



**DEPARTMENT OF BUILDING
UNIVERSITI TEKNOLOGI MARA
(PERAK)**

PROGRESS CLAIMS AND SITE VALUATION

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It is recommended that the report of this practical training provided

by

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Entitled

Progress Claims and Site Valuation

Accepted in partial fulfilment of requirement has for obtaining Diploma in Building.

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(PERAK)**

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STUDENT'S DECLARATION

I hereby declare that this report is my own work, except for extract and summaries for which the original references stated herein, prepared during a practical training session that I underwent at Koridor Padu Sdn. Bhd for duration of 14 weeks starting from 3rd September 2018 and ended on 7th December 2018. It is submitted as one of the prerequisite requirements of DBG307 and accepted as a partial fulfillment of the requirements for obtaining the Diploma in Building.

Name : SYAZATUL ALIYA BINTI SHAMSUDIN
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Date : 18th December 2018

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Last but not least, a special thanks to my beloved parents for their sacrifice over the years and during training.

Thank you so much.

ABSTRACT

Claim in construction is the most important issue I each main contractor and consultant to reach successfully the desire result. Therefore, this report will explain process or progress claims that involve in one of the project in Koridor Padu Sdn. Bhd. (KPSB) which is Vega Residential 2 Service Apartment, Cyberjaya. One of the members in contract department abbreviation for also known as Quantity Surveyor (QS) team will representative KPSB to go to the site construction for claims process with the QS consultant including the client or sub-contractor. This process will be remaining once a month. This is because to avoid any mistaken requirement management on claims between main contractor, consultant and sub-contractor. Besides, it also to prevent stained relationship between parties involve, dispute, delay or loss of resources that may affect the project.

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CHAPTER 1.0

PREFACE

1.1 INTRODUCTION

Malaysia can be one of the developed countries and also might be a competitor with other country around the world. This is because of the technology and high-rise building that contain in this country. Not only the existing building but also in the making structure. Unfortunately, Malaysia are leak of experience and technology in construction. So that, Malaysia probably will reach a development country status in two decades.

There are three on going project that this Koridor Padu Sdn Bhd (KPSB) involve in which is which is Pasar Muhibbah, Shah Alam, Intanaria Service Apartment, Bangi dan VR2, Cyberjaya. All these three projects are owned by Perbadanan Kemajuan Negeri Selagor (PKNS). According to the Contract NO. PKNS/SA/KON-1/2017 on PWD Form 203A the government of the Superintended Officer (SO) entitled to deduct any money owing from the Contractor to the Government under this Contract from any sum which may become due or is payable by the government to the contractor under this contract or any other contract to which the government and contractor are parties thereto. The SO in issuing any certificate under clauses 28 and 31 are not affect any other remedy to which the government may be entitled for the recovery of such sum.

Depending on any Prime Cost or P. C. sum provided in the contract, the amount due to any contractor need to be determined by deducting the said Prime Cost or P.C. sum

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Depending on any Prime Cost or P. C. sum provided in the contract, the amount due to any contractor need to be determined by deducting the said Prime Cost or P.C. sum

1.2 OBJECTIVE

- To avoid the conflict between parties
- To classify the issues and difficulties in handling the claim process and proposed solution.

1.3 SCOPE OF STUDY

The scope of study is focused on the process of claims and evaluation in construction company for project Vega Residential 2, Service Apartment, Cyberjaya. In order to achieve the objective, this report is discussing about the introduction of claims in Malaysia's construction and dealing with the parties when it comes to process of claims. There are two type of claims in construction that involve main contractor which is claim that receive from sub-contractor and claims that main contractor is request from the client. The process of claims is focus on the claims from main contractor to client.

and the relevant profit or attendance charges from the Contract Sum and substituting for the same with the actual amount due to relevant Nominated Sub-Contractor or Nominated Supplier as valued in accordance with the relevant Sub-Contractor and the sums due to any Contractor by way of profit or attendance charge at the rates or prices stipulated in the Contract Document.

The Provisional sum may be deducting from the contract value. This is because the value of works which are executed by the contractor in respect of Provisional Sums shall be ascertained in accordance with clause 25 hereof. Any work that need to be executed, or material to be supplied for which Provisional Sums are provided in the Bills of Quantities.

1.4 METHOD OF STUDY

In general, there are several methods of study that have been conducted during the practical training such as discussion, interview and observation on site visit. This method was used to complete this report.

1.4.1 Discussion:

During the few months of practical training, discussion has been conducted by the lecturer supervisor which is En Mohd Fareh Bin Majid on how to improve and the practical report. Thus, having a discussion with contract department team also help in order to refine the practical report.

