



**DEPARTMENT OF BUILDING SURVEYING
FACULTY OF ARCHITECTURE, PLANNING AND
SURVEYING
UNIVERSITI TEKNOLOGI MARA**

**CERTIFICATE OF COMPLETE AND
COMPLIANCE FOR MATERNITY HOSPITAL
KUALA TERENGGANU**

**NOR SALWANA BINTI BIDIN
2010375835
DIPLOMA IN BUILDING SURVEYING**

**PRACTICAL TRAINING REPORT
JUNE 2013 – OCTOBER 2013**



Abstract

This report is about the Certificate of Complete and Compliance (CCC) for new Maternity Hospital Kuala Terengganu. In this report, I write more about the issuance Certificate of Complete and Compliance (CCC) for the building.

This report contains the chronology proses from the applicant submit the application for the building plan approval until the complete construction of the building. Before the building get the Certificate of Complete and Compliance (CCC), Council must do the last building inspection to check out if there any mistake occurs.

During the inspection for Certificate of Complete and Compliance (CCC), there are one mistake occur, which is condition at the site is not same with the building plan. So in this report, I write about the problem occur, how to solve it and what is the recommendation for that problem.



Acknowledgement

Alhamdulillah, praise to the most merciful of all the being, Allah S.W.T for giving me sanity, tolerance and patience in this period of time to settle down the report. The preparation of the report is to complete one of the requirement need in practical training session.

For complete my practical training, I have choose Kuala Terengganu City Council or Majlis Bandaraya Kuala Terengganu as my practical training place. I have started my practical training on 10th June 2013 until 30th September 2013.

Here, I want to convey my thanks to my Director of Human Resources Department at Kuala Terengganu City Council (MBKT), Tn. Hj. Jahani for all his kind acts and his willingness to take me practical here. Besides that, I want to thank to my supervisor at Building Control Department, Mr. Muhammad Shawal Sufiyan bin Mat Amin for his helps in sharing information when being asked about the project that I have chosen. Thank you also to all the staff in Building Control Department who kindly welcoming me in here and help me when needed.

Thank you also to my family who always there for me, for giving me support and bless. Not forgetting to my friends, thank you for the information that they willingly share with me on how to complete this practical training report.

Lastly, I would like to thank my supervisor, Mrs. Siti Zubaidah binti Hashim, who help give all information I needed along this practical training.

Thank you.



Table of Content

No.	Title	Page
1.	Abstract Acknowledgment Table of Content List of Photo List of Figure List of Table	i ii iii – iv v vi vi
2.	Chapter 1 : Introduction 1.1 Background of Kuala Terengganu City Council 1.1.1 Mission 1.1.2 Vision 1.1.3 Objective 1.1.4 Client’s Charter 1.1.5 Logo 1.2 Background of Building Control Department 1.2.1 Motto 1.2.2 Objective 1.2.3 Client’s Charter 1.3 Location Plan 1.4 Organization Chart of Kuala Terengganu City Council 1.5 Organization Chart of Building Control Department 1.6 Division in Building Control Department 1.7 Summary	1 – 2 3 3 3 4 - 5 6 - 7 8 9 9 9 10 11 12 13 14
3.	Chapter 2 : Literature Review 2.1 Certificate of Complete and Compliance 2.1.1 Background 2.1.2 Terminologies 2.1.3 The Professionals Responsible For CCC 2.1.4 Approval of Building Plan and Planning Permission 2.1.5 Technical and Non-technical Conditions 2.2 Stage Certification Process 2.2.1 Forms Used 2.2.2 Roles and Responsibilities of LA and PSP 2.2.3 CCC Issuing Process 2.3 Change in Acts 2.4 Process Issuing CCC in Kuala Terengganu City Council 2.5 Summary	15 16 – 17 18 18 19 20– 21 22 23 24 25 26 – 28 29



4.	Chapter 3 : Case Study	
	3.0 Introduction to Case Study	30
	3.1 Building Background	31
	3.2 Location Plan	32
	3.3 Flowchart of Issuing of Certificate of Complete and Compliance	33
	3.4 Chronology of Case Study	34– 36
	3.5 Building Plan	37 - 39
	3.6 Construction Process	40
	3.7 Site Visit	41
	3.8 Acts Used	42
	3.9 Summary	43
5	Chapter 4 : Problems and Recommendation	
	4.0 Introduction	44
	4.1 Problems	45-47
	4.2 Recommendation	48
	4.3 Summary	49
6	Chapter 5 : Conclusion	
	Conclusion	50 - 51
7	Reference	52



List of Photo

No.	Photo	Page
	Chapter 1: Introduction	
1.	Photo 1.1 <i>Administrative Area of Kuala Terengganu City Council</i>	2
2.	Photo 1.1.1 <i>Logo of Kuala Terengganu City Council</i>	6
3.	Photo 1.1.2 <i>State Government Emblem</i>	6
4.	Photo 1.1.3 <i>Yellow Bell Flower</i>	7
5.	Photo 1.1.4 <i>Heron's Head</i>	7
6.	Photo 1.2 <i>Maps of Kuala Terengganu</i>	10
7.	Photo 1.3 <i>Map of Location Plan</i>	10
	Chapter 3 : Case Study	
8.	Photo 3.1 <i>Location of Maternity Hospital</i>	32
9	Photo 3.2 <i>Site Plan</i>	37
10.	Photo 3.3 <i>Floor Plan</i>	37
11.	Photo 3.4 <i>Roof Plan</i>	37
12.	Photo 3.5 <i>Front Elevation</i>	38
13.	Photo 3.6 <i>Rear Elevation</i>	38
14.	Photo 3.7 <i>Right Elevation</i>	38
15.	Photo 3.8 <i>Right Elevation (Car Parking Block)</i>	39
16.	Photo 3.9 <i>Left Elevation</i>	39
17.	Photo 3.10 <i>Left Elevation (Hospital Block)</i>	39
18.	Photo 3.11 <i>Construction Process From One Stage To Next Stage</i>	40
19.	Photo 3.12 <i>Officer in Charge Discuss With Engineer</i>	41
20.	Photo 3.13 <i>Workers Do Electrical Works</i>	41
21.	Photo 3.14 <i>Visit Each Level of Building</i>	41
22.	Photo 3.15 <i>View From Parking Block</i>	41
	Chapter 4 : Problem and Recommendation	
23.	Photo 4.1 <i>Old Site Plan With Two Entrance Ways</i>	47
24.	Photo 4.2 <i>New Site Plan With One Entrance Only</i>	47



List of Figure

No.	Figure	Page
	Chapter 1: Introduction	
1.	Figure 1.1 <i>Chronology of Kuala Terengganu Establishment</i>	2
2.	Figure 1.2 <i>Organization Chart of Kuala Terengganu City Council</i>	11
3.	Figure 1.3 <i>Organization Chart of Building Control Department</i>	12
4.	Figure 1.4 <i>Division Work in Building Control Department</i>	13
	Chapter 2 : Literature Review	
5.	Figure 2.1 <i>Terminologies in Certificate of Complete and Compliance</i>	17
6.	Figure 2.2 <i>Process of Issuance Certificate of Complete and Compliance</i>	26
	Chapter 3: Case Study	
7.	Figure 3.1 <i>Flowchart of Issuance Certificate of Complete and Compliance</i>	33

List of Table

No.	Table	Page
	Chapter 2: Literature Review	
1.	Table 2.1 <i>Roles and Responsibilities of the Local Authorities and Principal Submitting Person</i>	23



CHAPTER 1

INTRODUCTION



1.1 Background of Kuala Terengganu City Council

The basic of Kuala Terengganu Town administration starts with the formation of local authority administration system which was known as Kuala Terengganu Town Board. The administration of Kuala Terengganu Town was then placed under Kuala Terengganu Municipal Council in 1979. Kuala Terengganu Municipal Council has played an important role in the effort of developing Kuala Terengganu surroundings by providing modern infrastructure and effective service to ensure the comfort and peace of the residents.

