

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

<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	15 selesai /settled < 7 hari/ days : 15
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	53 selesai / settled < 24 hari/ days : 53
3	Memproses Notis Perubahan Nama Kesatuan Sekerja <i>Processing The Notice of Change of Trade Unions Registered Office</i>	20 hari/days	5 selesai / settled < 20 hari/ days : 5
4	Memproses Notis Perubahan Pejabat Berdaftar <i>Processing Change Notice of Change of Registered Office</i>	14 hari/ days	21 selesai /settled < 14 hari/ days : 21
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	755 selesai /settled < 28 hari/ days : 755
6	Menyemak Penyata Tahunan Kesatuan Sekerja <i>Review the Annual Statement of Trade Unions</i>	21 hari/ days	697 selesai /settled < 21 hari/ days : 697
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 /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 <i>Processing Notice of Dissolution and Cancellation of Trade</i>	14 hari/ days	2 selesai (settled) < 14 hari/ days : 2

	<i>Union's</i>		
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 : 1697 Dijalankan/ <i>conducted</i> : 1580
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> : 1580
12	Memproses Aduan <i>Processing of Complaint</i>	21 hari/ days	27 selesai/ <i>settled</i> < 21 hari/ days : 27