



Jabatan Tenaga Kerja Sarawak
(Kementerian Sumber Manusia)

PIAGAM PELANGGAN BAGI PENGENDALIAN ADUAN
BURUH

*CLIENT'S CHARTER FOR HANDLING LABOUR
COMPLAINT*

100%



JUMLAH
KES:
25



30 HARI
TEMPOH
SELESAI

PIAGAM PELANGGAN BAGI PENGENDALIAN
TUNTUTAN KES BURUH (MAHKAMAH BURUH)

*CLIENT'S CHARTER FOR HANDLING LABOUR
CLAIM (LABOUR COURT)*

99%



JUMLAH
KES:
106



90 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*

92%



JUMLAH
LESEN :
522



6 HARI
TEMPOH
SELESAI

PIAGAM PELANGGAN BAGI PEMBAHARUAN LESEN
PENGGAJIAN
PEKERJA BUKAN PEMASTAUTIN

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

90%



JUMLAH
LESEN :
745



6 HARI
TEMPOH
SELESAI

LAPORAN PENCAPAIAN

JABATAN :

PIAGAM PELANGGAN

(JANUARI 2025)

DEPARTMENT'S

ACHIEVEMENT REPORT :

CLIENT'S CHARTER

(JANUARY 2025)



Jabatan Tenaga Kerja Sarawak
(Kementerian Sumber Manusia)

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

30 HARI
TEMPOH
SELESAI
JUMLAH KES: 66 100%

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

98% JUMLAH KES: 201 90 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*

6 HARI
TEMPOH
SELESAI
JUMLAH LESEN: 1140 95.6%

PIAGAM PELANGGAN BAGI PEMBAHARUAN LESEN
PENGGAJIAN PEKERJA BUKAN PEMASTAUTIN
*CLIENT'S CHARTER FOR RENEWAL OF LABOUR LICENCE
TO HIRE NON-RESIDENCE EMPLOYEE*

