



JABATAN TENAGA KERJA SARAWAK
(KEMENTERIAN SUMBER MANUSIA)



Laporan Pencapaian Jabatan : Piagam Pelanggan (Januari - Oktober 2024)

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



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



30 HARI

TEMPOH PENYELESAIAN
SETTLEMENT PERIOD

PRESTASI PENCAPAIAN SETAKAT OKTOBER 2024

Setakat bulan Oktober 2024, sebanyak **523** aduan buruh telah diterima dan **100%** telah berjaya **diselesaikan** dalam tempoh 30 hari.

As of October 2024, approximately **523 cases** of labour complaints have been received and **100%** of the cases have been successfully **settled within a period of 30 days**.



523

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 OKTOBER 2024

Setakat bulan Oktober 2024, sebanyak **1,309** kes tuntutan buruh telah diterima dan **97%** telah berjaya **diselesaikan** di Mahkamah Buruh dalam tempoh 60 hari.

*As of October 2024, approximately **1,309** 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.*



1,309

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 OKTOBER 2024

Setakat Oktober 2024, sebanyak **88% (8,671)** lesen penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam tempoh 6 hari.

*As of October 2024, **88% (8,671)** license to hire non-resident worker have been successfully approved and issued within a period of 6 days.*



8,671

JUMLAH LESEN
DIPOHON
*TOTAL LICENCE
APPLIED*



88%

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 OKTOBER 2024**

Setakat Oktober 2024, sebanyak **92% (6,256)** lesen pengajian pekerja bukan pemastautin telah berjaya diperbaharui dalam **tempoh 8 hari**.

*As of October 2024, **92% (6,256)** license to hire non-resident worker have been successfully renewed within a **period of 8 days**.*



6,256

JUMLAH LESEN
DIPOHON
TOTAL LICENCE
APPLIED



92%

SELESAI
SETTLED