1.4.2 Interview

This method can provide many accurate information by interviewing the office's staff in the Koridor Padu Sdn Bhd company. Not only the staff at the office but all the staff at the site construction also help to improve the practical project that related to claims in construction. The head of contract department which is Pn, Noorazira Binti Tajuddin, who were gave a lot of information about the study. Through this method, it is a bit of give and helped to gather the information about the research topic.

1.4.3 Site Visit and Observation

Site visit and observation is the effective way to understand more about the construction claim on site. Understanding is an important during the observation on the site construction and wrote out the information based on what the information given.

CHAPTER 2.0

COMPANY BACKGROUND

2.1 Introduction of company background

Koridor Padu Sdn Bhd (KPSB) is a construction company that was established on 12th September 1996. The aim and objective of this company is to make sure that all the construction projects run smoothly. This company was divided into seven departments which are finance, Technical in Mechanical and Electric, contracts, Quality Assurance and Quality Control (QA/QC), management, architect and Occupational Safety and Health Act. There are 30 staff in this company including Ir. Embi as the executive director and Ir. Basarudin as the managing director. Ir. Embi and Ir. Basarudin are responsible to handle KPSB.

KPSB are not only certified as main contractor but also certified as sub-contractor and offer services like restoring infrastructure, building and construction, project management and service, turnkey contractor, property development and software. This company is located at 1, Jalan Tc 2a/1, Taman Cemerlang, 53100, Wilayah Persekutuan Kuala Lumpur near the LRT Melati station. The operation hours for this company are between 9:00am until 17:00pm.

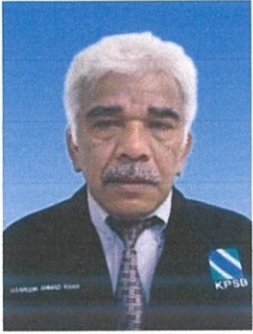
KPSB has been rewarded and certified as the most quality company by Malaysian CIDB company on their recent project on building of mosque which is 'Masjid Raja Fisabilliah Cyberjaya' known as Green Mosque in Selangor. This company receives many compliments based on their achievements.

This company has been cooperated with a few well-known sub-con companies in Kuala Lumpur such as Kiswah Sdn Bhd and Portland Arena and ZRR Cooperation.

2.2 COMPANY PROFILE

Company's Name	: Koridor Padu Sdn Bhd (KPSB)
Registration Number	: 405553-T
DATE OF INCORPORATION	: 12TH SEPTEMBER 1996
Address	: No.1 Jalan TC 2A/1, Taman Cemerlang, Gombak, 53100, Kuala Lumpur.
Telephone Number	:
Fax Number	:
Email	: office@kpsb.my
Website	: www.kpsb.my
Business Type	: Main Contractor Management
Authorized Capital	: RM 6,578,475.00
Paid-up Capital	: RM 6,578,475.00
Director / Managing	: <u>Managing Director</u> Basaruddin Bin Ahmad Khan <u>Executive Director</u> Embi Bin Bahari
Banker	: - UOB Bank - MALAYSIA BUILDING SOCIETY BERHAD - Ambank - Bank Rakyat - Bank Islam
SECRETARY	: FIRST-GROUP MANAGEMENT (M) SDN. BHD.
AUDITOR	: CN & ASSOCIATES

2.2.1 Key Personal



Managing Director

BASARUDIN BIN AHMAD KHAN

A former banker and a holder of B.Sc in Agribusiness from UPM. He worked as a General Manager at Malayan Banking Berhad, one of the biggest banking groups in the country. He has since running Koridor Padu Sdn. Bhd. as a Managing Director from the date of incorporation.



Executive Director

EMBI BIN BAHARI

He is a Civil Engineer with B.Sc in Civil Engineering from University of Strathclyde, Scotland. He has been involved in major in civil engineering projects which include East-West Highway Project in early 80's, a Hospital Teluk Intan, Perak and building of schools and housing projects.

2.2.2 Senior Managers



Bus.Support & Finance (Project)

AZMAN KAMARULZAMAN

Degree in banking



Senior project manager

MUKHTAR IKHSAN

M.sc project management, USM



Senior manager

FAIZAL AHMAD ZAKI

QA/QC

Dip. Civil Engineering, EDI/IBU

2.4 List Of Projects

The figures show that all the project that Koridor Padu Sdn Bhd (KPSB) involve

1. Pasar Muhibbah, Shah Alam.



Figure 2.4.1

Cadangan Membina Dan Menyiapkan Pasar Muhibbah Yang Mengandungi 2 Tingkat Lot Gerai (440 Unit), 1 Tingkat Lot Gerai Makanan (20 Unit), 1 Unit Pencawang Elektrik Dua Ruang, 1 Unit Rumah Sampah, 1 Unit Surau Lelaki Dan Perempuan, 2 Unit Pondok Pengawal Di Jalan Pudina 24/41, Seksyen 24, 40300 Shah Alam.

