

PENCAPAIAN PIAGAM PELANGGAM DARI JANUARI – MAC 2016
CLIENT'S CHARTER ACHIEVEMENT FROM JANUARI – MAC 2016

Bilangan Number	Permohonan/ Notis Application/ Notice	Piagam Pelanggan Client's Charter	Pencapaian Jabatan Dikira Daripada Dokumen Yang Lengkap Diterima Department Achievements Calculated by Documents Received
1	Memproses Permohonan Pendaftaran Baru (Borang B) <i>Processing of Registration Application (Form B)</i>	30 hari/ days	3 selesai / <i>settled</i> < 30 hari/ days : 3
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	14 selesai / <i>settled</i> < 24 hari/ days : 14
3	Memproses Notis Perubahan Nama Kesatuan Sekerja <i>Processing The Notice of Change of Trade Unions Registered Office</i>	20 hari/days	1 selesai / <i>settled</i> < 20 hari/ days : 1
4	Memproses Notis Perubahan Pejabat Berdaftar <i>Processing Change Notice of Change of Registered Office</i>	14 hari/ days	6 selesai / <i>settled</i> < 14 hari/ days : 6
5	Memproses Notis Perubahan Pegawai Kesatuan Sekerja dan Perubahan Pekerja Kesatuan <i>Processing Change Notice of Trade Unions Officers and Workers' Union</i>	28 hari/ days	62 selesai / <i>settled</i> < 28 hari/ days : 62
6	Menyemak Penyata Tahunan Kesatuan Sekerja <i>Review the Annual Statement of Trade Unions</i>	21 hari/ days	82 selesai / <i>settled</i> < 21 hari/ days : 82
7	Memproses Permohonan Pergabungan Dengan Badan Perunding Luar Negara <i>Processing The Intergrating Application With Consultative Form From Abroad</i>	14 hari/ days	0 selesai / <i>settled</i> < 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 <i>Processing Notice of Dissolution and Cancellation of Trade Union's</i>	14 hari/ days	0 selesai (settled) < 14 hari/ days : 0 (tiada penerimaan) (no application)
10	Menjalankan Pemeriksaan Penguatkuasaan ke Atas	10 hari/ days	Sasaran/ Target : 1697

	Pentadbiran Kesatuan Sekerja Mengikut Perancangan Tahunan <i>Conduct an Enforcement Inspection Of Trade Union Administration According Annual Planning</i>		Dijalankan/ <i>conducted</i> : 376
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> : 1697 Dijalankan/ <i>conducted</i> : 376
12	Memproses Aduan <i>Processing of Complaint</i>	21 hari/ days	5 selesai/ <i>settled</i> < 21 hari/ days : 5