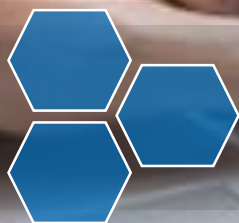




JABATAN TENAGA KERJA SARAWAK
(KEMENTERIAN SUMBER MANUSIA)



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

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



PIAGAM PELANGGAN BAGI PENGENDALIAN ADUAN BURUH

Client's Charter For Handling Labour Complaint

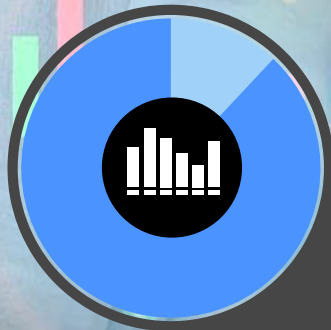


30 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT OKTOBER 2023

Performance Achievement as of October 2023



458

JUMLAH
KES ADUAN
Total Cases



99%

SELESAI
Settled



- ▶ Setakat bulan Oktober 2023, sebanyak **458 kes** aduan buruh telah diterima dan **99%** daripada kes aduan telah berjaya **diselesaikan dalam tempoh 30 hari**.
- ▶ As of October 2023, approximately **458 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)

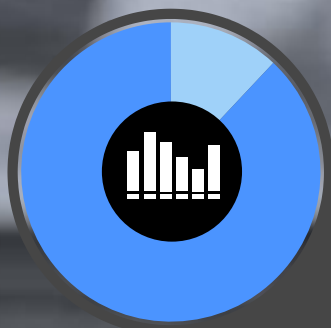


60 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT SEPTEMBER 2023

Performance Achievement As of September 2023



1,401
JUMLAH
KES TUNTUTAN
Total Cases



96%
SELESAI
Settled



► Setakat bulan Oktober 2023, sebanyak **1,401 kes** tuntutan buruh telah diterima dan **96%** telah berjaya **diselesaikan** di Mahkamah Buruh dalam **tempoh 60 hari**.

► As of October 2023, approximately **1,401 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

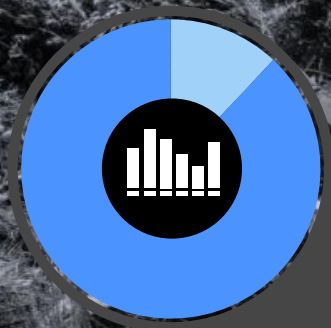


6 hari

Lesen Dikeluarkan

PRESTASI PENCAPAIAN SETAKAT OKTOBER 2023

Performance Achievement as of October 2023



7,776

**JUMLAH
LESEN DIPOHON**

*Total License
Applied*



80%

SELESAI
Settled



► Setakat Oktober 2023, sebanyak **80% (6,057)** lesen penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam **tempoh 6 hari**.

► As of October 2023, **80% (6,057)** 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

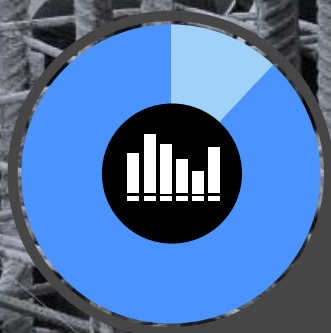


10 hari

Lesen Diperbaharui

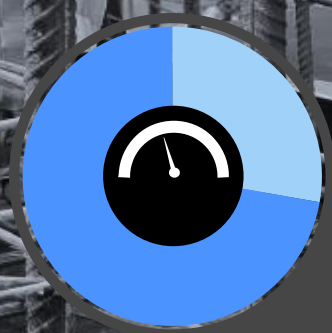
PRESTASI PENCAPAIAN SETAKAT OKTOBER 2023

Performance Achievement as of October 2023



5,213

JUMLAH
LESEN DIPOHON
Total License



87%

SELESAI
Settled



▶ Setakat Oktober 2023, sebanyak **87% (3,865)** lesen penggajian pekerja bukan pemastautin telah berjaya diperbaharui dalam **tempoh 10 hari**.

▶ As of October 2023, **87% (4,496)** 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**