2. Apartment Intanaria, Bangi



Figure 2.4.2

Cadangan Pembangunan 1 Blok 200 Unit Pangsaouri Kossederhana 17 Tingkat Di Atas Lot ,Pn 22294 (Lot 46622), Jalan 7/1f, Seksyen 7, Bandar Baru Bangi, Daerah Hulu Langat, Selangor Darul Ehsan Untuk Tetuan Perbadanan Kemajuan Negeri Selangor

3. Vega Residential, Cyberjaya



Figure 2.4.3

Cadangan Pembinaan Pangsapuri Servis Mengandungi 1 Blok 26 Tingkat Kediaman Berjumlah 125 Unit Dan 1 Blok 16 Tingkat Kediaman Berjumlah 111 Unit Di Atas Podium, 6 Tingkat Tempat Letak Kereta, Sebuah Rumah Kelab Beserta Kemudahan Awam Di Atas Sebahagian Pt 50793, Seksyen 6, Selangor Science Park 2, Bukit Baja, Mukim Dengkil, Daerah Sepang, Selangor Darul Ehsan.

4. Sales Gallery, Johor Bahru



Figure 2.4.4

Proposed Construction and Completion Of Sales Gallery On Part Of Lot Ptd 148153 Kota Southkey, Mukim Plentong, Daerah Johor Bahru, Johor Darul Takzim For Selia Pantai Sdn. Bhd.

5. Parlimen Malaysia



Figure 2.4.5

Merekabentuk, Membina Dan Menyiapkan Dan Mengujiterima Pengubahsuaian Dan Menaiktaraf Parlimen Malaysia.

6. Balai Polis, Perak



Figure 2.4.6

Cadangan Pembangunan Semula Balai Polis Beruas, 1 Unit Kuarters Kelas E, 25 Unit Kuarters Kelas F, Kemudahan-Kemudahan Lain, Kerja-Kerja Infrastruktur Dan Kerja-

Kerja Mekanikal Dan Elektrikal Di Atas Lot 163 Dan 10388, Pekan Beruas, Mukim Beruas, Daerah Manjung, Perak Darul Ridzuan.

7. Stadium Merdeka



Figure 2.4.7

Tambahan Dan Perubahan Serta Membaikpulih Bangunan Stadium Merdeka (Warisan), 2 Tingkat Sedia Ada Di Atas Lot 744 & 747 Seksyen 56, Kuala Lumpur

8. Kolej Ilmu PNB, Seremban



Figure 2.4.8

Cadangan Pembinaan Kolej Ilmu Pnb (Fasa 2b) Yang Mengandungi Sebuah Blok Pentadbiran 2 Tingkat, Sebuah Surau 1 Tingkat, Sebuah Blok Tutor 2 Tingkat Dan Sebuah Pondok Pengawal, Pencawang Elektrik Dan Pusat Sampah Di Atas Lot Pt

23818 Hs (D) 132020, Mukim Labu, Daerah Seremban, Negeri Sembilan Darul Khusus.

9. Perumahan untuk anggota-anggota tentera, Lembah Klang



Figure 2.4.9

Cadangan Pembangunan Perumahan Untuk Anggota-Anggota Tentera Dan Kakitangan Kerajaan Di Lembah Kelang.

10. SK Taman Permata

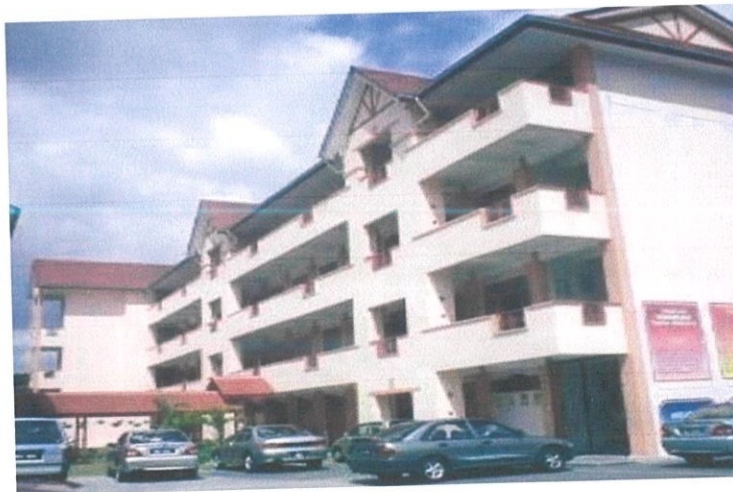


Figure 2.4.10

Tambahan 1 Blok 4 Tingkat Dan Kerja-Kerja Berkaitan Di Sekolah Kebangsaan Taman Permata, Gombak, Selangor Darul Ehsan.

