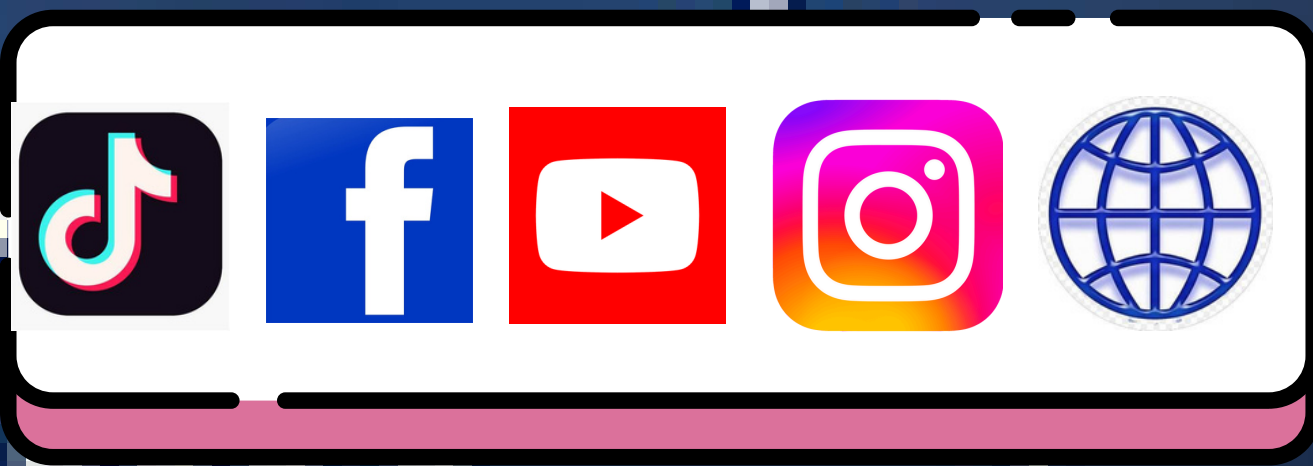




JABATAN TENAGA KERJA SARAWAK
(KEMENTERIAN SUMBER MANUSIA)

LAPORAN PEPENCAPAIAN JABATAN : PIAGAM PELANGGAN(JANUARI - APRIL 2024)

***Department's Achievement Report :
Client's Charter (January - April 2024)***



PIAGAM PELANGGAN BAGI PENGENDALIAN ADUAN BURUH CLIENT'S CHARTER FOR HANDLING LABOUR COMPLAINT



30 HARI

TEMPOH PENYELESAIAN
SETTLEMENT PERIOD

COMPLAINTS

PRESTASI PENCAPAIAN SETAKAT APRIL 2024

Setakat bulan April 2024, sebanyak **226** aduan buruh telah diterima dan **100%** telah berjaya diselesaikan dalam tempoh 30 hari.

As of April 2024, approximately 226 cases of labour complaints have been received and 100% of the cases have been successfully settled within a period of 30 days.



226

JUMLAH KES ADUAN
TOTAL CASES

100%

SELESAI
SETTLED

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
SETTLEMENT PERIOD

PRESTASI PENCAPAIAN SETAKAT APRIL 2024

Setakat bulan April 2024, sebanyak **531** kes tuntutan buruh telah diterima dan **96%** telah berjaya **diselesaikan** di Mahkamah Buruh dalam tempoh **60 hari**.

*As of April 2024, approximately **531 cases** of labour claims have been received and **96%** of the cases have been successfully at the labour court **settled** within a period of 60 days.*



531
JUMLAH KES
TUNTUTAN
TOTAL CASES



96%
SELESAI
SETTLED

JABATAN TENAGA KERJA SARAWAK

PIAGAM PELANGGAN BAGI PENGELUARAN LESEN PENGGAJIAN PEKERJA BUKAN PEMASTAUTIN *CLIENT'S CHARTER FOR ISSUANCE OF LABOUR LICENCE TO HIRE NON- RESIDENCE EMPLOYEE*



6 HARI

**TEMPOH PENYELESAIAN
SETTLEMENT PERIOD**

PRESTASI PENCAPAIAN SETAKAT APRIL 2024

Setakat April 2024, sebanyak **73% (3,267)** lesen penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam **tempoh 6 hari**.

*As of April 2024, **73% (3,267)** license to hire non-resident worker have been successfully approved and issued within a **period of 6 days**.*



**3,267
JUMLAH LESEN
DIPOHON
TOTAL LICENCE
APPLIED**



**73%
SELESAI
SETTLED**

JABATAN TENAGA KERJA SARAWAK

PIAGAM PELANGGAN BAGI PEMBAHARUAN LESEN PENGGAJIAN PEKERJA BUKAN PEMASTAUTIN *CLIENT'S CHARTER FOR RENEWAL OF LABOUR LICENCE TO HIRE NON-RESIDENCE EMPLOYEE*



8 HARI

**TEMPOH PENYELESAIAN
SETTLEMENT PERIOD**

PRESTASI PENCAPAIAN SETAKAT APRIL 2024

Setakat April 2024, sebanyak **76% (1,892)** lesen penggajian pekerja bukan pemastautin telah berjaya diperbaharui dalam **tempoh 8 hari**.

*As of April 2024, **76% (1,892)** license to hire non-resident worker have been successfully renewed within a **period of 8 days**.*



1,892
**JUMLAH LESEN
DIPOHON
TOTAL LICENCE
APPLIED**



76%
**SELESAI
SETTLED**

JABATAN TENAGA KERJA SARAWAK