



LAPORAN PENCAPAIAN JABATAN: PIAGAM PELANGGAN (Januari 2024)

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



JABATAN TENAGA KERJA SARAWAK
(KEMENTERIAN SUMBER MANUSIA)





PIAGAM PELANGGAN BAGI PENGENDALIAN ADUAN BURUH

Client's Charter For Handling Labour Complaint

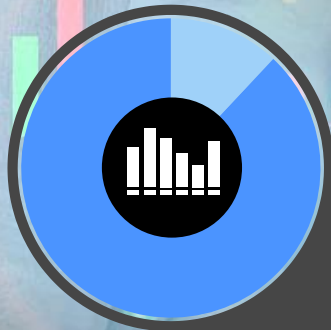


30 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT JANUARI 2024

Performance Achievement as of Januari 2024



63

**JUMLAH
KES ADUAN**
Total Cases



100%

SELESAI
Settled



▶ Setakat bulan Januari 2024, sebanyak **63 kes** aduan buruh telah diterima dan **100%** daripada kes aduan telah berjaya **diselesaikan dalam tempoh 30 hari**.

▶ As of January 2024, approximately **63 cases** of labour complaints have been received and **100%** of the cases have been **successfully settled within a period of 30 days**.





PIAGAM PELANGGAN BAGI PENGENDALIAN TUNTUTAN KES BURUH (MAHKAMAH BURUH)

Client's Charter For Handling Labour Claim (Labour Court)

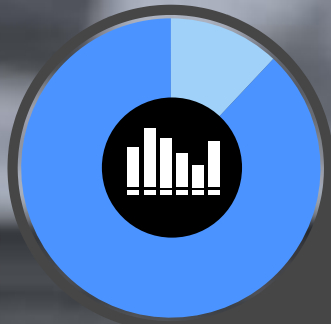


60 hari

Tempoh Penyelesaian

PRESTASI PENCAPAIAN SETAKAT JANUARI 2024

Performance Achievement As of Januari 2024



156

**JUMLAH
KES TUNTUTAN**

Total Cases



89%

SELESAI

Settled



▶ Setakat bulan Januari 2024, sebanyak **122 kes** tuntutan buruh telah diterima dan **89%** telah berjaya **diselesaikan** di Mahkamah Buruh dalam **tempoh 60 hari**.

▶ As of Januari 2024, approximately **122 cases** of labour claims have been received and **89%** 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

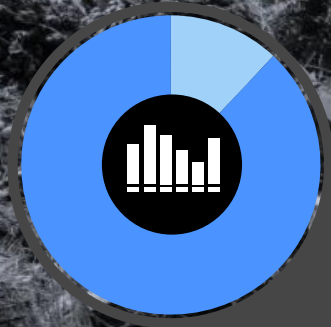
Client's Charter For Issuance of Labour License to Hire Non-Resident Worker



6 hari

Lesen Dikeluarkan

PRESTASI PENCAPAIAN SETAKAT JANUARI 2024
Performance Achievement as of Januari 2024



880

**JUMLAH
LESEN DIPOHON**

*Total License
Applied*



80%

SELESAI
Settled



▶ Setakat Januari 2024, sebanyak **80% (703)** lesen penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam tempoh **6 hari**.

▶ As of Januari 2024, **80% (703)** 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

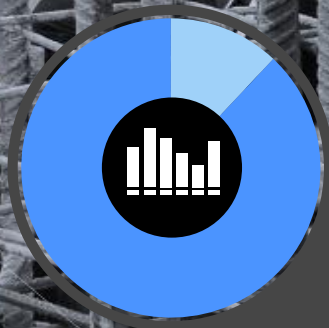


10 hari

Lesen Diperbaharui

PRESTASI PENCAPAIAN SETAKAT JANUARI 2024

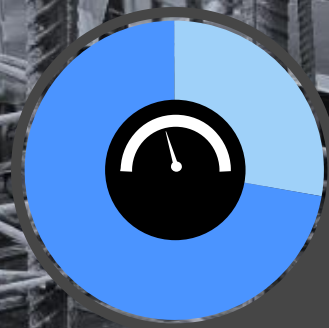
Performance Achievement as of Januari 2024



619

**JUMLAH
LESEN DIPOHON**

Total License



90%

SELESAI

Settled



- ▶ Setakat Januari 2024, sebanyak **90% (506)** lesen penggajian pekerja bukan pemastautin telah berjaya diperbaharui dalam **tempoh 10 hari**.
- ▶ As of January 2024, **90% (506)** 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**