11. Dewan Universiti Pendidikan Sultan Idris



Figure 2.4.11

Tambahan Dan Ubahsuai Bangunan Dewan Universiti Pendidikan Sultan Idris, Tanjung Malim, Perak Darul Ridzuan (Sub-Contractor).

2.4.1 Completed Project

1. Sales Gallery, Johor Bahru



Figure 2.4.1.1

Proposed Construction and Completion Of Sales Gallery On Part Of Lot Ptd 148153 Kota Southkey, Mukim Plentong, Daerah Johor Bahru, Johor Darul Takzim For Selia Pantai Sdn. Bhd.

2. Parlimen Malaysia



Figure 2.4.1.2

Merekabentuk, Membina Dan Menyiapkan Dan Mengujiterima Pengubahsuaian Dan Menaiktaraf Parlimen Malaysia.

3. Balai Polis, Perak



Figure 2.4.1.3

Cadangan Pembangunan Semula Balai Polis Beruas, 1 Unit Kuarters Kelas E, 25 Unit Kuarters Kelas F, Kemudahan-Kemudahan Lain, Kerja-Kerja Infrastruktur Dan Kerja-Kerja Mekanikal Dan Elektrikal Di Atas Lot 163 Dan 10388, Pekan Beruas, Mukim Beruas, Daerah Manjung, Perak Darul Ridzuan.

4. Stadium Merdeka



Figure 2.4.1.4

Tambahan Dan Perubahan Serta Membaikpulih Bangunan Stadium Merdeka (Warisan), 2 Tingkat Sedia Ada Di Atas Lot 744 & 747 Seksyen 56, Kuala Lumpur

5. Kolej Ilmu PNB, Seremban



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6. Perumahan untuk anggota-anggota tentera, Lembah Klang



Figure 2.4.1.6

Cadangan Pembangunan Perumahan Untuk Anggota-Anggota Tentera Dan Kakitangan Kerajaan Di Lembah Kelang.

7. SK Taman Permata



Figure 2.4.1.7

Tambahan 1 Blok 4 Tingkat Dan Kerja-Kerja Berkaitan Di Sekolah Kebangsaan Taman Permata, Gombak, Selangor Darul Ehsan.

8. Raja Haji Fisabilillah Mosque, Cyberjaya



Figure 2.4.1.8

The Proposed Construction And Completion Mosque At Persiaran Semarak Api, Cyberjaya 1, Cyberjaya, Selangor Darul Ehsan.

2.4.2 In Progress Project

1. Pasar Muhibbah, Shah Alam.



Figure 1.4.2.1

Cadangan Membina Dan Menyiapkan Pasar Muhibbah Yang Mengandungi 2 Tingkat Lot Gerai (440 Unit), 1 Tingkat Lot Gerai Makanan (20 Unit), 1 Unit Pencawang Elektrik Dua Ruang, 1 Unit Rumah Sampah, 1 Unit Surau Lelaki Dan Perempuan, 2 Unit Pondok Pengawal Di Jalan Pudina 24/41, Seksyen 24, 40300 Shah Alam.

2. Intanaria Service Apartment, Bangi



Figure 2.4.2.2

Cadangan Pembangunan 1 Blok 200 Unit Pangsaouri Kossederhana 17 Tingkat Di Atas Lot ,Pn 22294 (Lot 46622), Jalan 7/1f, Seksyen 7, Bandar Baru Bangi, Daerah Hulu Langat, Selangor Darul Ehsan Untuk Tetuan Perbadanan Kemajuan Negeri Selangor

3. Vega Residential, Cyberjaya



Figure 2.4.2.2

Cadangan Pembinaan Pangsapuri Servis Mengandungi 1 Blok 26 Tingkat Kediaman Berjumlah 125 Unit Dan 1 Blok 16 Tingkat Kediaman Berjumlah 111 Unit Di Atas Podium, 6 Tingkat Tempat Letak Kereta, Sebuah Rumah Kelab Beserta Kemudahan Awam Di Atas Sebahagian Pt 50793, Seksyen 6, Selangor Science Park 2, Bukit Baja, Mukim Dengkil, Daerah Sepang, Selangor Darul Ehsan.

