



Jabatan Tenaga Kerja Sarawak
(Kementerian Sumber Manusia)

LAPORAN
PENCAPAIAN
JABATAN :
PIAGAM
PELANGGAN
(JANUARI -
OKTOBER 2025)

PIAGAM PELANGGAN
BAGI PENGENDALIAN
ADUAN BURUH

CLIENT'S CHARTER
FOR HANDLING
LABOUR COMPLAINT

99.3%
(596 kes)

30 HARI
TEMPOH
SELESAI



95.4%
(1,150 kes)

30 HARI
TEMPOH
SELESAI



PIAGAM PELANGGAN
BAGI PENGENDALIAN
TUNTUTAN KES BURUH
(MAHKAMAH BURUH)
CLIENT'S CHARTER FOR
HANDLING LABOUR
CLAIM (LABOUR COURT)

98.5%
(8,011 lesen)

6 HARI
TEMPOH
SELESAI



98.8%
(5,765 lesen)

6 HARI
TEMPOH
SELESAI



PIAGAM PELANGGAN BAGI
PENGELUARAN LESEN
PENGGAJIAN PEKERJA
BUKAN PEMASTAUTIN

CLIENT'S CHARTER FOR
ISSUANCE OF LABOUR
LICENCE TO HIRE NON-
RESIDENCE EMPLOYEE

PIAGAM PELANGGAN BAGI
PEMBAHARUAN LESEN
PENGGAJIAN PEKERJA
BUKAN PEMASTAUTIN

CLIENT'S CHARTER FOR
RENEWAL OF LABOUR
LICENCE TO HIRE NON-
RESIDENCE EMPLOYEE

DEPARTMENT'S ACHIEVEMENT REPORT :
CLIENT'S CHARTER (JANUARY - OCTOBER 2025)