94.7% JUMLAH LESEN: 1518 6 HARI
TEMPOH
SELESAI

**LAPORAN PENCAPAIAN JABATAN :
PIAGAM PELANGGAN (JANUARI -
FEBRUARI 2025)**

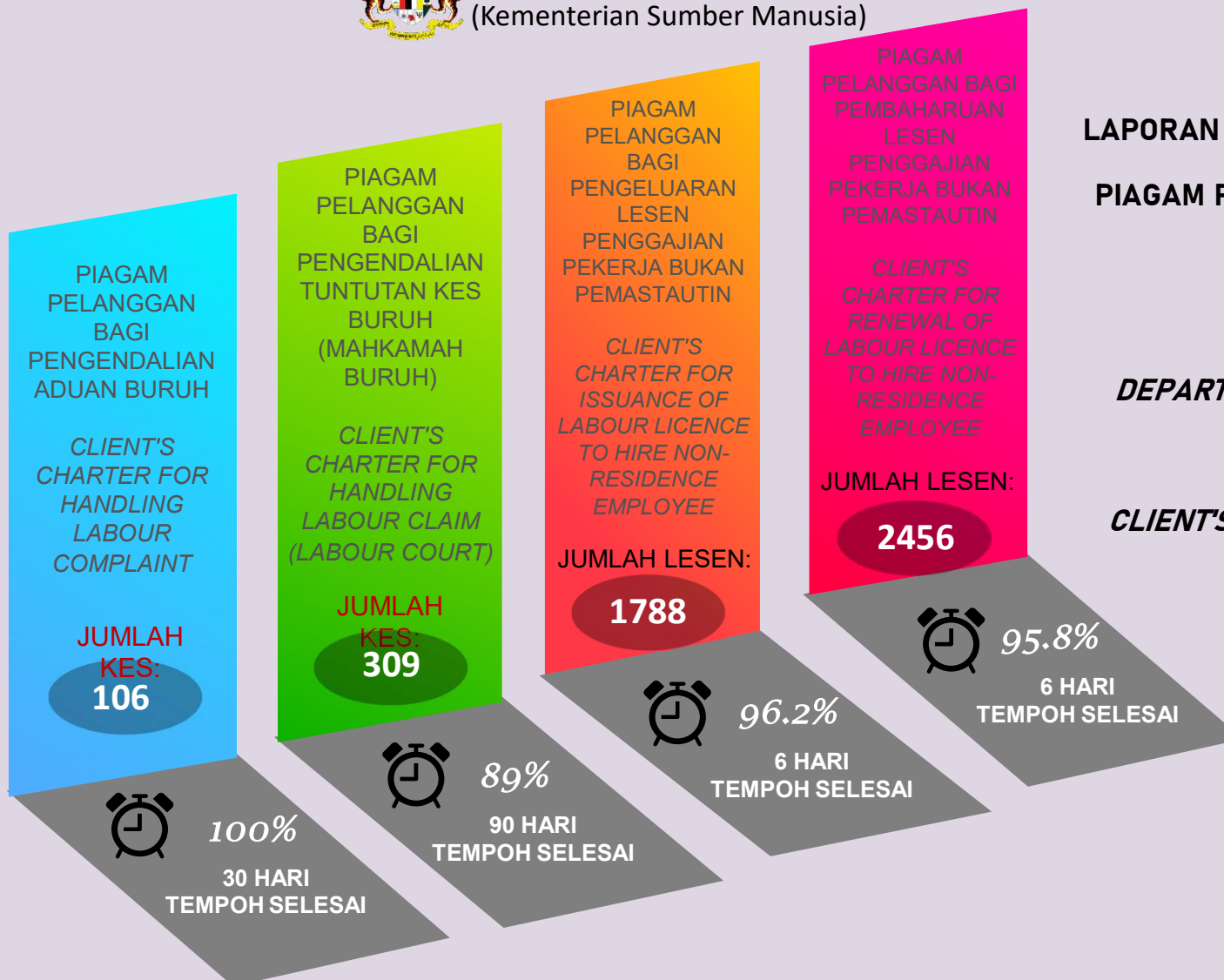
DEPARTMENT'S ACHIEVEMENT

REPORT :

***CLIENT'S CHARTER (JANUARY -
FEBRUARI 2025)***



Jabatan Tenaga Kerja Sarawak
(Kementerian Sumber Manusia)



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

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



Jabatan Tenaga Kerja Sarawak
(Kementerian Sumber Manusia)



**LAPORAN PENCAPAIAN JABATAN :
PIAGAM PELANGGAN (JANUARI -
APRIL 2025)**

DEPARTMENT'S ACHIEVEMENT

REPORT :

**CLIENT'S CHARTER (JANUARY -
APRIL 2025)**



Jabatan Tenaga Kerja Sarawak
(Kementerian Sumber Manusia)

**LAPORAN PENCAPAIAN JABATAN :
PIAGAM PELANGGAN (JANUARI - MEI 2025)**

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

PIAGAM
PELANGGAN BAGI
PENGENDALIAN
ADUAN BURUH

CLIENT'S
CHARTER FOR
HANDLING
LABOUR
COMPLAINT

JUMLAH KES:
244

100%

**30 HARI
TEMPOH SELESAI**



PIAGAM
PELANGGAN BAGI
PENGENDALIAN
TUNTUTAN KES
BURUH
(MAHKAMAH
BURUH)

CLIENT'S CHARTER
FOR HANDLING
LABOUR CLAIM
(LABOUR COURT)

JUMLAH KES:
528

92.3%

**30 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

JUMLAH LESEN:

3,022

97.2%

**6 HARI
TEMPOH SELESAI**



PIAGAM PELANGGAN
BAGI PEMBAHARUAN
LESEN PENGGAJIAN
PEKERJA BUKAN
PEMASTAUTIN

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

JUMLAH LESEN:

4,081

97.1%

**6 HARI
TEMPOH SELESAI**





Jabatan Tenaga Kerja Sarawak
(Kementerian Sumber Manusia)