CHAPTER 3.0

CASE STUDY

3.1 PROJECT BACKGROUD



Figure 3.1.1

Figure 3.1 shows the Vega Residential 2 Service Apartment picture plan in idea to propose Service Apartment contain one block 125 units and 1 blocks 16 floor houses contain 111 units on podium, 6 floor parking lot, 1 club house along public facilities at the Pt 50793, Seksyen 6, Selangor Science Park 2, Bukit Baja, Mukim Dengkil, Daerah Sepang, Selangor Darul Ehsan. This project that belong to Peradanan Kemajuan Negeri Selangor (PKNS) that cost RM 82,486,981.00. This project is located at Cyberjaya residential area. On April 16th 2015, KPSB was agree to receive a tender from PKNS about this project and on May fifth 2015, KPSB was given responsible from PKNS to handle this project. Duration operation that PKNS specified in tender is 21st August 2017 but according to Extension of Time (EOT) that KPSB asked from PKNS, the duration operation for this project are extend to December 18th 2019. The duration was extended because of the problems on site such as

transformation of extra work for RC stump at the high-pressure water tank area, transformation of the drawing detail for structure and delayed in receive construction drawing detail for transfer beam.

This project is involving the substructures works, seven floor podium, two block residential area which is Tower A, 26 floor and Tower B, 17 floor, mechanical and electrical work and infrastructure's work. According to 'Majlis Perbandaran Sepang' (MPS), all employees can only work overtime 5:00pm until 10:00pm only on Monday to Tuesday.

In the beginning of the project, KPSB was cooperated with sub-contractor called KISWAH Sdn Bhd on May fifth 2015 until October tenth 2018 but there is some misunderstanding between both of company which is KPSB and KISWAH Construction Sdn Bhd. After KISWAH Construction Sdn Bhd Company was agree to leave of their works, KPSB started to cooperated with sub-contractor called Portland Arena Sdn Bhd. They were given responsible to supplier the labours that work at the site construction area. Thus, KISWAH Construction Sdn Bhd and Portland Arena Sdn Bhd were given the title to ask for claims from KPSB company. Figure 3.1.2 and figure 3.1.3 shows that the logo of KISWAH Construction Sdn Bhd company ant Portland Arena Sdn Bhd company.



Figure 3.1.2 shows the logo of KISWAH Construction Sdn Bhd



Co. No. 469750-A

Figure 3.1.3 shows the logo of Portland Arena Sdn Bhd

3.2 Introduction Of Evaluation And Progress Claim

Claims is a management issue and the process need efficient and effective management during the entire life cycle of a project. Considerate approach for early settlement on issue between parties is always cheaper and leads to denoting a situation in which each party benefits in some situation or results. The process on claims have to be consistent. Thing could be going great between client, main contractor, consultant and sub-contractor, but once unpaid change order, a late payment, a costly rework or an unanticipated legal claim has the potential to derail on progress on project and leave the main contractor's company grasping. Only good construction dispute is one that is avoided.

Process of claims in construction are frequently made depend on the work done in the site construction. First of all, sub-contractor will submit the bill of quantity (BQ) of material use to the client. The process begins with the site valuation with the QS consultant accompanied by client. Qs consultant need to verify the claims that have been made by QS main contractor. This is because something is objective does not mean it is true. After being verify, the client will go thru the latest BQ and then make a certificate either to proceed, consideration or reject the claim that have been made. Photo 3.2.1 shows KPSB's Quantity Surveyor and PKNS consultant were discussing about the claims.



Photo 3.2.1 shows the discussion between parties

On 30 October 2018, KISWAH are officially cease from the construction project. Meantime, KISWAH Sdn Bhd company was left the workdone progress on such as 75% for slab at the R2 area, 50% for slab at R3 area, 50% for BRC at R3, 50% on concrete, 50%

for plastering brickwork and 30% for ceiling joist. All the percentage are carried forward to the KPSB contract department to verified. Photo 3.9 until photo 3.12 shows that the work done that KISWAH labours works on.photo 3.2.2 shows that KISWAH's Quantity Surveyor were searching for their workdone to claims to KPSB



Photo 3.2.2 shows that KPSB's architect explain to the KISWAH's Quantity Surveyor



Photo 3.2.3 the discussion between parties

There are a team from KPSB that responsible to manage this project. The project is guided by Sir Mukhtar Ikhsan as a Senior Site Supervisor, Sir Asyraf Hasanuddin as a site Mechanical and Electrical site engineer, Miss Nurul Widad as a Site architecture, Sir Faizal Ismail as site Quality Assurance and Quality Control (QA/QC) and others engineers.

