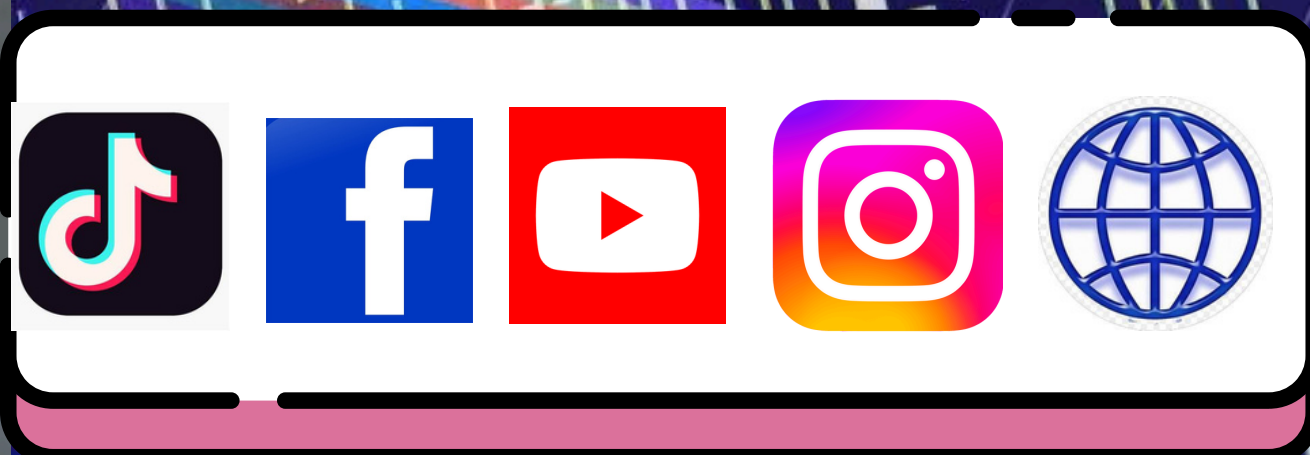




JABATAN TENAGA KERJA SARAWAK
(KEMENTERIAN SUMBER MANUSIA)

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

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



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



30 HARI
TEMPOH PENYELESAIAN
SETTLEMENT PERIOD

PRESTASI PENCAPAIAN SETAKAT MAC 2024

Setakat bulan Mac 2024, sebanyak **172 aduan** buruh telah diterima dan **100%** telah berjaya diselesaikan dalam tempoh 30 hari.

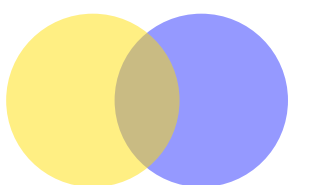
*As of Mac 2024, approximately **172 cases** of labour complaints have been received and **100%** of the cases have been successfully **settled** within a period of 30 days.*



172
JUMLAH KES ADUAN
TOTAL CASES



100%
SELESAI
SETTLED



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 MAC 2024

☑Setakat bulan Mac 2024, sebanyak **413 kes** tuntutan buruh telah diterima dan **97%** telah berjaya **diselesaikan** di Mahkamah Buruh dalam tempoh 60 hari.

*As of Mac 2024, approximately **413 cases** of labour claims have been received and **97%** of the cases have been successfully at the labour court settled within a period of 60 days.*



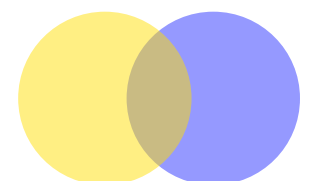
413

JUMLAH KES
TUNTUTAN
TOTAL CASES



97%

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 MAC 2024

Setakat Mac 2024, sebanyak **78% (2,542)** lesen
penggajian pekerja bukan pemastautin telah
berjaya diluluskan dan dikeluarkan dalam **tempoh
6 hari**.

*As of Mac 2024, **78% (2,542)** license to hire non-
resident worker have been successfully approved
and issued within a **period of 6 days**.*



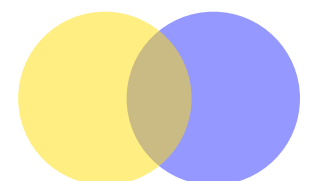
2,542

JUMLAH LESEN
DIPOHON
*TOTAL LICENCE
APPLIED*



78%

SELESAI
SETTLED



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 MAC 2024

Setakat Mac 2024, sebanyak **81% (1,467)** lesen
penggajian pekerja bukan pemastautin telah
berjaya diperbaharui dalam **tempoh 8 hari**.

*As of Mac 2024, **81% (1,467)** license to hire non-
resident worker have been successfully renewed
within a **period of 8 days**.*



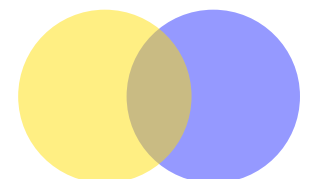
1,467

JUMLAH LESEN
DIPOHON
*TOTAL LICENCE
APPLIED*



81%

SELESAI
SETTLED



JABATAN TENAGA KERJA SARAWAK