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**BARRIERS TO OBTAIN CERTIFICATE OF
COMPLIANCE AND COMPLETION IN MALAYSIA**

Dissertation submitted in partial fulfilment of the requirement for the award
of Bachelor of Quantity Surveying (Honours)

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ABSTRACT

In Malaysia, the Certificate of Compliance and Completion(CCC) was introduced in April 2007 to verify that a building is safe and fit for occupation. However, many projects were stuck at various approval stages, awaiting clearance letters for CCC, contributing to the failure and prolonged period for a building to obtain CCC. This research aims to determine the factors that complicate the issuance of CCC of building in Malaysia. In order to accomplish the aim of the research, the objectives of this research are to identify factors that impact the issuance of certificates by PSP services, to determine the barriers in complying with CCC in Malaysia from the perspective of the respondents, and to determine the improvement solution of the process to obtain CCC in Malaysia can be improved. The data were collected from 92 respondents from Local Authority Officers and Professional Architect working in the vicinity of Selangor. From the analysed data, the respondents agreed that the factor that impacts the issuance of certificates by PSP services is documentation as reference material for evaluation. The most significant barrier in complying with the CCC is the under-table transaction that can implicates the quality of a building. The recommendation of improvement to reduce delay issuance of CCC is adopting a good working system. From the research, factors that impact the issuance of CCC are not solely relying on one party only. It varies from PSP and local authority. Both PSP and local authority should increase professionalism. A review of the current system (CCC) periodically is recommended. The action is to meet the advancement of the construction industry consistently.

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CHAPTER 1

INTRODUCTION

1.0 BACKGROUND OF STUDY

In Malaysia, a building needs to be certified through a building delivery system set by the government prior to occupying it. The government established this rule to protect the public interest while ensuring compliance with legislation and by-law's safety, health, amenity, and sustainability requirements. A building certification must go through a proper process according to law and regulations, with proper inspection prior to building certification to ensure its safety and fit for its purpose.

According to Understanding The New CCC (2021), any misplaced or incomplete services, with the power under subsection 70 (23) of Act 133, with the power to give written notice to the PSP to correct any non-compliances, the LA also has the power to postpone the issuance of the CCC until the non-compliance is corrected, the LA also has the power to postpone the issuance of the CCC until the non-compliance is corrected. Accidents can occur at any time and place, with no warning. As a result, this set of rules is critical in the building delivery system to certify a building.

Building control is a process in which the buildings are constructed to comply with the provisions of by-law specified. The control of the early stages of a building construction project is expected to avoid damage to buildings, sewers, safety, comfort, and the environment. Building control is also a system to ensure that the design and construction of new buildings and additions of existing building space,