**LAPORAN PENCAPAIAN JABATAN :
PIAGAM PELANGGAN (JANUARI - JUN 2025)**

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

**PIAGAM PELANGGAN BAGI PENGENDALIAN
ADUAN BURUH**

**CLIENT'S CHARTER FOR HANDLING LABOUR
COMPLAINT**

100%

JUMLAH KES : 348



**PIAGAM PELANGGAN BAGI PENGENDALIAN
TUNTUTAN KES BURUH (MAHKAMAH BURUH)**

**CLIENT'S CHARTER FOR HANDLING LABOUR
CLAIM (LABOUR COURT)**

93%

JUMLAH KES : 596

**PIAGAM PELANGGAN BAGI PENGELUARAN LESEN
PENGGAJIAN PEKERJA BUKAN PEMASTAUTIN**

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

100%



**PIAGAM PELANGGAN BAGI PEMBAHARUAN LESEN
PENGGAJIAN PEKERJA BUKAN PEMASTAUTIN**

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

100%

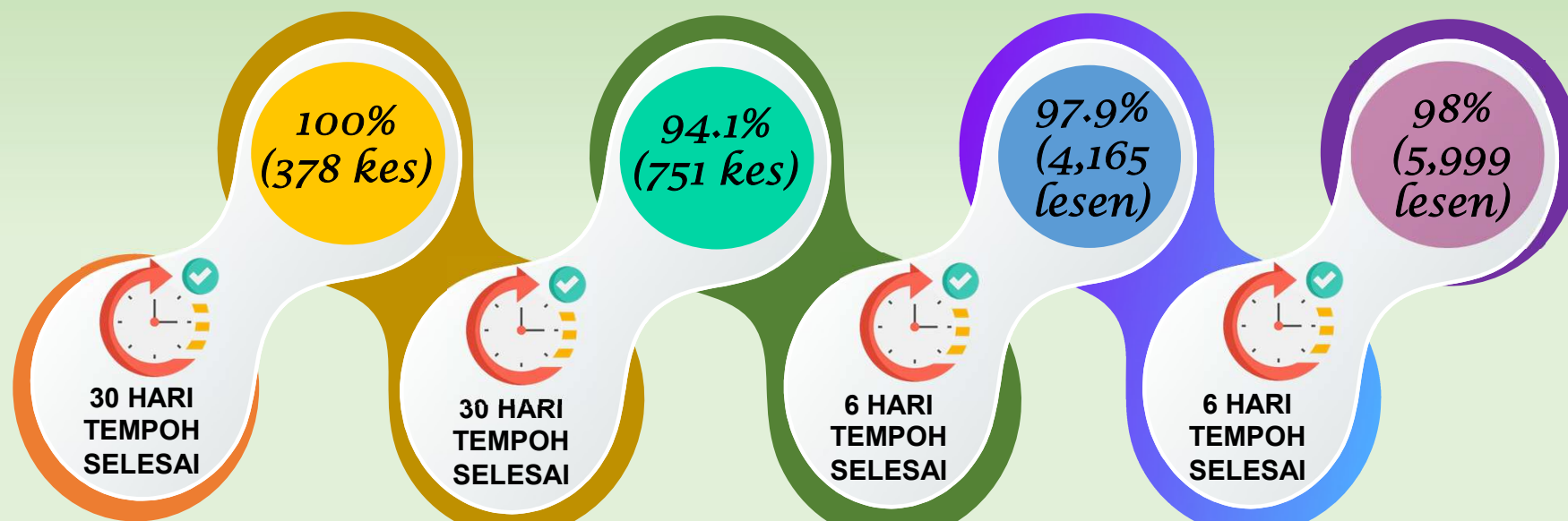
JUMLAH KES : 596



Jabatan Tenaga Kerja Sarawak
(Kementerian Sumber Manusia)

**LAPORAN PENCAPAIAN JABATAN :
PIAGAM PELANGGAN (JANUARI - JULAI 2025)**

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



PIAGAM PELANGGAN
BAGI PENGENDALIAN
ADUAN BURUH

*CLIENT'S CHARTER FOR
HANDLING LABOUR
COMPLAINT*

PIAGAM PELANGGAN BAGI
PENGENDALIAN TUNTUTAN
KES BURUH (MAHKAMAH
BURUH)

*CLIENT'S CHARTER FOR
HANDLING LABOUR CLAIM
(LABOUR COURT)*

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*



Jabatan Tenaga Kerja Sarawak
(Kementerian Sumber Manusia)

