



**JABATAN TENAGA KERJA SARAWAK
(KEMENTERIAN SUMBER MANUSIA)**

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

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



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

**PRESTASI PENCAPAIAN
SETAKAT DISEMBER 2024**

Setakat bulan Disember 2024, sebanyak **597** aduan buruh telah diterima dan **100%** telah berjaya diselesaikan dalam tempoh 30 hari.

*As of Disember 2024, approximately **597** 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***



597

**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 DISEMBER 2024**

Setakat bulan Disember 2024, sebanyak **1,522** kes tuntutan buruh telah diterima dan **97%** telah berjaya **diselesaikan** di Mahkamah Buruh dalam tempoh 60 hari.

*As of Disember 2024, approximately **1,522** 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.*



60 HARI
**TEMPOH PENYELESAIAN
SETTLEMENT PERIOD**



1,522

**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***

**PRESTASI PENCAPAIAN
SETAKAT DISEMBER 2024**

Setakat Disember 2024, sebanyak 87.5% (10,297) lesen penggajian pekerja bukan pemastautin telah berjaya diluluskan dan dikeluarkan dalam tempoh 6 hari.

As of Disember 2024, 87.5% (10,297) license to hire non-resident worker have been successfully approved and issued within a period of 6 days.



6 HARI

**TEMPOH PENYELESAIAN
*SETTLEMENT PERIOD***



10,297

**JUMLAH LESEN
DIPOHON
*TOTAL LICENCE
APPLIED***



87.5%

**SELESAI
*SETTLED***

JABATAN TENAGA KERJA SARAWAK

**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 DISEMBER 2024**

Setakat Disember 2024, sebanyak **92.7% (7,565)** lesen penggajian pekerja bukan pemastautin telah berjaya diperbaharui dalam **tempoh 8 hari**.

*As of Disember 2024, **92.7% (7,565)** license to hire non-resident worker have been successfully renewed within a **period of 8 days**.*



8 HARI

**TEMPOH PENYELESAIAN
SETTLEMENT PERIOD**



7,565

**JUMLAH LESEN
DIPOHON
TOTAL LICENCE
APPLIED**



92.7%

**SELESAI
SETTLED**

JABATAN TENAGA KERJA SARAWAK