



JABATAN TENAGA KERJA SARAWAK
(KEMENTERIAN SUMBER MANUSIA)

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

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



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



30 HARI

TEMPOH PENYELESAIAN
SETTLEMENT PERIOD

PRESTASI PENCAPAIAN SETAKAT SEPTEMBER 2024

Setakat bulan September 2024, sebanyak **471** aduan buruh telah diterima dan **100%** telah berjaya diselesaikan dalam tempoh 30 hari.

*As of September 2024, approximately **471** cases of labour complaints have been received and **100%** of the cases have been successfully settled within a period of 30 days.*



471

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 SEPTEMBER 2024

Setakat bulan September 2024, sebanyak **1,144 kes** tuntutan buruh telah diterima dan **97%** telah berjaya diselesaikan di Mahkamah Buruh dalam tempoh 60 hari.

*As of September 2024, approximately **1,144 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.*



1,144

JUMLAH KES
TUNTUTAN
TOTAL CASES



97%

SELESAI
SETTLED

**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 SEPTEMBER
2024**

Setakat September 2024, sebanyak **87% (6,764)** lesen penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam tempoh **6 hari**.

*As of September 2024, **87% (6,764)** license to hire non-resident worker have been successfully approved and issued within a **period of 6 days**.*



6,764

JUMLAH LESEN
DIPOHON
TOTAL LICENCE
APPLIED



87%

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 SEPTEMBER
2024**

Setakat September 2024, sebanyak **90% (4,898)** lesen penggajian pekerja bukan pemastautin telah berjaya diperbaharui dalam **tempoh 8 hari**.

*As of September 2024, **90% (4,898)** license to hire non-resident worker have been successfully renewed within a **period of 8 days**.*



4,898

JUMLAH LESEN
DIPOHON
TOTAL LICENCE
APPLIED



90%

SELESAI
SETTLED