From a main trading center in the past, Kuala Terengganu has experienced rapid growth which is very distinctive and competitive with other main towns at the moment. The development of Kuala Terengganu is different from other towns as the modernization still maintains the heritage characteristics and Islamic architecture.

The recognition that brings a deep meaningful will leads to further development for the prosperity of the entire residents. The beautiful and unique panorama has change the view of Kuala Terengganu which had never been dreamed of by the previous generation.

As of today, 1st January 2008, Kuala Terengganu has been given the recognition as Kuala Terengganu City Council, the Waterfront Heritage City.



Photo 1.1 Administrative Area of Kuala Terengganu City Council



Figure 1.1 Chronology of Kuala Terengganu City Council Establishment



1.1.1 Mission

To Implement Governance and Human Capital Development As Well As First Class Infrastructure For The Establishment Of A Peaceful and Prosperous Heritage City.

1.1.2 Vision

To Establish Kuala Terengganu As A Developed and Sustainable Heritage City By The Year 2018.

1.1.3 Objective

- Improving the management excellence of Kuala Terengganu City Council.
- Enhancing development in a structured and systematic method.
- Beautifying and brightening up the city environment.
- Improving infrastructure to increase Bumiputera participation in trade and commerce.
- Increasing the knowledge infrastructure.



1.1.4 Client's Charter

- Process applications for non-project building plan approval within 21 working days.
- Process applications for instant plan approvals (single residential buildings) within one (1) working day.
- Provide reviews for the issuance of Certificates of Compliance and Completion within 14 working days.
- Resolve payment for services / supplies within 14 working days. Issuance of assessment tax bills twice a year; before 31 January for the first half of the year and before 31 July for the second half of the year.
- Deliberate all tax assessment objections and appeals for consideration within 90 days.
- Resolve applications for transfer / tarekah will be settled within 30 days from the date a complete application is received.
- Process planning authorisation applications within 60 days.
- Review all applications for conversion of land under government land application will be reviewed within 15 working days.
- Resolve advisory services by planners will be resolved within 24 working days.
- Process plan review of earthworks application will be processed within 15 working days.
- Process licence applications will be processed in not more than 20 working days for high-risk licenses and 7 working days for no-risk license.



- Process approval period for applications of landscape plan is within 10 working days, while response / action on complaints regarding landscaping will be implemented within 14 working days.
- Review of comments for all street / drainage development plan will be reviewed for comments within 10 days.
- Attend for action any complaints and reports of minor / street / drain damages will be attended for action within 3 days.
- Implement solid waste management efficiently and its collection and cleaning is carried out every day as per schedule in the city centre, public places and business centres, and every 2 days in housing estates and other areas.
- Resolve hygiene complaints within 3 hours.



1.1.5 Logo of Kuala Terengganu City Council



Photo 1.1.1 *Logo of Kuala Terengganu City Council*

The design of MBKT (Kuala Terengganu City Council) flag is based on dynamic, heritage characteristics concept especially the heron's head, and have the corporate image.

The strong image symbolizes Kuala Terengganu City Council as a local authority to provide peaceful and comfort to it's residents and tourists.

The entire flag has showed the excellent development of Kuala Terengganu City and the globalization era especially involving tourism development for the importance of local heritage. The blue colour symbolizes that MBKT maintains and keeps the natural beauty especially the islands and waterfronts to make Kuala Terengganu a progressive and peaceful Waterfront Heritage City.



Photo 1.1.2 *State Government Emblem*

Kuala Terengganu City Council as an organization which always uphold the policy and aspiration of the state administration.



Photo 1.1.3 *Yellow Bell Flower*

The yellow bell flower symbolizes the identity of Kuala Terengganu.



Photo 1.1.4 *Heron's head*

It is symbolical to Kuala Terengganu as a city which maintains its heritage. The heron's head is the design of Kuala Terengganu's traditional boat. It symbolizes the existence of Kuala Terengganu which was based on water activities (port and fishery) and finally developed into a city as we see today. It also symbolizes the location of Kuala Terengganu which is geographically situated at the Terengganu river estuary and along the South China Sea.



1.2 Background of Building Control Department

Building Control Department is an important department at Kuala Terengganu City Council. The main function of this department is to control the development around the Council administrative area which has an area 60, 528.6 hectares.

Before 1st January 2008, Building Control Department have been known as Building Department but changed because of the new restructuring of the Council in accordance with the declaration of Kuala Terengganu City Council or ‘Majlis Bandaraya Kuala Terengganu’. The early history of the role of building control has long been established by the authorities since the Kuala Terengganu City Council known as Kuala Terengganu Town Council or ‘Majlis Perbandaran Kuala Terengganu’.

This department also known as :-

- i. The Building Division of Kuala Terengganu Town Council at the time also handles the Engineering Unit and Planning Unit which activities are the building plan approval, permit approvals, the approval of rupture lots, land conversion, grafting lots, land application review and infrastructure development. This section was then headed by an Assistant Civil Engineering.
- ii. Then around 1970’s, also known as Building Division during establishment of the Cabinet of Kuala Terengganu Town Council or ‘Jemaah Bandaran Kuala Terengganu’ which also conducted the same activities.



- iii. Through the establishment of the Kuala Terengganu Town Council on 18th January 1979, the Building Department was established and at the time Building Control is together with other departments through a new restructuring Council.
- iv. The Building Department is headed by a Director of Civil Engineers Grade J41.
- v. On January 1, 2008 the Department known as the Building Control Department in accordance with the upgrading of the Kuala Terengganu Town Council to Kuala Terengganu City Council. New warrant for the Director of Building Control is Architect Grade J48.

1.2.1 Building Control Department Motto

“Khidmat Berkualiti Kecemerlangan Terbukti”

1.2.2 Building Control Department Objective

Control development with more systematic and smoothly, prevent unauthorized construction and make sure site condition always clean and controlled.



1.2.3 Building Control Department Client's Charter

- Review each applications within 10 working days
- Process non-project building plan applications within 21 working days.
- Issue Certificate of Fitness for Occupation (CFO) within 14 working days.
- Process all objections and appeals within 90 working days.



