



KEMENTERIAN SUMBER MANUSIA
JABATAN TENAGA KERJA SARAWAK



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

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



PIAGAM PELANGGAN BAGI PENGENDALIAN ADUAN BURUH

Client's Charter For Handling Labour Complaint

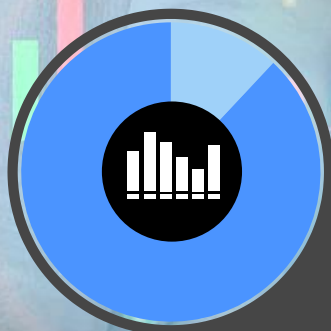


30 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT NOVEMBER 2023

Performance Achievement as of November 2023



500

JUMLAH
KES ADUAN
Total Cases



99%

SELESAI
Settled



- ▶ Setakat bulan November 2023, sebanyak **500 kes** aduan buruh telah diterima dan **99%** daripada kes aduan telah berjaya **diselesaikan dalam tempoh 30 hari**.
- ▶ As of November 2023, approximately **500 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)

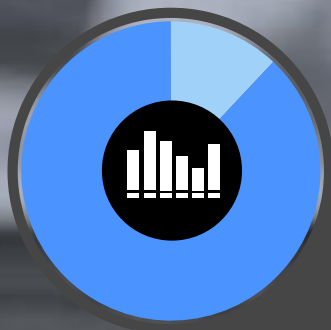


60 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT NOVEMBER 2023

Performance Achievement As of November 2023



1,549
JUMLAH
KES TUNTUTAN
Total Cases



97%
SELESAI
Settled



► Setakat bulan November 2023, sebanyak **1,549 kes** tuntutan buruh telah diterima dan **97%** telah berjaya **diselesaikan** di Mahkamah Buruh dalam tempoh 60 hari.

► As of November 2023, approximately **1,549 cases** of labour claims have been received and **97%** 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

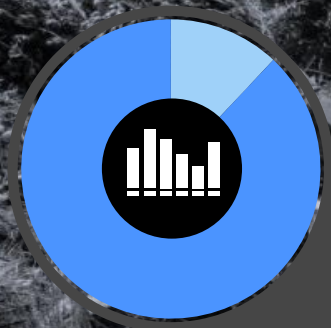


6 hari

Lesen Dikeluarkan

PRESTASI PENCAPAIAN SETAKAT NOVEMBER 2023

Performance Achievement as of November 2023



8,652

JUMLAH
LESEN DIPOHON

*Total License
Applied*



80%

SELESAI
Settled



► Setakat November 2023, sebanyak **80% (6,766)** lesen penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam tempoh 6 hari.

► As of November 2023, **80% (6,766)** 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

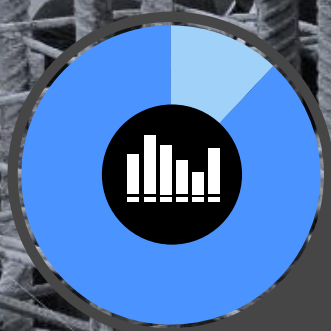


10 hari

Lesen Diperbaharui

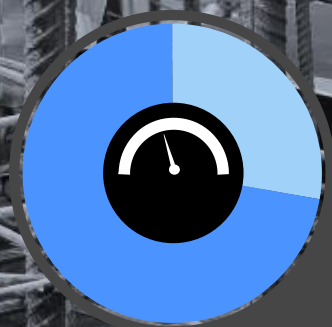
PRESTASI PENCAPAIAN SETAKAT NOVEMBER 2023

Performance Achievement as of November 2023



5,730

JUMLAH
LESEN DIPOHON
Total License



88%

SELESAI
Settled



- ▶ Setakat November 2023, sebanyak **88% (4,973)** lesen penggajian pekerja bukan pemastautin telah berjaya diperbaharui dalam **tempoh 10 hari**.
- ▶ As of November 2023, **88% (4,973)** 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**