Site evaluation process of an assessing the quantum in money value and for the extension of time. As a proof on the claimant, the claimant must show that there is a direct link between parties. When there is any mistake on the percentage in claims, every single parties have their on voice or opinion to speak about the issue. Generally, a claim can only

comprehend the losses actually incurred, possibly with the addition of an agreed or ascertained element for overheads and profit.

There are two different claims for main contractor in construction industry which is claim that will be ask from the client and claims that will be receive from the sub-contractor. Contractors and parties in the construction industry complain either not getting paid or payments have been unduly delayed by the employer. The issues of late and non-payment are paramount to the construction industry as compared to other industries. This is due to the following facts. unlike many other industries, the duration of construction projects are relatively long. Evaluation process is to make sure all the claims that have been asking is similar to the work done on the site construction. Thus, it is to provides a systematic and structured process to evaluate the performance of construction projects.

3.3 Process Claim

3.3.1 Sub-Contractor's claims

The figure 3.2.1 shows the incoming letter from KISWAH company about the rectification claim No.1

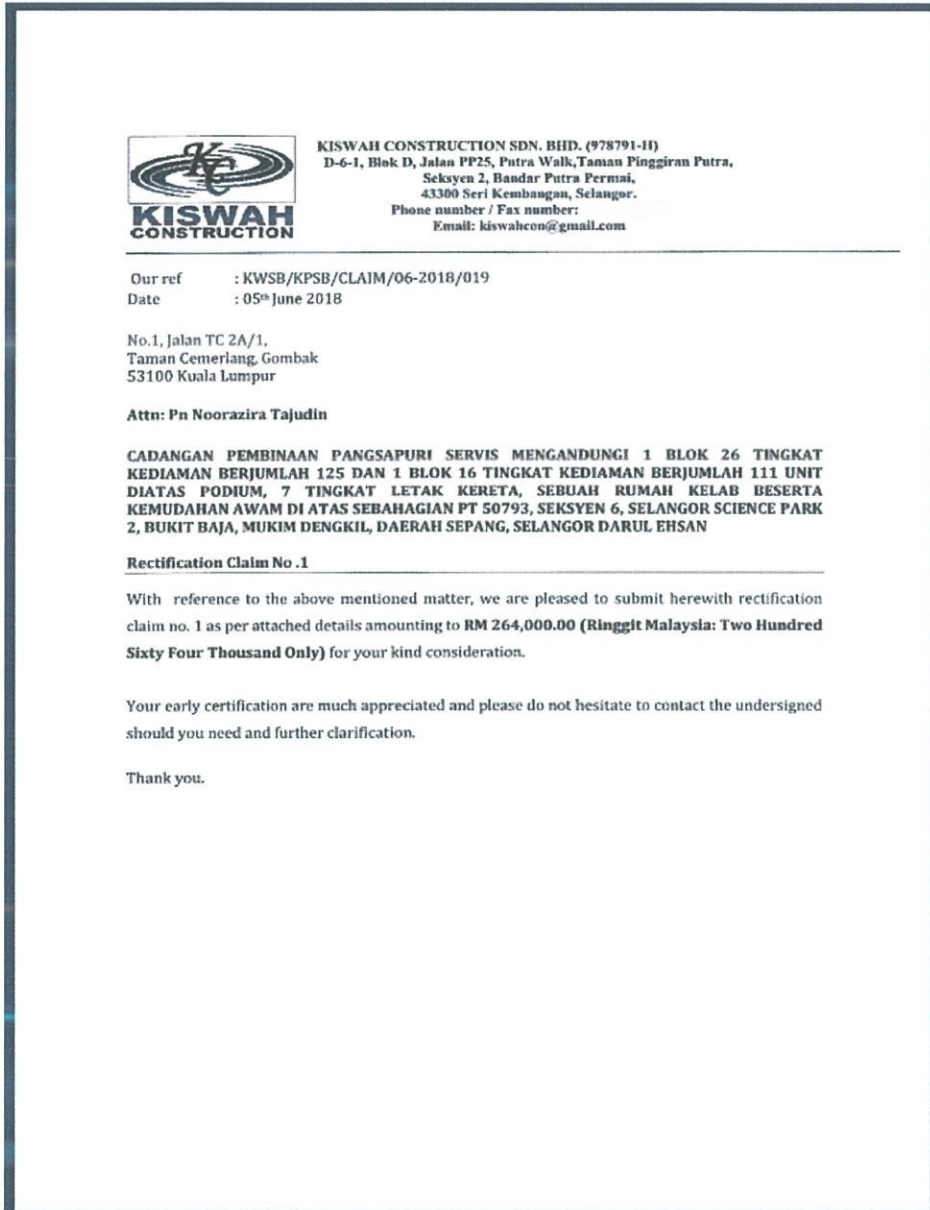


Figure 3.2.1 shows the incoming letter from KISWAH company to KPSB.

