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)*

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|  |
| 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 / PencegahanKategori Kerja : Umum / Segera / KecemasanLokasi : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Keterangan Kerosakan :

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|  |

 |
| 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 & PenyelenggaraanTandatangan : Tandatangan :Cap Nama & Jawatan : Cap Nama & Jawatan : Tarikh : |