



JABATAN TENAGA KERJA SARAWAK
(KEMENTERIAN SUMBER MANUSIA)

LAPORAN PENCAPAIAN JABATAN : PIAGAM PELANGGAN (JANUARI - OGOS 2024)

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



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

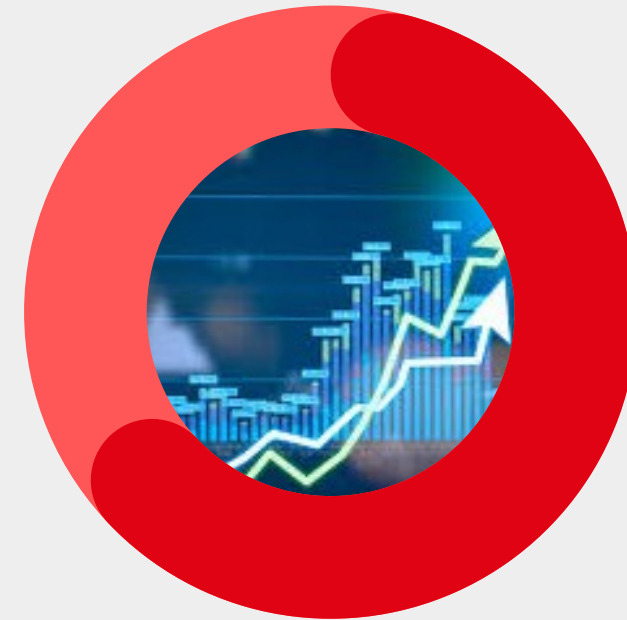
PRESTASI PENCAPAIAN SETAKAT OGOS 2024

Setakat bulan Ogos 2024, sebanyak **405** aduan buruh telah diterima dan 100% telah berjaya **diselesaikan dalam tempoh 30 hari**.

*As of August 2024, approximately **405 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



405

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)*

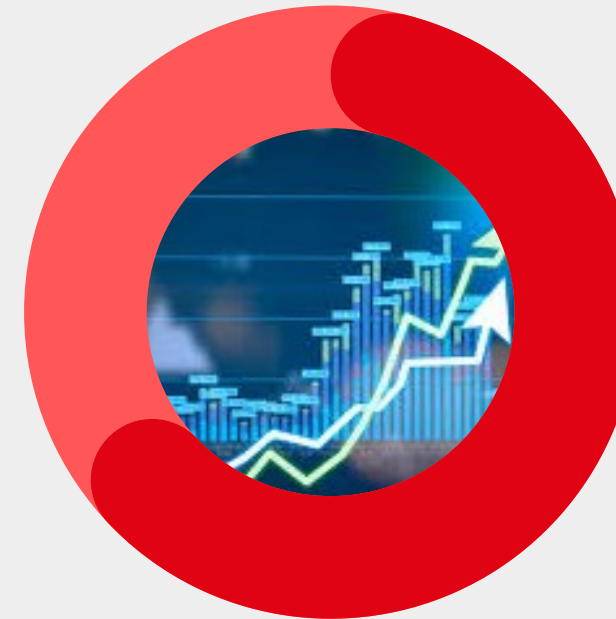
PRESTASI PENCAPAIAN SETAKAT OGOS 2024

Setakat bulan Ogos 2024, sebanyak **1,039 kes** tuntutan buruh telah diterima dan **98%** telah berjaya **diselesaikan** di Mahkamah Buruh dalam tempoh 60 hari.

*As of August 2024, approximately **1,039 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.*