**LAPORAN PENCAPAIAN JABATAN :
PIAGAM PELANGGAN (JANUARI - OGOS 2025)**



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



**100%
(470 KES)**

**30 HARI
TEMPOH SELESAI**

PIAGAM PELANGGAN BAGI PENGENDALIAN ADUAN BURUH

CLIENT'S CHARTER FOR HANDLING LABOUR COMPLAINT



**94.7%
(870 KES)**

**30 HARI
TEMPOH SELESAI**

**PIAGAM PELANGGAN BAGI PENGENDALIAN TUNTUTAN
KES BURUH (MAHKAMAH BURUH)**

**CLIENT'S CHARTER FOR HANDLING LABOUR CLAIM
(LABOUR COURT)**



**98.1%
(4,794 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**



**98.3%
(6,819 LESEN)**

**6 HARI
TEMPOH SELESAI**

**PIAGAM PELANGGAN BAGI PEMBAHARUAN LESEN
PENGGAJIAN PEKERJA BUKAN PEMASTAUTIN**

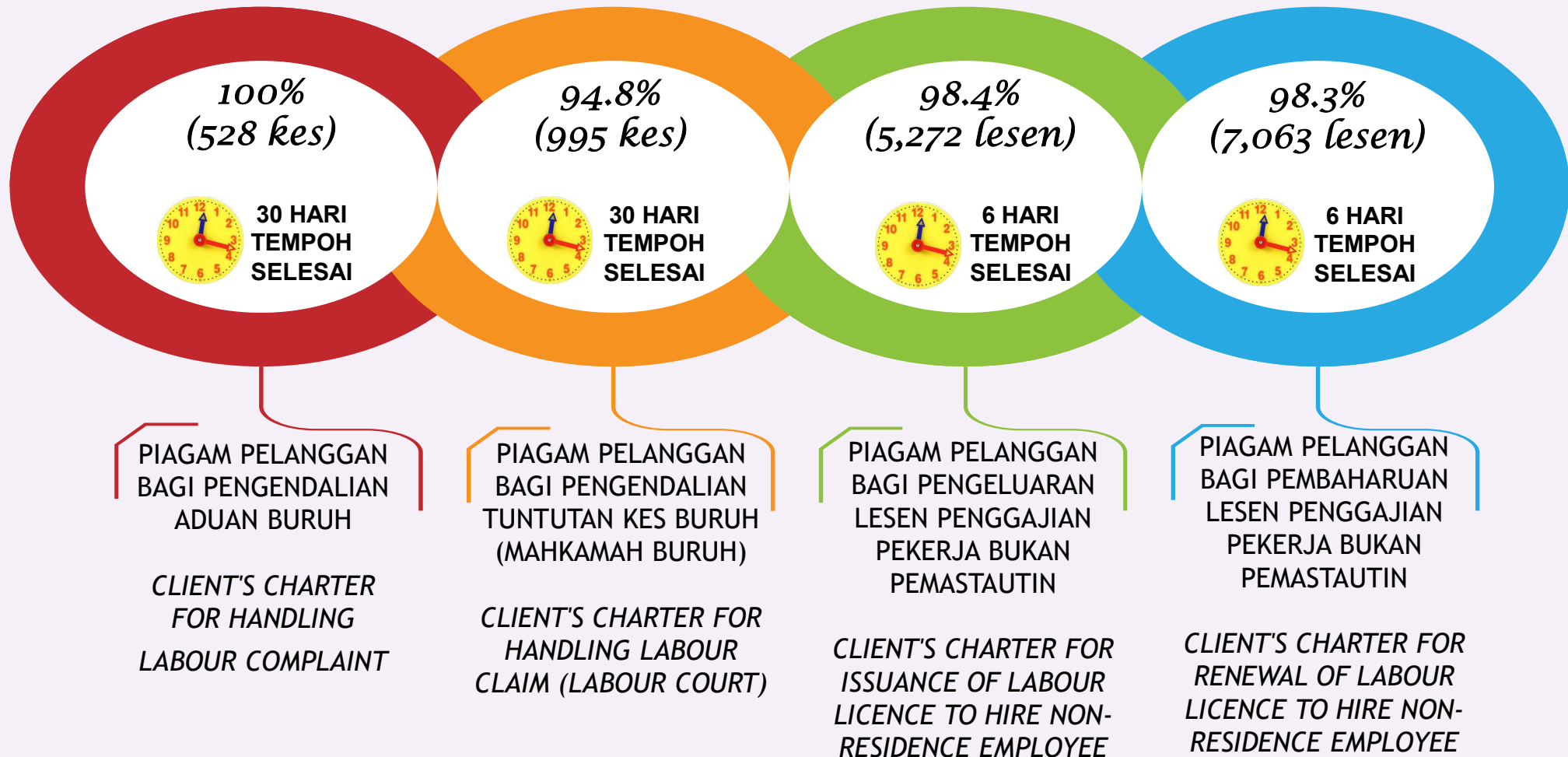
**CLIENT'S CHARTER FOR RENEWAL OF LABOUR LICENCE
TO HIRE NON-RESIDENCE EMPLOYEE**



Jabatan Tenaga Kerja Sarawak
(Kementerian Sumber Manusia)

**LAPORAN PENCAPAIAN JABATAN :
PIAGAM PELANGGAN (JANUARI - SEPTEMBER 2025)**

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





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)

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



98.5%
(8,011 lesen)

6 HARI
TEMPOH
SELESAI

PIAGAM PELANGGAN BAGI
PEMBAHARUAN LESEN
PENGGAJIAN PEKERJA
BUKAN PEMASTAUTIN

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



98.8%
(5,765 lesen)

