



JABATAN TENAGA KERJA SARAWAK
(KEMENTERIAN SUMBER MANUSIA)

**LAPORAN PENCAPAIAN JABATAN : PIAGAM
PELANGGAN (JANUARI - JULAI 2024)**

*DEPARTMENT'S ACHIEVEMENT REPORT :
CLIENT'S CHARTER (JANUARY - JULY 2024)*



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



30 HARI
TEMPOH PENYELESAIAN
SETTLEMENT PERIOD

PRESTASI PENCAPAIAN
SETAKAT JULAI 2024

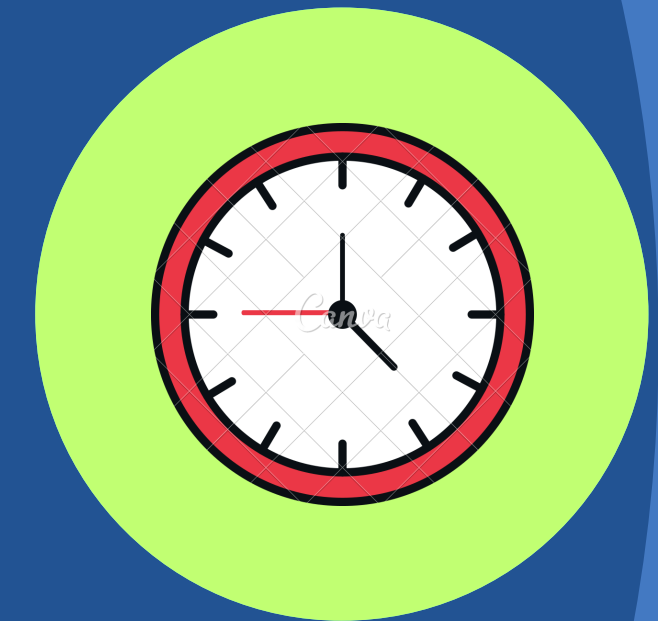
Setakat bulan Julai 2024, sebanyak **356 aduan** buruh telah diterima dan 100% telah berjaya **diselesaikan dalam tempoh 30 hari.**

*As of Julai 2024, approximately **356 cases** of labour complaints have been received and 100% of the cases have been successfully **settled** within a period of 30 days.*



356

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 JULAI 2024

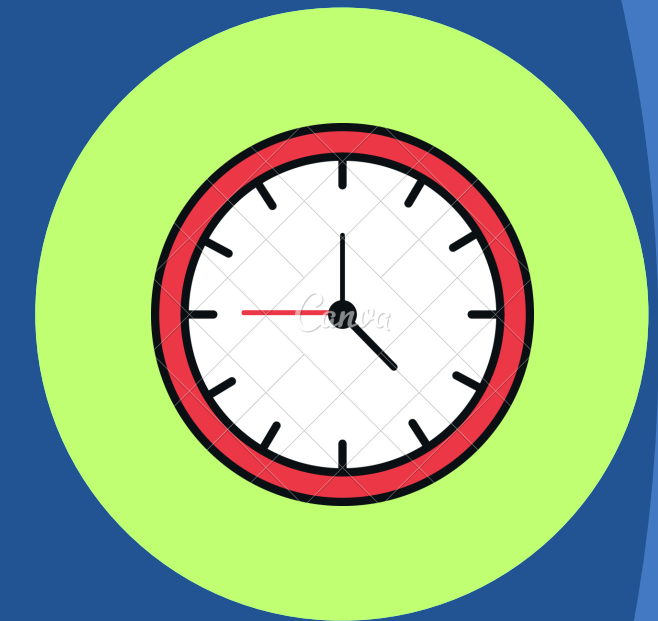
Setakat bulan Julai 2024, sebanyak **904 kes** tuntutan buruh telah diterima dan **98%** telah berjaya **diselesaikan** di Mahkamah Buruh dalam **tempoh 60 hari**.

As of Jun 2024, approximately 904 cases of labour claims have been received and 98% of the cases have been successfully at the labour court settled within a period of 60 days.



904

JUMLAH KES
TUNTUTAN
TOTAL CASES



98%

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 JULAI 2024

Setakat Julai 2024, sebanyak 84% daripada 5,989 lesen penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam tempoh 6 hari.

As of Julai 2024, 84% from 5,989 license to hire non-resident worker have been successfully approved and issued within a period of 6 days.



6 HARI
TEMPOH PENYELESAIAN
SETTLEMENT PERIOD



5,989

JUMLAH LESEN
DIPOHON
TOTAL LICENCE APPLIED



84%

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 JULAI 2024

Setakat Julai 2024, sebanyak **87%** daripada **3,861** lesen penggajian pekerja bukan pemastautin telah berjaya diperbaharui dalam tempoh 8 hari.

As of Julai 2024, 87% from 3,861 license to hire non-resident worker have been successfully renewed within a period of 8 days.

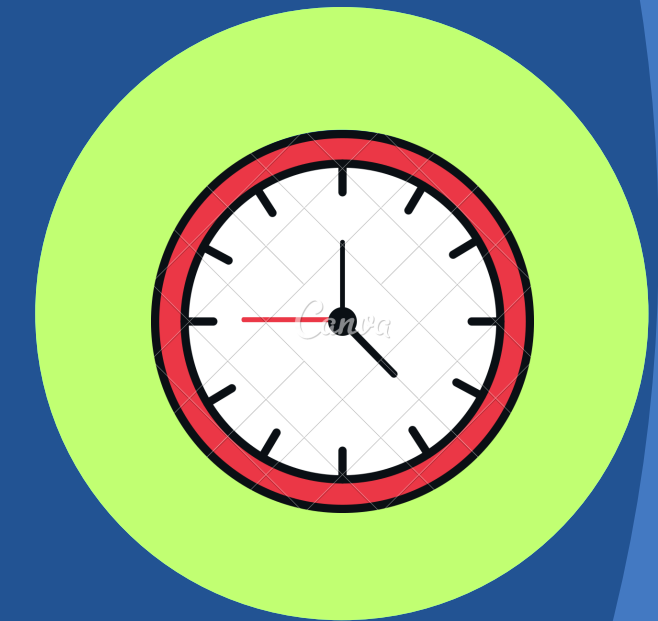


8 HARI
TEMPOH PENYELESAIAN
SETTLEMENT PERIOD



3,861

JUMLAH LESEN
DIPOHON
TOTAL LICENCE APPLIED



87%

SELESAI
SETTLED