUSIA)



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

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



PIAGAM PELANGGAN BAGI PENGENDALIAN ADUAN BURUH

Client's Charter For Handling Labour Complaint

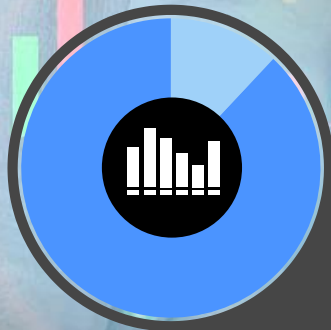


30 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT SEPTEMBER 2023

Performance Achievement as of September 2023



403

JUMLAH
KES ADUAN
Total Cases



99%

SELESAI
Settled



- ▶ Setakat bulan September 2023, sebanyak **403 kes** aduan buruh telah diterima dan **99%** daripada kes aduan telah berjaya **diselesaikan dalam tempoh 30 hari**.
- ▶ As of September 2023, approximately **403 cases** of labour complaints have been received and **99%** 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)

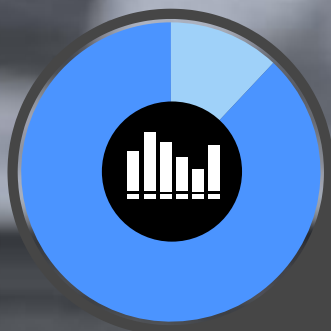


60 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT SEPTEMBER 2023

Performance Achievement As of September 2023



1,238
JUMLAH
KES TUNTUTAN
Total Cases



96%
SELESAI
Settled



► Setakat bulan September 2023, sebanyak **1,238 kes** tuntutan buruh telah diterima dan **96%** telah berjaya **diselesaikan** di Mahkamah Buruh dalam tempoh 60 hari.

► As of September 2023, approximately **1,238 cases** of labour claims have been received and **96%** 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

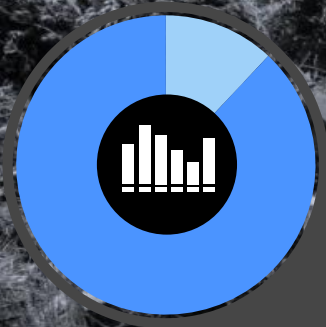
Client's Charter For Issuance of Labour License to Hire Non-Resident Worker



6 hari

Lesen Dikeluarkan

PRESTASI PENCAPAIAN SETAKAT SEPTEMBER 2023
Performance Achievement as of September 2023



6,846

**JUMLAH
LESEN DIPOHON**
*Total License
Applied*



81%

SELESAI
Settled



► Setakat September 2023, sebanyak **81% (5,411)** lesen penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam **tempoh 6 hari**.

► As of September 2023, **81% (5,411)** 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

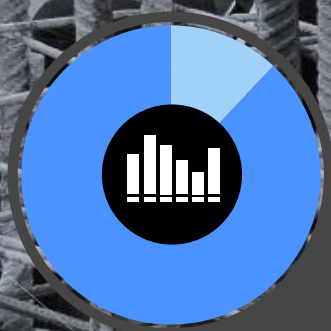


10 hari

Lesen Diperbaharui

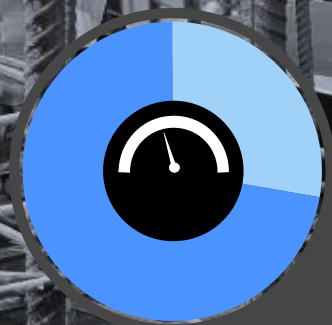
PRESTASI PENCAPAIAN SETAKAT SEPTEMBER 2023

Performance Achievement as of September 2023



4,532

JUMLAH
LESEN DIPOHON
Total License



88%

SELESAI
Settled



- ▶ Setakat September 2023, sebanyak **88% (3,865)** lesen penggajian pekerja bukan pemastautin telah berjaya diperbaharui dalam **tempoh 10 hari**
- ▶ As of September 2023, **88% (3,865)** 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**