JKR.PATA.F7 / 2

BORANG ADUAN / PERMINTAAN PELANGGAN

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No. Aduan | : |  | | |
| Nama Pelanggan | : |  | | |
| No. Telefon | : |  | | |
| Jabatan | : |  | | |
| Premis | : |  | | |
| No. DPA | : |  | | |
| Tarikh / Masa | : | Tarikh & masa aduan dibuat | | |
| Skop Perkhidmatan | : |  | Mode Aduan |  |

*Tick pada petak yang berkenaan & jenis kerosakan: contohnya elektrikal*

|  |  |  |  |
| --- | --- | --- | --- |
|  | Keselamatan |  | Telefon |
|  |  |  |  |
|  | Housekeeping |  | Faxsimile |
|  |  |  |  |
|  | Landskap |  | E-Mel |
|  |  |  |  |
|  | Mekanikal |  | Surat |
|  |  |  |  |
|  | Elektrik |  | Lain-lain (Nyatakan : |
|  |  |  |  |
|  | Sivil dan Struktur |  |  |
|  |  |  |  |
|  | Parkir |  |  |
|  |  |  |  |
|  | Lain-lain |  |  |
|  |  |  |  |
|  | (Nyatakan : |  |  |
|  |  |  |  |
|  | Pinjaman Perumahan |  |  |

Keutamaan : *Tick pada tahap kerosakan yang berlaku*

|  |  |
| --- | --- |
|  | Umum |
|  |  |
|  | Segera *(Breakdown*) |
|  |  |
|  | Kecemasan |

CATATAN ADUAN *(Nyatakan dengan jelas kerosakan yang berlaku)*

|  |  |
| --- | --- |
|  | |
|  | |
|  | |
|  | |
|  | |
|  | |
|  | |
|  | |
| Nama Penerima |  |
| Jawatan |  |
| Tarikh / Masa |  |

JKR.PATA.F7 / 4

BORANG ARAHAN SIASATAN & PENYENGGARAAN PEMBAIKAN

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| No Ruj : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Status :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | |  |
|  |
| 1. Maklumat Aduan | | | | | |
| No Aduan : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Nama Pengadu : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Jenis Kerja : Aduan / Penyenggaraan Pembaikan / Penyenggaraan Am / Pencegahan  Kategori Kerja : Umum / Segera / Kecemasan  Lokasi : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Keterangan Kerosakan :   |  | | --- | |  | | | | | | |
| B. Arahan Siasatan | | | | | |
| Diterima Oleh : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Ditugaskan Kepada : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Tarikh : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Masa : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Ulasan Kerosakan :   |  | | --- | |  |   Tandatangan :  Cap Nama & Jawatan | | | | | |
| C. Butiran Alat Ganti (Jika Berkenaan) | | | | | |
|  | | | | |  |
| Jenis Alat Ganti | Keterangan | Harga Alat Ganti/Stok | Kuantiti | Jumlah |  |
|  |  |  |  |  |  |
|  | | | | | |
| D. Tindakan Pembaikan | | | | | |
| Perihal Kerja / Tindakan :  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Tarikh & Masa Mula : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Tarikh & Masa Siap : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Tandatangan :  Cap Nama & Jawatan | | | | | |
| E. Lantikan Kontraktor / Tempoh Tanggungan Kecacatan ( Jika Berkenaan) | | | | | |
| Nama Kontraktor : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Lantikan Mula : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Kos Akhir : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Tarikh Siap Kerja : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Tempoh Tanggungan : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | |
| F. Perakuan Siap Kerja | | | | | |
| Pengesahan oleh Pegawai Penyelia Kontraktor (Jika Berkenaan) Pengesahan oleh Unit Fasiliti & Penyelenggaraan  Tandatangan : Tandatangan :  Cap Nama & Jawatan : Cap Nama & Jawatan :  Tarikh : | | | | | |