1.3 Location Plan



Photo 1.2 Maps of Kuala Terengganu

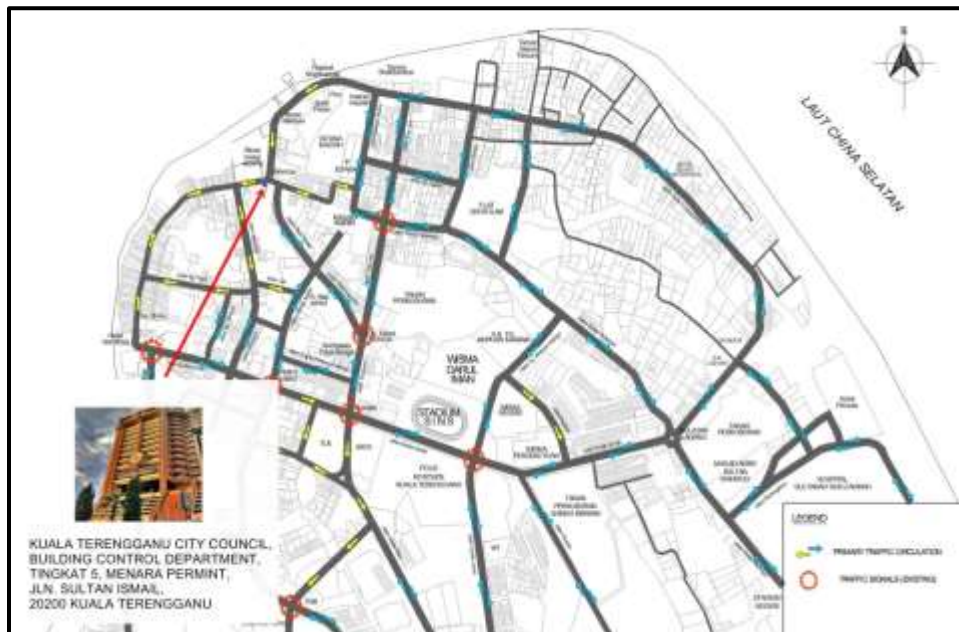


Photo 1.3 Map of Location Plan



1.4 Organization Chart of Kuala Terengganu City Council

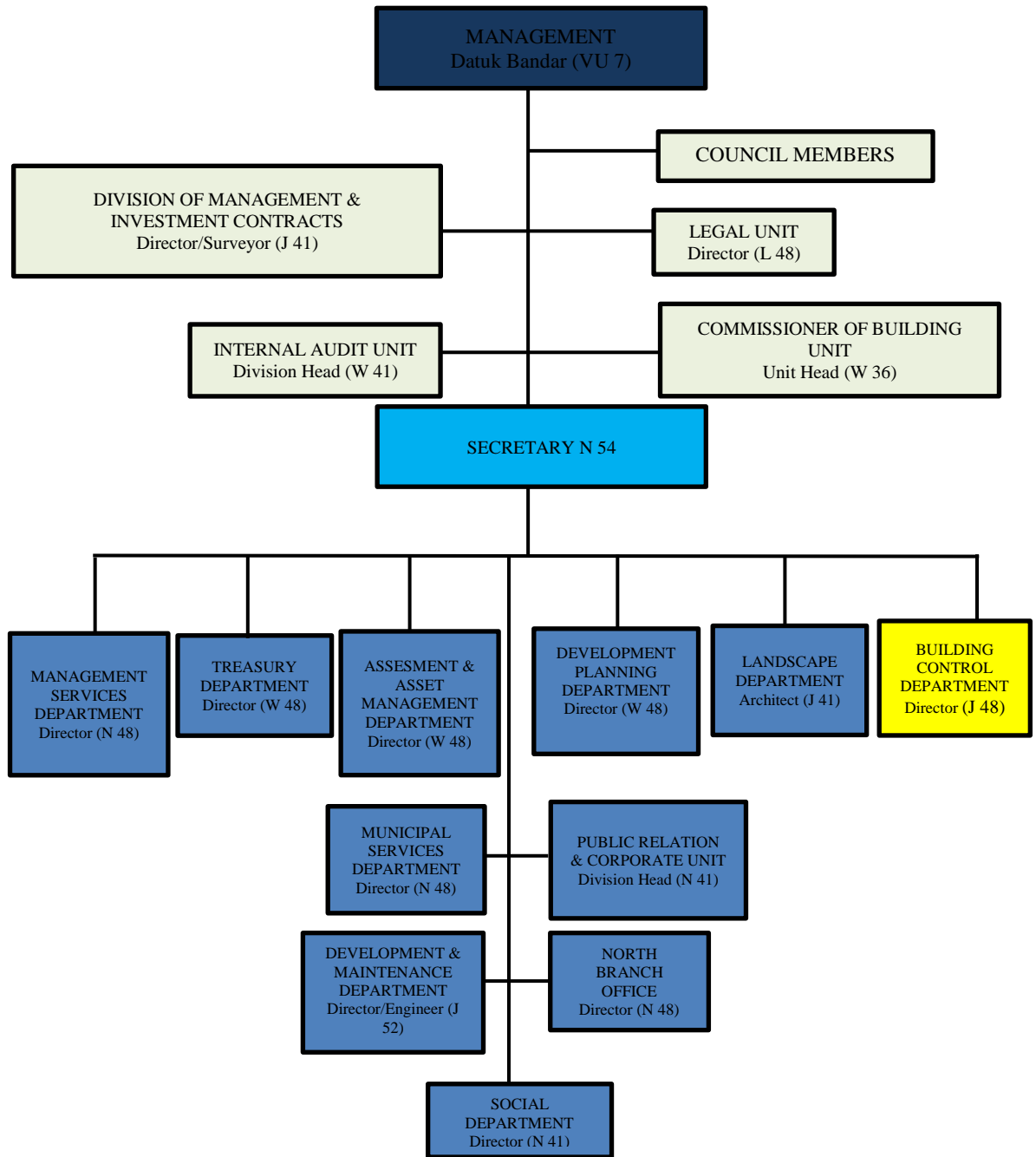


Figure 1.2 Organization Chart of Kuala Terengganu City Center



1.6 Division Works in Building Control Department

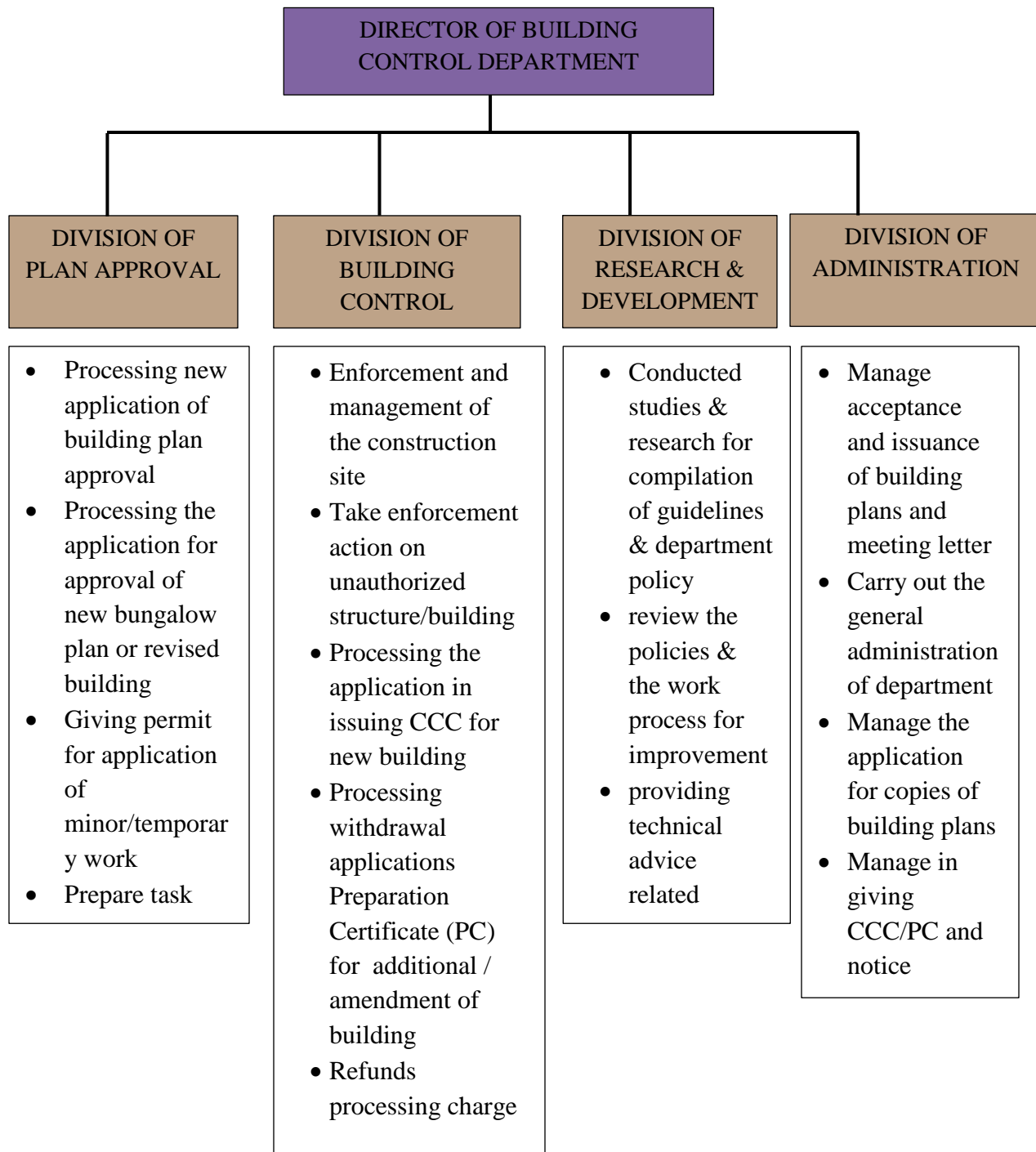


Figure 1.4 *Division Works in Building Control Department*



1.7 Summary

Overall, Kuala Terengganu City Council have nine (9) type of department, five (5) type of administration department and also a branch office located at the north of Kuala Terengganu. These departments, units and branch office helps in get smoothly administrative system of 60 528.6 hectares Kuala Terengganu.

Based on the other staff's information, administrative system of Kuala Terengganu will be dividing into two main offices in future, one in north and the other one will be located in Council's new office at City Center Kuala Terengganu.



CHAPTER 2

LITERATURE REVIEW



2.1 Certificate of Completion and Compliance

The Certificate of Complete and Compliance (CCC) replaces the Certificate of Fitness for Occupation (CFO) previously issued by the local authority (PBT). The CCC is issued by the Principal Submitting Person (PSP) who is a Professional Architect, Professional Engineer or a Registered Building Draughtsman.

