



LAPORAN PENCAPAIAN JABATAN: PIAGAM PELANGGAN (Januari – Februari 2024)

Department's Achievement Report:
Client's Charter (January – Februari 2024)



JABATAN TENAGA KERJA SARAWAK
(KEMENTERIAN SUMBER MANUSIA)





PIAGAM PELANGGAN BAGI PENGENDALIAN ADUAN BURUH

Client's Charter For Handling Labour Complaint

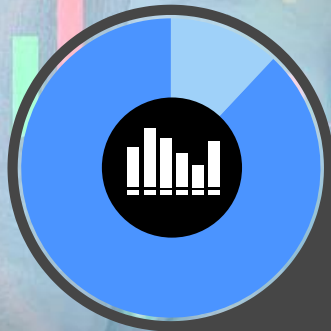


30 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT FEBRUARI 2024

Performance Achievement as of February 2024



116
JUMLAH
KES ADUAN
Total Cases



100%
SELESAI
Settled



- ▶ Setakat bulan Februari 2024, sebanyak **116 kes** aduan buruh telah diterima dan **100%** daripada kes aduan telah berjaya **diselesaikan dalam tempoh 30 hari**.
- ▶ As of February 2024, approximately **116 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)

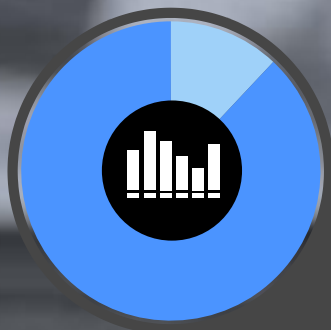


60 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT FEBRUARI 2024

Performance Achievement As of February 2024



273

JUMLAH
KES TUNTUTAN

Total Cases



94%

SELESAI

Settled



► Setakat bulan Februari 2024, sebanyak **273 kes** tuntutan buruh telah diterima dan **94%** telah berjaya **diselesaikan** di Mahkamah Buruh dalam **tempoh 60 hari**.

► As of February 2024, approximately **273 cases** of labour claims have been received and **94%** 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

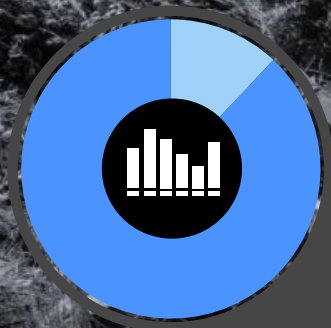


6 hari

Lesen Dikeluarkan

PRESTASI PENCAPAIAN SETAKAT FEBRUARI 2024

Performance Achievement as of February 2024



1,648

**JUMLAH
LESEN DIPOHON**

*Total License
Applied*



83%

SELESAI
Settled



► Setakat Februari 2024, sebanyak **83% (1,350)** lesen penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam **tempoh 6 hari**.

► As of February 2024, **83% (1,350)** 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

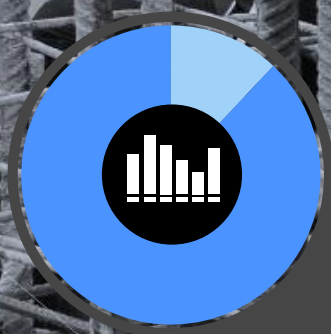


10 hari

Lesen Diperbaharui

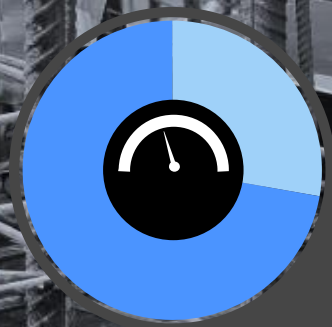
PRESTASI PENCAPAIAN SETAKAT FEBRUARI 2024

Performance Achievement as of February 2024



1,058

JUMLAH
LESEN DIPOHON
Total License



87%

SELESAI
Settled



- ▶ Setakat Februari 2024, sebanyak **87% (885)** lesen penggajian pekerja bukan pemastautin telah berjaya diperbaharui dalam **tempoh 10 hari**.
- ▶ As of February 2024, **87% (885)** 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**