3.3.2 KPSB's claim to PKNS

The figure 3.2.2 shows the letter from KPSB to PKNS's consultant on claim No. 34

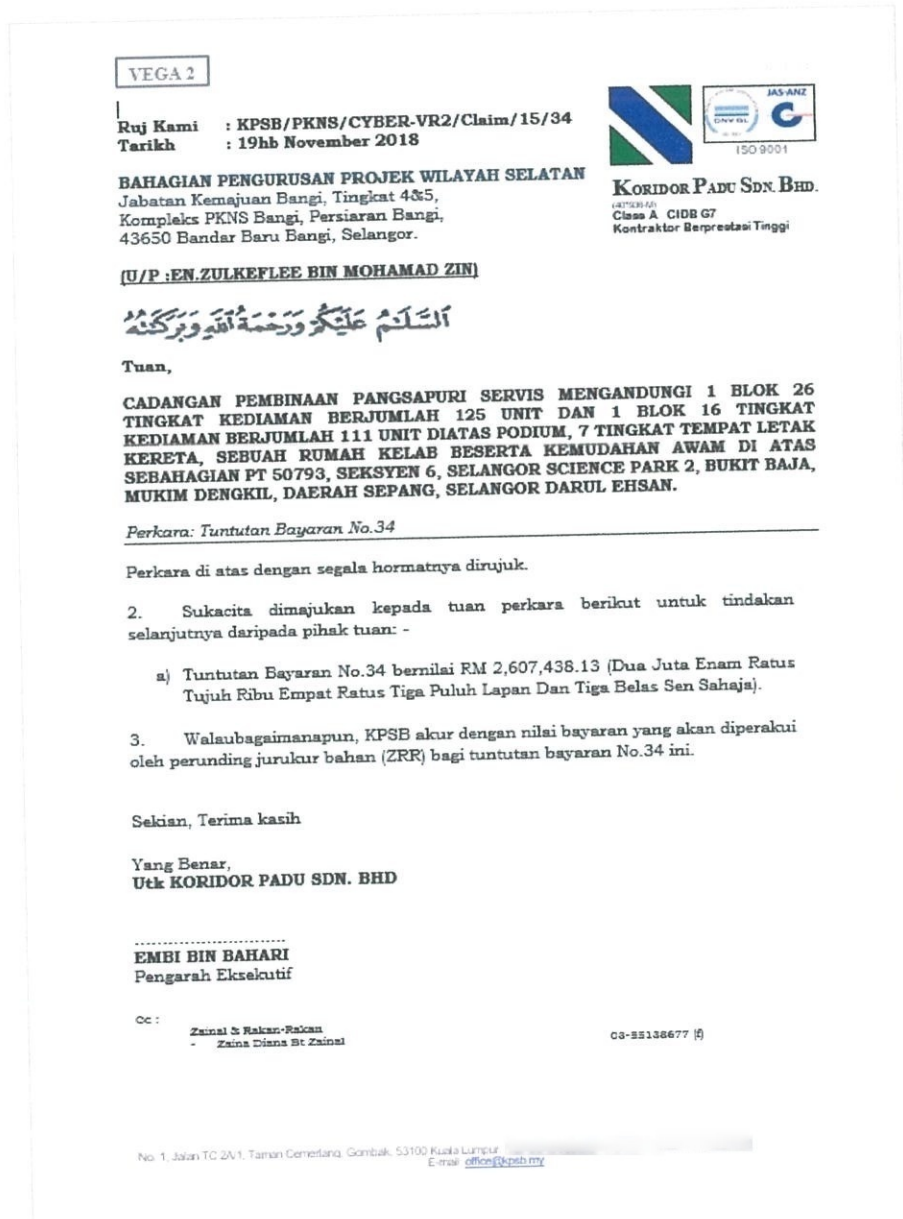


Figure 3.2.2 show the letter from KPSB to PKNS

In this process of claims, there are two circle that involve in claims construction between KPSB, sub-consultant and client which is PKNS. The table below shows that the circle between KPSB, sub-contractor and PKNS