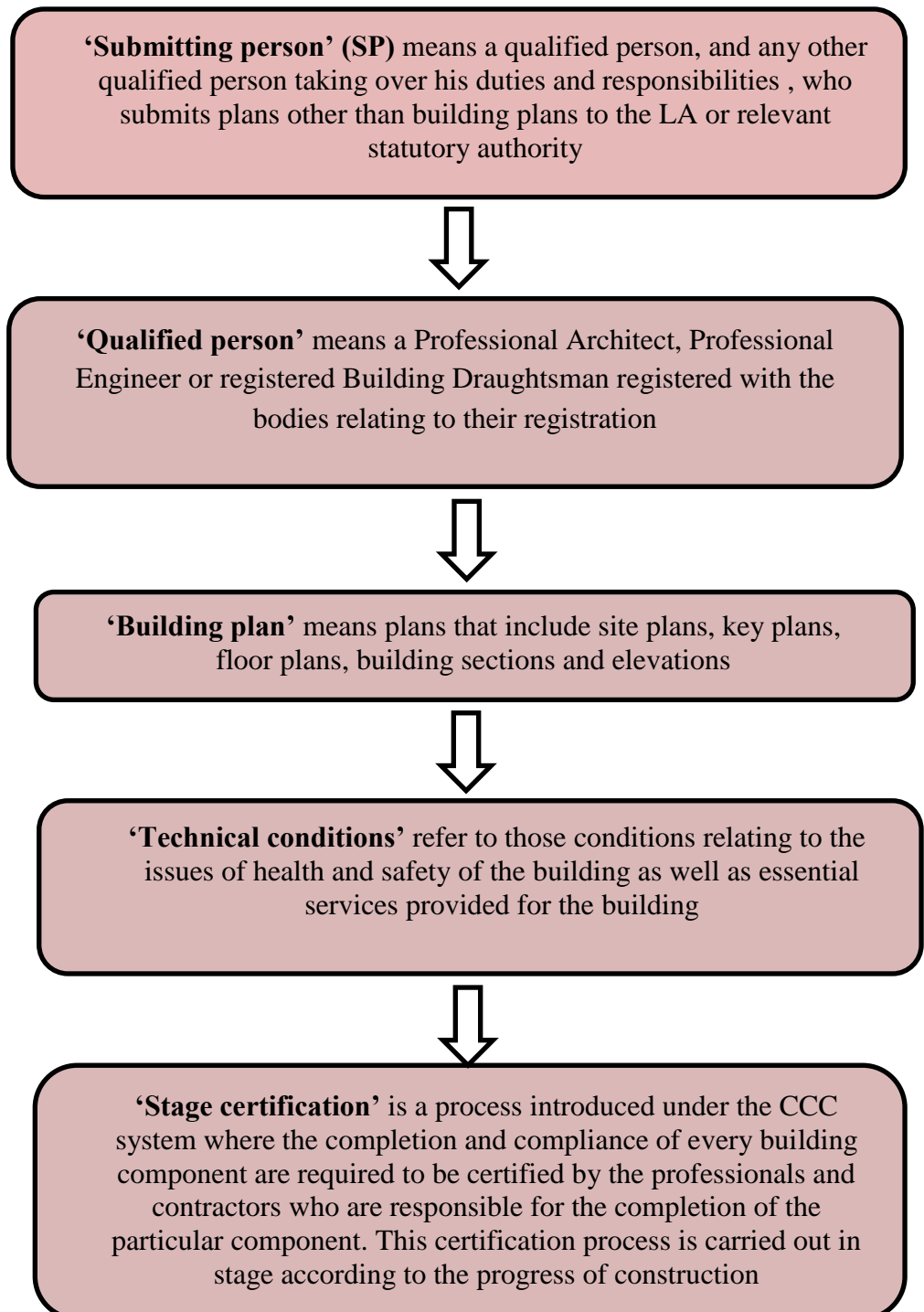
2.1.1 Background

In April 2007, the Government had launched the improvement to the building delivery system to enhance the competitiveness of Malaysia globally. This includes the issuance of the Certificate of Completion and Compliance (CCC) by Professional Architects and Professional Engineers as well as Building Draughtsman registered with the Board of Architects Malaysia (LAM) to replace the Certificate of Fitness for Occupation (CFO) issued by the local authorities. This new system is an effort towards self-certification and self-regulation approach in the construction industry.



2.1.2 Terminologies

With the implementation of the CCC system, a number of new terminologies were introduced.



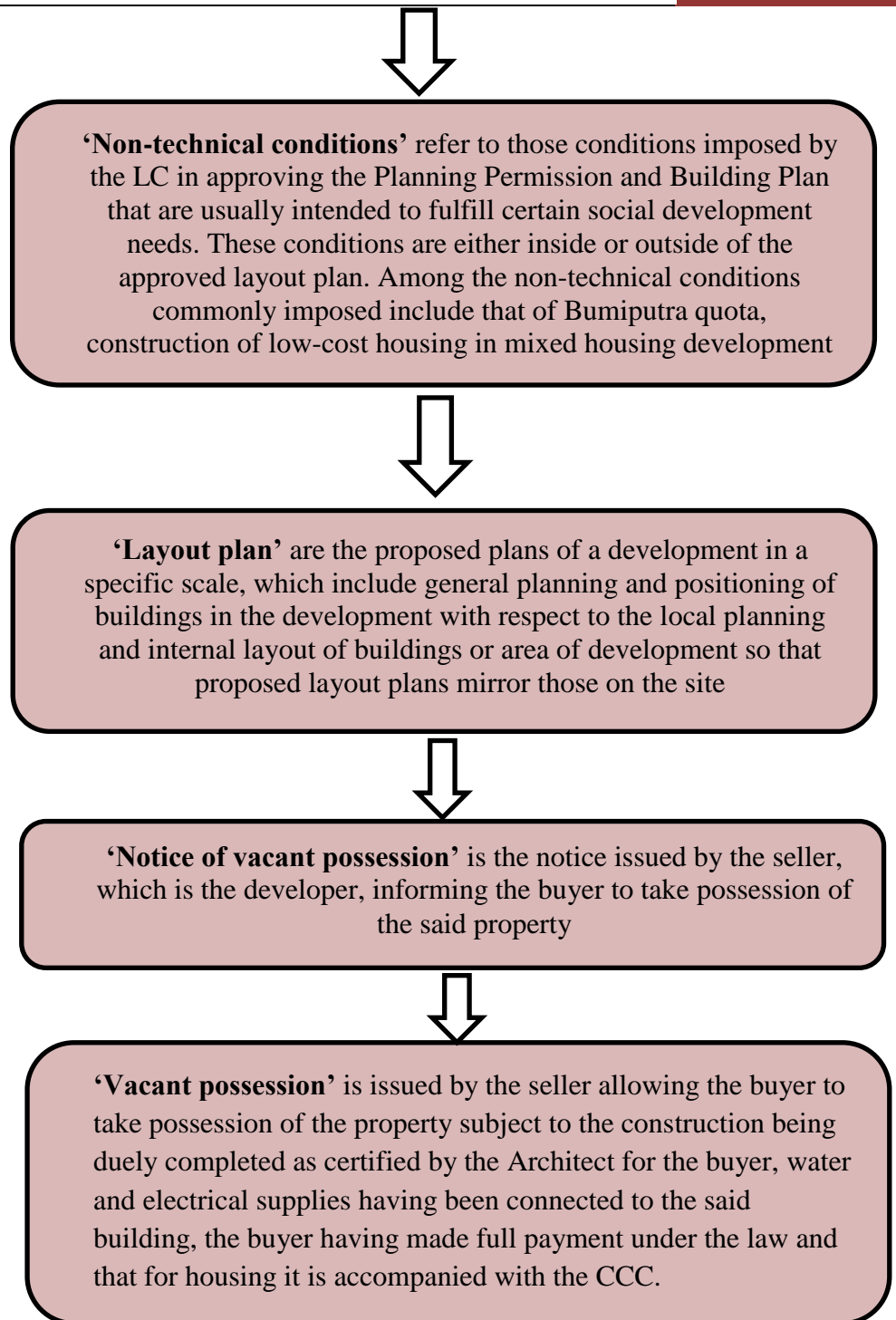


Figure 2.1 Terminologies In Certificate of Complete and Compliance

(Source : Pelaksanaan Kaedah Pengeluaran Perakuan Siap dan Pematuhan

MBKT,2010)



2.1.3 The Professionals Responsible for the Issuance of CCC

- The CCC will be issued by the Professional Architect or Professional Engineer who is registered with the respective Board of Architects Malaysia (BAM) or Board of Engineers Malaysia (BEM) acting in the capacity of PSP.
- For buildings which require intensive design input, the Professional Architect will function as the PSP while the Professional Engineer will be the PSP for the projects with high engineering input in nature.
- For the bungalows which do not exceed 2 floors in height and 300 square metres in total built up floor area, the registered Building Draughtsman will perform the role of PSP and will issue the CCC.
- The CCC can only be issued when all parties concerned are satisfied that the building construction have been supervised and completed full compliance with the provisions of the law and technical conditions as imposed by the LA in approving the Planning Permission and Building Plan.



2.1.4 Approval of Planning Permission and Building Plan

- Under CCC, Planning Permission and Building Plan are still required for submission and approval by the LA.
- While PSP's major responsibility is to submit Building Plan, other plans can be submitted by the SP, that is either the Professional Architect or Professional Engineer.

