



JABATAN TENAGA KERJA SARAWAK
(KEMENTERIAN SUMBER MANUSIA)

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

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



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

PRESTASI PENCAPAIAN SETAKAT MEI 2024

Setakat bulan Mei 2024, sebanyak **287 aduan** buruh telah diterima dan **100%** telah berjaya **diselesaikan** dalam tempoh 30 hari.

*As of May 2024, approximately **287 cases** of labour complaints have been received and **100%** of the cases have been successfully **settled within a period of 30 days.***



30 HARI

*TEMPOH PENYELESAIAN
SETTLEMENT PERIOD*



287

**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 MEI 2024

Setakat bulan Mei 2024, sebanyak **665 kes** tuntutan buruh telah diterima dan **99%** telah berjaya diselesaikan di Mahkamah Buruh dalam tempoh 60 hari.

*As of May 2024, approximately **665 cases** of labour claims have been received and **99%** of the cases have been successfully at the labour court settled within a period of 60 days.*



665
JUMLAH KES
TUNTUTAN
TOTAL CASES



99%
SELESAI
SETTLED

PIAGAM PELANGGAN BAGI PENGELUARAN LESEN PENGGAJIAN PEKERJA BUKAN PEMASTAUTIN

CLIENT'S CHARTER FOR ISSUANCE OF LABOUR LICENCE TO HIRE NON- RESIDENCE EMPLOYEE

PRESTASI PENCAPAIAN SETAKAT MEI 2024

Setakat Mei 2024, sebanyak **77% (4,164)** lesen
penggajian pekerja bukan pemastautin telah berjaya
diluluskan dan dikeluarkan dalam **tempoh 6 hari**.

*As of May 2024, **77% (4,164)** license to hire non-
resident worker have been successfully approved
and issued within a **period of 6 days**.*



6 HARI

TEMPOH PENYELESAIAN
SETTLEMENT PERIOD



4,164

JUMLAH LESEN
DIPOHON
TOTAL LICENCE
APPLIED



77%

SELESAI
SETTLED

PIAGAM PELANGGAN BAGI PEMBAHARUAN LESEN PENGGAJIAN PEKERJA BUKAN PEMASTAUTIN

CLIENT'S CHARTER FOR RENEWAL OF LABOUR LICENCE TO HIRE NON- RESIDENCE EMPLOYEE

PRESTASI PENCAPAIAN SETAKAT MEI 2024

Setakat Mei 2024, sebanyak **81% (2,443)** lesen
penggajian pekerja bukan pemastautin telah berjaya
diperbaharui dalam **tempoh 8 hari**.

*As of May 2024, **81% (2,443)** license to hire non-
resident worker have been successfully renewed
within a **period of 8 days**.*



8 HARI

TEMPOH PENYELESAIAN
SETTLEMENT PERIOD



2,443

JUMLAH LESEN
DIPOHON
TOTAL LICENCE
APPLIED



81%

SELESAI
SETTLED