6 HARI
TEMPOH
SELESAI

PIAGAM PELANGGAN BAGI
PENGELUARAN LESEN
PENGGAJIAN PEKERJA
BUKAN PEMASTAUTIN

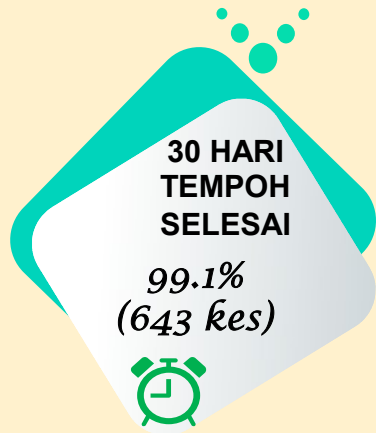
CLIENT'S CHARTER FOR
ISSUANCE OF LABOUR
LICENCE TO HIRE NON-
RESIDENCE EMPLOYEE



Jabatan Tenaga Kerja Sarawak
(Kementerian Sumber Manusia)

**LAPORAN PENCAPAIAN JABATAN :
PIAGAM PELANGGAN
(JANUARI - NOVEMBER 2025)**

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



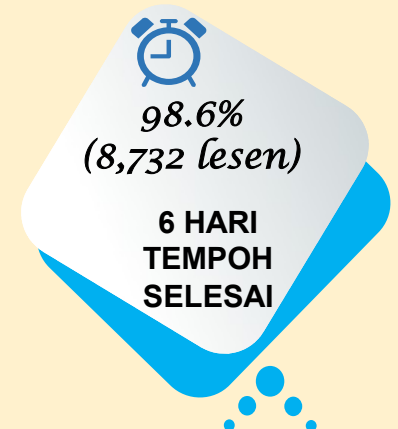
PIAGAM PELANGGAN BAGI PENGELUARAN LESEN
PENGGAJIAN PEKERJA BUKAN PEMASTAUTIN
*CLIENT'S CHARTER FOR ISSUANCE OF LABOUR LICENCE
TO HIRE NON-RESIDENCE EMPLOYEE*



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



PIAGAM PELANGGAN BAGI PEMBAHARUAN LESEN
PENGGAJIAN PEKERJA BUKAN PEMASTAUTIN
*CLIENT'S CHARTER FOR RENEWAL OF LABOUR
LICENCE TO HIRE NON-RESIDENCE EMPLOYEE*



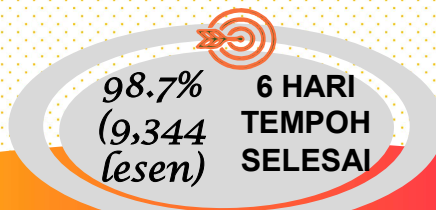
DEPARTMENT'S ACHIEVEMENT REPORT :

***CLIENT'S CHARTER
(JANUARY - NOVEMBER 2025)***



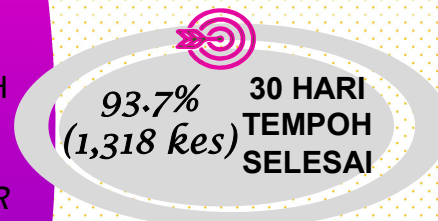
Jabatan Tenaga Kerja Sarawak
(Kementerian Sumber Manusia)

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



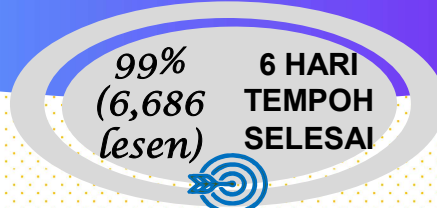
PIAGAM PELANGGAN BAGI PEMBAHARUAN
LESEN PENGGAJIAN PEKERJA BUKAN
PEMASTAUTIN
*CLIENT'S CHARTER FOR RENEWAL OF
LABOUR LICENCE TO HIRE NON-
RESIDENCE EMPLOYEE*

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

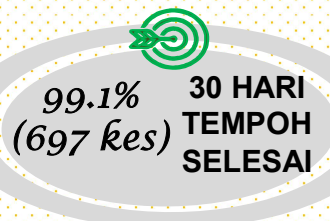


PIAGAM PELANGGAN
BAGI PENGENDALIAN
TUNTUTAN KES BURUH
(MAHKAMAH BURUH)
*CLIENT'S CHARTER FOR
HANDLING LABOUR
CLAIM (LABOUR
COURT)*

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



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