



JABATAN TENAGA KERJA SARAWAK
(KEMENTERIAN SUMBER MANUSIA)

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



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

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



30 HARI

**TEMPOH PENYELESAIAN
SETTLEMENT PERIOD**

PRESTASI PENCAPAIAN SETAKAT NOVEMBER 2024

Setakat bulan November 2024, sebanyak **568** aduan buruh telah diterima dan **100%** telah berjaya diselesaikan dalam tempoh 30 hari.

*As of November 2024, approximately **568** cases of labour complaints have been received and **100%** of the cases have been successfully settled within a period of 30 days.*



568

**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 NOVEMBER 2024

Setakat bulan November 2024, sebanyak **1,427 kes** tuntutan buruh telah diterima dan **97%** telah berjaya **diselesaikan** di Mahkamah Buruh dalam tempoh 60 hari.

*As of November 2024, approximately **1,427 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.***



1,427

**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 NOVEMBER 2024**

Setakat November 2024, sebanyak 88% (9,457) lesen penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam tempoh 6 hari.

As of November 2024, 88% (9,457) license to hire non-resident worker have been successfully approved and issued within a period of 6 days.



9,457

**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 NOVEMBER 2024**

Setakat November 2024, sebanyak **92% (6,941)** lesen penggajian pekerja bukan pemastautin telah berjaya diperbaharui dalam **tempoh 8 hari**.

*As of November 2024, **92% (6,941)** license to hire non-resident worker have been successfully renewed within a **period of 8 days**.*



6,941

**JUMLAH LESEN
DIPOHON
TOTAL LICENCE
APPLIED**



92%

**SELESAI
SETTLED**