2.1.5 Technical and Non-Technical Conditions

- PSP is responsible for ensuring the compliance to the technical conditions imposed by the LA as the technical conditions are directly related to the safety and stability of the building being erected and in fact, within the control of the professionals. While the owner or the developer is fully responsible of the non-technical conditions.
- Technical conditions are classified into 3 categories:
 - a. The technical conditions within the building that relate to the health and safety aspects of the building
 - b. The technical conditions outside of the building but within the development area that relate directly to the building and development such as elements of open spaces with landscaping and recreational facilities



- c. The technical conditions outside the project area that are linked directly to the related development, such as the access road and utility infrastructure that are outside the project area
- Besides the technical requirements and building specifications that are enforceable by the provisions of existing laws and regulations, the LA also impose non-technical conditions to implement the policies of the State Government in fulfilling certain socio-economic development needs. Example of conditions usually imposed by the LA would include:-
 - a. The construction of low-cost houses in mixed housing development;
 - b. The bumiputra quota in the development
 - c. The developer's financial contribution for the provision of social facilities



2.2 Stage Certification Process

- Under the CCC issuing system, 21 building components have being identified for the stage certification process. **21 Stage Certification Forms (Form G 1 to G 21)** are being introduced under the Second Schedule of UBBL 2007.
- Type of forms to be used in accordance with the building components and the responsible parties involved in the stage certification process

Forms	Component	Contractor	Trade Contract	Professional
G 1	Earthworks	/		(SP)
G 2	Setting Out	/	(Licensed Land Surveyor)	(PSP)
G 3	Foundations	/		(SP)
G 4	Structural	/		(SP)
G 5	Internal Water Plumbing		(Licensed Plumber)	(SP)
G 6	Internal Sanitary Plumbing		(Licensed Plumber)	(SP)
G 7	Internal Electrical		(Competent Plumber)	(SP)
G 8	Fire-fighting (Passive)	/		(PSP)
G 9	Fire-fighting (Active)		/	(SP)
G 10	Mechanical Ventilation		/	(SP)
G 11	Lift/Escalator Installation		/	(SP)
G 12	Building	/		(PSP)
G 13	External Water Supply System		/	(SP)



G 14	Sewerage Reticulation		/	(SP)
G 15	Sewerage Treatment Plant		/	(SP)
G 16	External Electrical Supply System		/(Competent Person)	(SP)
G 17	Road and Drain		/	(SP)
G 18	Street Lighting		/(Competent Person)	(SP)
G 19	Street Lighting External Main Drain	/	/	(SP)
G 20	Telecommunication	/	/	(SP)
G 21	Landscape	/	/	(Architect/ Landscape Architect)



2.2.1 Forms Used

Besides the Stage Certification forms, the implementation of CCC system involves the use of both new and existing forms.

No.	Types of Forms	Status & Purpose of The Forms	Reference
1	Form A – Certificate of Building / Structural Plan	Present Form A is retained for submission / approval of plans	By-law 3 (1) (c) & 16 (2) UBBL 1984
2	Form B – ‘Notice of Commencement / Resumption of Building Works’	Form B is retained for use as at present	By-law 22 (1) & (2) UBBL 1984
3	Form C – Notice of Completion of Setting Out	Deleted. Incorporated as Form G 2	Second Schedule UBBL 2007
4	Form D – Notice of Completion of Foundation	Deleted. Incorporated as Form G 3	Second Schedule UBBL 2007
5	Form G 1 to G 21 – ‘Stage Certification’	Introduced under the stage certification process for 21 building components	By-law UBBL 25 or 27 UBBL 2007
6	Form E – Application for The Issue of Certification of Fitness for Occupation	Deleted. However, during the transitional period where the LA still issue the CFO, Form E in the UBBL 1984 will still need to be used. In the transitional period, Form F in the UBBL 1984 will also continue to be used for the issuance of CCC in respect of bungalows	UBBL 1984
7	Form F – ‘Certificate of Completion and Compliance’	Substituting for Form E and to be issued by the PSP together with the certification that he has supervised the erection and completion of the said building	By-law 25 UBBL 2007
8	Form F1 – ‘Partial Certificate of Completion and Compliance’	Inserted after the Form F and to be issued by the PSP in respect of any part of a building partially completed.	By-law 25 UBBL 2007



2.2.2 Roles and Responsibilities of the Local Authorities and Principal

Submitting Person

Local Authorities	Principal Submitting Person
<ol style="list-style-type: none"> 1. Approve the Planning Permission 2. Approve the Building Plan 3. Conduct on-site inspections on own initiative or in response to complaints 4. Issue notice to PSP to take action on any matter not in compliance with the provisions of the law and the technical conditions imposed in the Planning Permissions and Building Plan 5. Issue notice to the PSP to withhold the issuance of the CCC <ul style="list-style-type: none"> o Until the non-compliances have been rectified o If a fraud occurs in the construction, documentation or project management, and o If inaccurate information is discovered in the documentation 6. Issue the notice to PSP if a non-compliance occurs but not reported to the LA 7. Charge the professional in court and report to the Professional Board for any wrongdoing 8. Charge the parties who have provided false certification in the forms as specified in the UBBL 2007 and report them to the respective regulatory bodies 9. Ensure that the safety of buildings exceeding 5 floors and aging 10 years from the date CCC is issued are inspected every 10 years and 10. Issue CFO for development which submitted building plan have been approved or for buildings that are completed before the coming into operation of the CCC system 	<ol style="list-style-type: none"> 1. Submit the Building Plan to the LA for approval using Form A 2. Coordinate the preparation commence and submission of other plans besides building plans 3. Inform the LA through Form B to construction operation at the site 4. Supervise construction works at the site and ensure that the provisions of the law and technical conditions imposed are complied with 5. Report and explain the reasons for non-compliance and state the rectification measures taken in the event of non-compliance occurring during construction 6. Submit notice for the resumption of work through Form B to the LA 7. Ensure that G Forms are duly completed and deposit copies of all said Forms (including those not related) to the LA and Professional Board 8. Submit the CCC to the owner or developer and a copy of the said certificate to the LA and the relevant Professional Board, and 9. Ensure that the rectification of non-compliances during construction as stipulated in the LA notice to the PSP are complied with before issuing the CCC

Table 2.1 Roles and Responsibilities of the Local Authorities and Principal

Submitting Person



2.2.3 Process Issuing Certificate of Complete and Compliance (CCC)

Under the by-law 25 UBBL 2007, the PSP can issue the CCC using the Form F subject to the following conditions being met:

1. When all technical conditions imposed by the LA have been satisfactorily complied with
2. When Form G 1 and Form 21 in respect of stage certification as set out in the Second Schedule have been duly certified and received by him
3. When all the essential services, including access roads, landscape, car parks, drains, sanitary, water and electricity installations, fire hydrants, sewerage and refuse disposal requirements and fire lifts, where required, have been provided
4. When he certifies in Form F that he has supervised the erection and completion of the building and that to the best of his knowledge and belief the building has been constructed and completed in accordance with Act 133, the UBBL and the approved plans.

