

**PENCAPAIAN PIAGAM PELANGGAM DARI JANUARI – JUN 2017**  
**CLIENT'S CHARTER ACHIEVEMENT FROM JANUARI – JUNE 2017**

<b>Bilangan Number</b>	<b>Permohonan/ Notis Application/ Notice</b>	<b>Piagam Pelanggan Client's Charter</b>	<b>Pencapaian Jabatan Dikira Daripada Dokumen Yang Lengkap Diterima Department Achievements Calculated by Documents Received</b>
1	Memutuskan permohonan pendaftaran Kesatuan Sekerja dalam tempoh tujuh (7) hari bekerja daripada permohonan lengkap. (Borang B) <i>Decided of trade union registration application within seven (7) working days of the complete application (Form B)</i>	7 hari/ days	13 selesai /settled < 7 hari/ days : 13 > 7 hari/ days : 0
2	Memproses Permohonan Pendaftaran Pindaan Peraturan-Peraturan Kesatuan Sekerja 1959 (Borang K) <i>Processing Registration Application of Amendment Regulations 1959 Trade Union (Form K)</i>	24 hari/ days	37 selesai / settled < 24 hari/ days : 37 > 24 hari/ days : 0
3	Memproses Notis Perubahan Nama Kesatuan Sekerja (Borang G) <i>Processing The Notice of Change of Trade Unions Registered Office (Form G)</i>	20 hari/days	8 selesai / settled < 20 hari/ days : 8 > 20 hari/ days : 0
4	Memproses Notis Perubahan Pejabat Berdaftar (Borang J) <i>Processing Change Notice of Change of Registered Office (Form J)</i>	14 hari/ days	18 selesai /settled < 14 hari/ days : 18 > 14 hari/ days : 0
5	Memproses Notis Perubahan Pegawai Kesatuan Sekerja dan Perubahan Pekerja Kesatuan (Borang L&U, L dan L(1)) <i>Processing Change Notice of Trade Unions Officers and Workers' Union (Form L&amp;U, L and L(1))</i>	28 hari/ days	415 selesai /settled < 28 hari/ days : 415 > 28 hari/ days : 0
6	Menyemak Penyata Tahunan Kesatuan Sekerja (Borang N) <i>Review the Annual Statement of Trade Unions (Form N)</i>	21 hari/ days	215 selesai /settled < 21 hari/ days : 215 > 21 hari/ days : 0
7	Memproses Permohonan Pergabungan Dengan Badan Perunding Luar Negara (Borang W) <i>Processing The Intergrating Application With Consultative Form From Abroad (Form W)</i>	14 hari/ days	0 selesai /settled < 14 hari/ days : 0 (tiada penerimaan) (no application)
8	Memproses Penyata Keputusan Undi (Borang U) Mengenai Cadangan Tindakan Perusahaan (Mogok) <i>Processing The Statement of Ballot Result (Form U) on the Propose Of Trade Action Company ( Strikes )</i>	4 hari/ days	0 selesai (settled) < 4 hari/ days : 0 (tiada penerimaan) (no application)

9	Memproses Notis Pembubaran dan Pembatalan Kesatuan Sekerja (Borang I dan E) <i>Processing Notice of Dissolution and Cancellation of Trade Union's (Form I and E)</i>	14 hari/ days	4 selesai (settled) < 14 hari/ days : 4 > 14 hari/ days : 0
10	Menjalankan Pemeriksaan Penguatkuasaan ke Atas Pentadbiran Kesatuan Sekerja Mengikut Perancangan Tahunan <i>Conduct an Enforcement Inspection Of Trade Union Administration According Annual Planning</i>	10 hari/ days	Sasaran/ Target : 1689 Dijalankan/ <i>conducted</i> : 705
11	Menjalankan Pemeriksaan Penguatkuasaan ke Atas Dokumen Kewangan Kesatuan Sekerja Mengikut Perancangan Tahunan <i>Conduct an Enforcement On The Trade Union's Financial Documents According Annual Planning</i>	10 hari/ days	Sasaran / <i>target</i> : 1689 Dijalankan/ <i>conducted</i> : 705
12	Memproses Aduan <i>Processing of Complaint</i>	21 hari/ days	12 selesai/ <i>settled</i> < 21 hari/ days : 12 > 21 hari/ days : 0