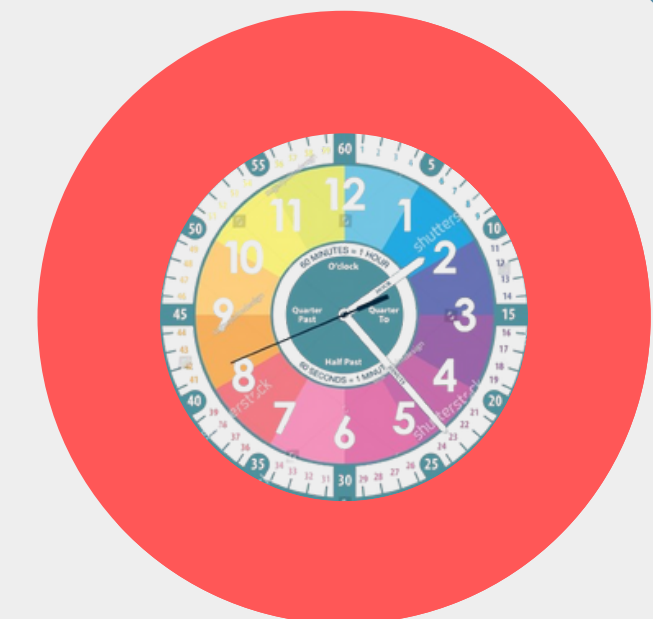


60 HARI
TEMPOH PENYELESAIAN
SETTLEMENT PERIOD



1,039

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*

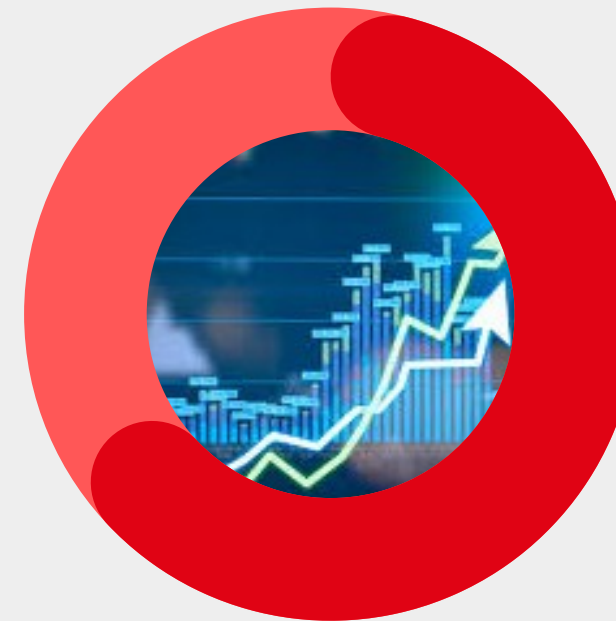
PRESTASI PENCAPAIAN SETAKAT OGOS 2024

Setakat Ogos 2024, sebanyak **85% daripada 6,886** lesen penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam tempoh 6 hari.

*As of August 2024, 85% from 6,886 license to hire non-resident worker have been successfully approved and issued within a **period of 6 days**.*



6 HARI
TEMPOH PENYELESAIAN
SETTLEMENT PERIOD



6,886

JUMLAH LESEN
DIPOHON
TOTAL LICENCE APPLIED



85%

SELESAI
SETTLED

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

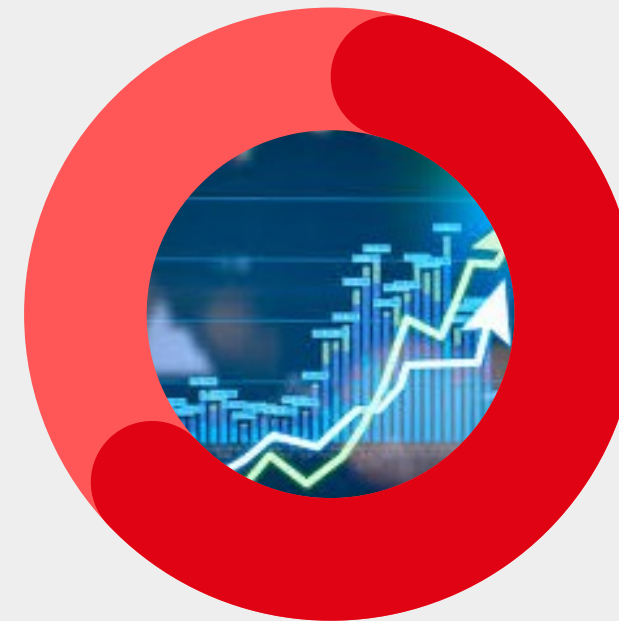
PRESTASI PENCAPAIAN SETAKAT OGOS 2024

Setakat Ogos 2024, sebanyak **89% daripada 4,612** lesen penggajian pekerja bukan pemastautin telah berjaya diperbaharui dalam tempoh 8 hari.

*As of August 2024, **89% from 4,612** license to hire non-resident worker have been successfully renewed within a **period of 8 days**.*



8 HARI
TEMPOH PENYELESAIAN
SETTLEMENT PERIOD



4,612

JUMLAH KES
TUNTUTAN
TOTAL CASES



89%

SELESAI
SETTLED