2.3 Changes In Act

The following Acts were approved by Parliament for the purpose of CCC :

- Street, Drainage and Building (Amendment) Act
- Architects (Amendment) Act
- Registration of Engineers (Amendment) Act
- Housing Development (Control and Licensing) (Amendment) Act
- Strata Titles (Amendment) Act



2.3.1 Key Amendments to the Respective Acts and Regulations for the Implementation of Certificate of Complete and Compliance

1. Architect's Act 1967
 - Increased penalty to deter wrongful certification
 - Expressed provision on fraudulent certification.
2. Registration of Engineer's Act 1967
 - Increased penalty to deter wrongful certification
 - Expressed provision on fraudulent certification
3. Street, Drainage and Building Act 133
 - To make provision for implementation of CCC
 - To define Principal Submitting Person
 - Increased penalty to deter wrongful certification
4. Uniform Building By-Law 1984
 - To make provision for the implementation of CCC
 - Introduction of additional G Forms (Matrix of Responsibility)
5. Housing Development Act and Regulations
 - Consequential amendment in view of CCC (such as definition of CF)
 - VP will now be given together with CCC
6. Strata Title Act
 - Consequential amendment in view of CCC

(Source : Pelaksanaan Kaedah Pengeluaran Perakuan Siap dan Pematuhan Oleh

Para Professional)



2.4 Process Issuing Certificate of Complete and Compliance in Kuala Terengganu City Council

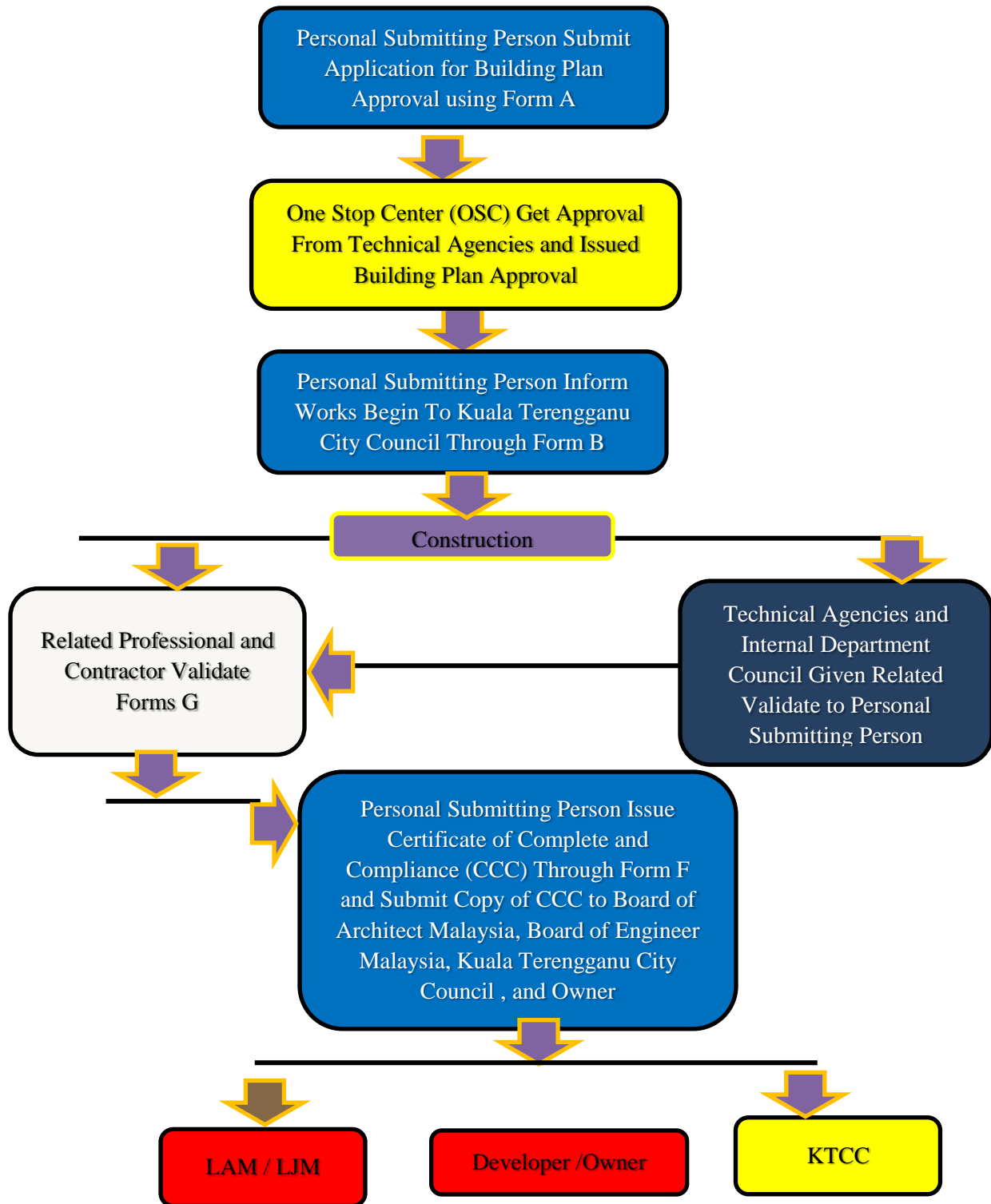
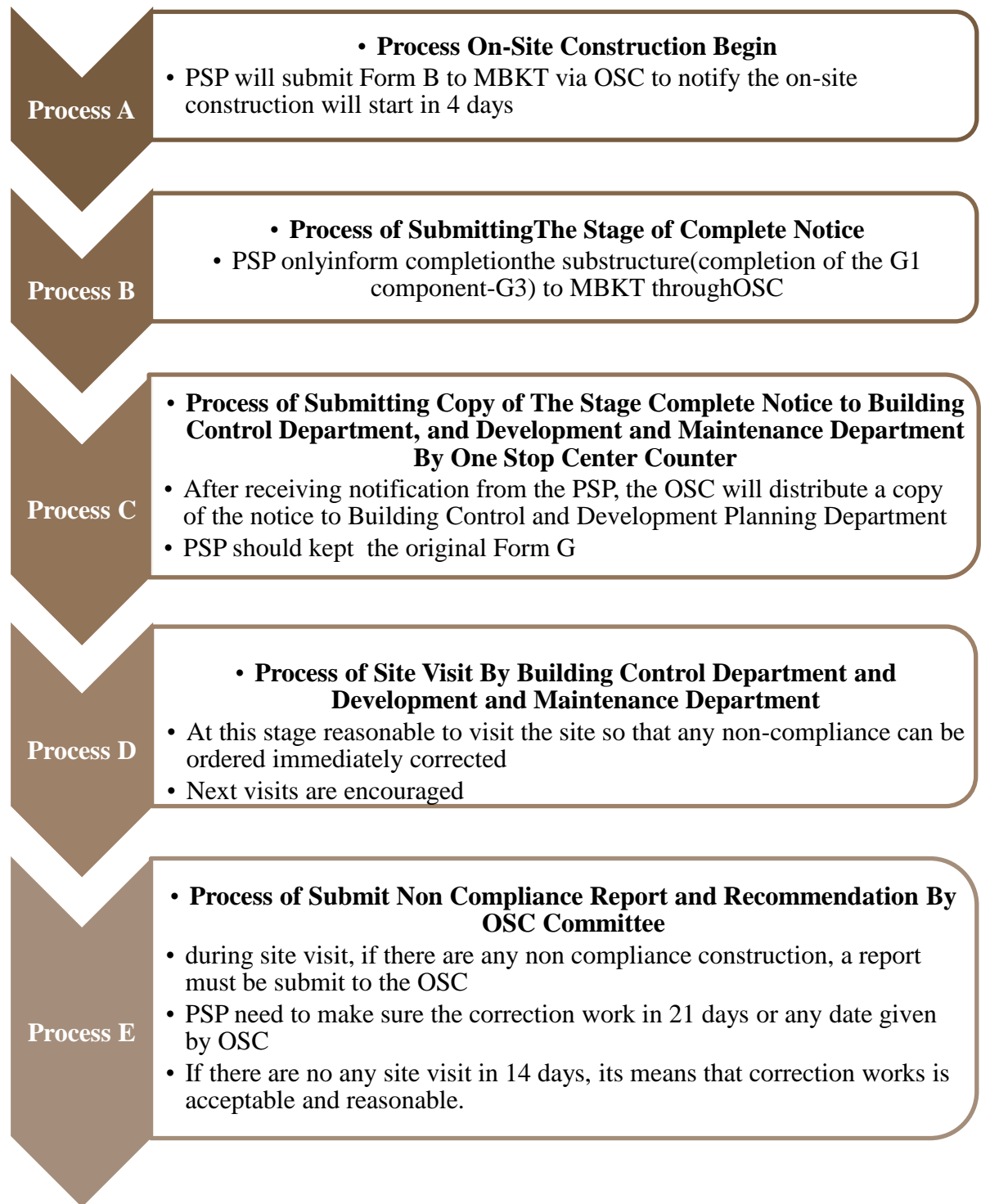
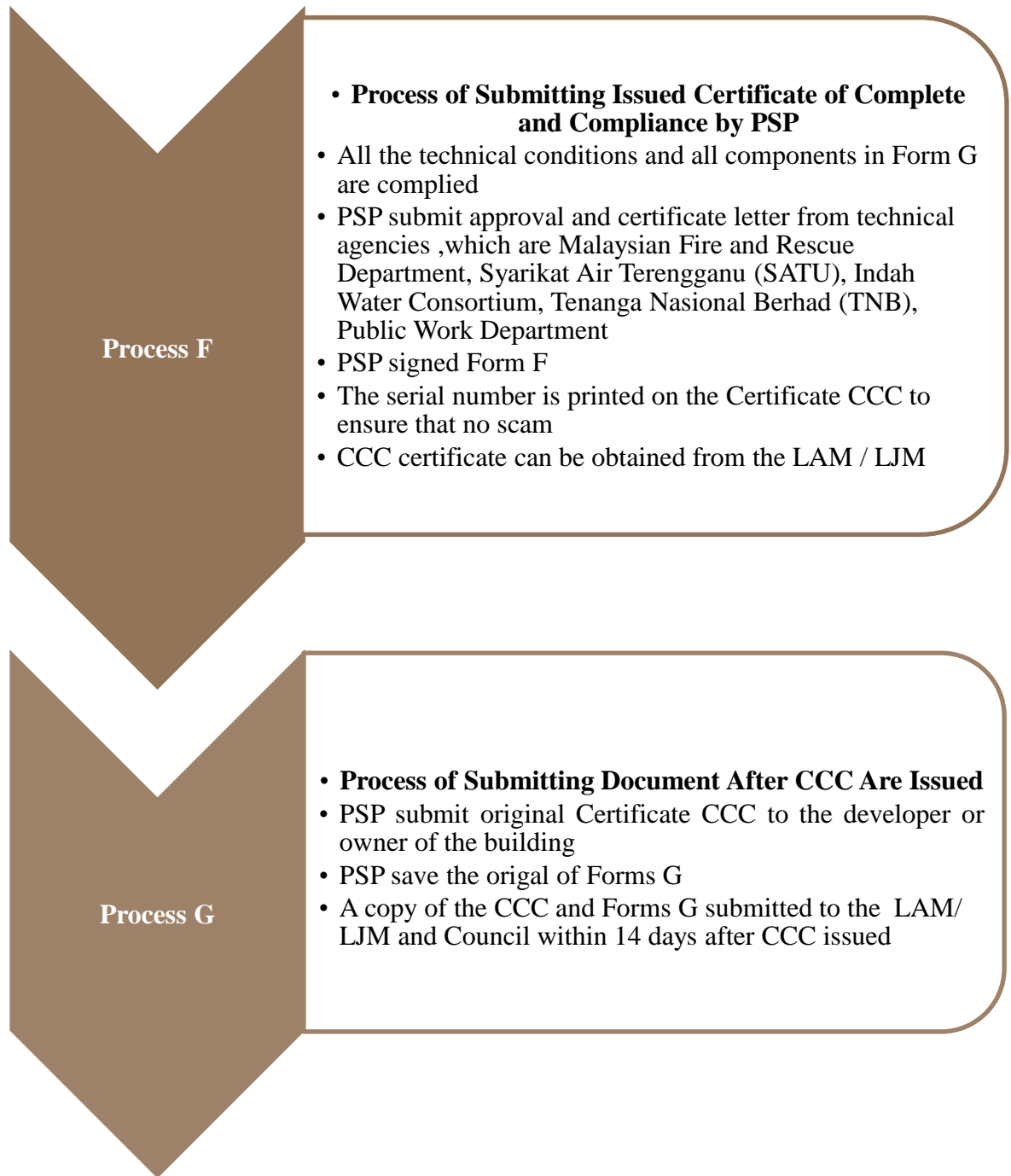