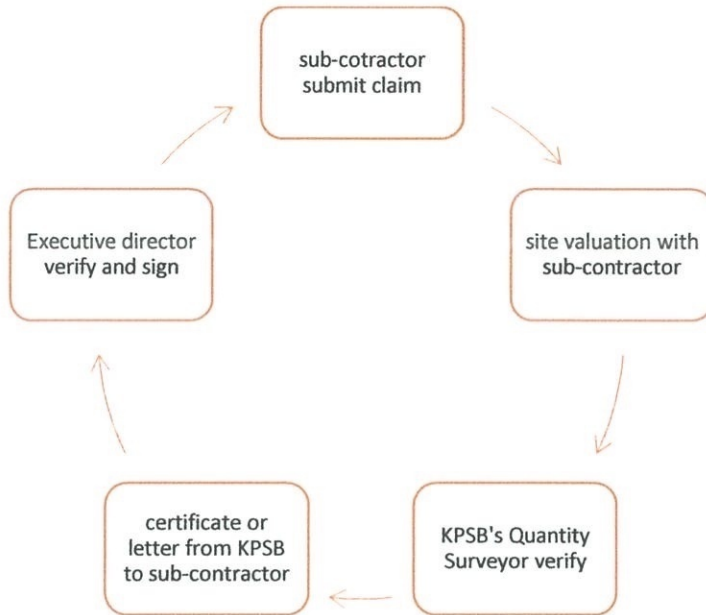


Chart 3.2.3 shows that cycle of claims from sub-contractor to KPSB

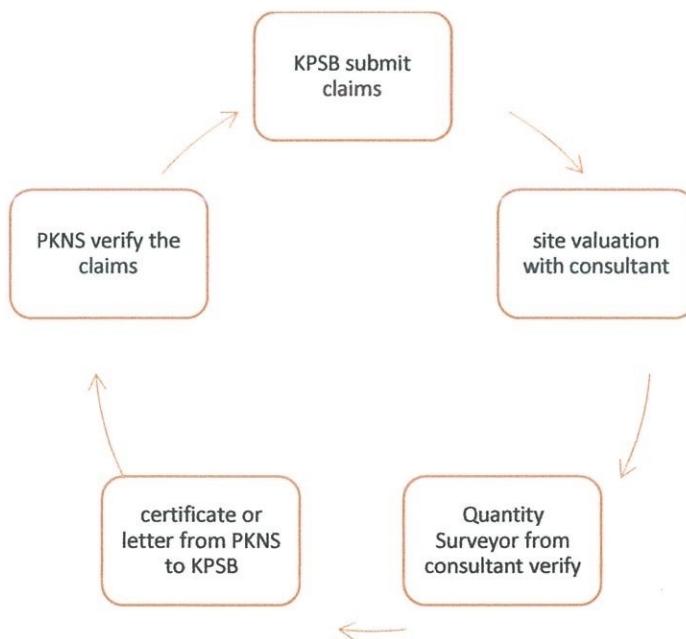


Chart 3.2.4 shows that cycle of claims from KPSB to PKNS

3.4 Problems And Solution

There are problems and solution for overall claims in construction industry

Problems	Solution
Lack of awareness of site supervisor to detect claims	Project Manager need to be monitoring every week at each project
Insufficient time to thoroughly examine claim due to high workload	The contractor need to be aware of the need to check the required files and to estimate their claim's cost by presenting accurate document to the owner
Lack of legal and contract to establish the base onwhich the claims stand	The company must complete the project according to the time set.

Table 3.4 .1 shows the problems and solution of claims

CHAPTER 4.0

CONCLUSION

4.1 Conclusion and Suggestion

In the nutshell, claims and evaluation are important to each parties in construction industry. This is because construction claims have such high impacts on the projects' cost and time that the contractors should establish the effective claim management in their organizations. it is the seeking of consideration or change by one of the parties involved in the construction process.

According to Kongkoon Tochaiwat and Visuth Chovichien Chulalongkorn University research, it was found that the large majority of claims involved some delays and in number of cases delays exceeded the original contract duration by over 100%. As to the project cost, more than half of the claims were the additional costs of at least 30% of the original contract values.

Progress Claim also have several problems throughout the construction progress such as misunderstanding between parties on each claim, the percentage that the main contractor claim to consultant are way to burst from the origin work done on site construction, the amount of claims are too high from client expectation and others problems. In suggestions, Each parties need to communicated and discuss very carefully about the workdone on site construction and the wastage on site to make sure that they make the percentage of claims is similar to progress on site construction.

REFERENCE

1. Tender Document for Project Vega Residential Service Apartment, Cyberjaya
2. Research paper from Kongkoon Tochaiwat and Visuth Chovichien Chulalongkorn University title Contractors' Construction Claims and Claim Management Proces
3. Company's online system which is www.dropbox.com
4. Mitigation plan for Vega Residential Service Apartment, Cyberjaya.

APPENDIX

4.0 Appendix : Photos of Project