Figure 2.1 Process of Issuance Certificate of Complete and Compliance



2.4.1 Involve Process





(Source : Pelaksanaan Kaedah Pengeluaran Perakuan Siap dan Pematuhan

MBKT,2010)



2.5 Summary

Before Certificate of Complete and Compliance issued, Person Submitting Person (PSP) must comply with all condition provided by the Council and technical agencies. Usually Personal Submitting Person is the most important person in this process before the building can be occupied. Most of all Local Authorities in Malaysia using same method in issuing Certificate of Complete and Compliance.



CHAPTER 3

CASE STUDY



3.0 Introduction to Case Study : Ministry of Health Malaysia (Maternity Hospital)

Ministry of Health submit an application from building plan approval until issuance of Certificate of Complete and Compliance through Principal of Submitting Person (PSP) and the PSP is architect from Kumpulan Senireka Sdn. Bhd.



Maternity Hospital, Kuala Terengganu

Lot 3547, Jalan Batu Burok, Kuala Terengganu



3.1 Building Background

- Name** : Maternity Hospital Kuala Terengganu
- No. of block** : 2 blocks consists of hospital and parking block
- Floors** : six floors for maternity complex and five floors for parking area
- Owner** : Ministry of Health Malaysia
- Cost** : RM 115 million
- Function** : Provide a modern maternity facility, together with support areas comprising of delivery suites, operation theatres, support offices, conference rooms and specialist analytical equipment rooms.
- Construction** : June 2009
- Finish** : June 2013
- Architect** : Kumpulan SENIREKA Sdn. Bhd.
- Developer** : Ahmad Zaki Sdn. Bhd. (AZSB), subsidiary of Ahmad Zaki Resources Berhad (AZRB)



3.2 Location Plan



Photo 3.1 Location of Maternity Hospital



3.3 Flowchart of Issuance of Certificate of Complete and Compliance

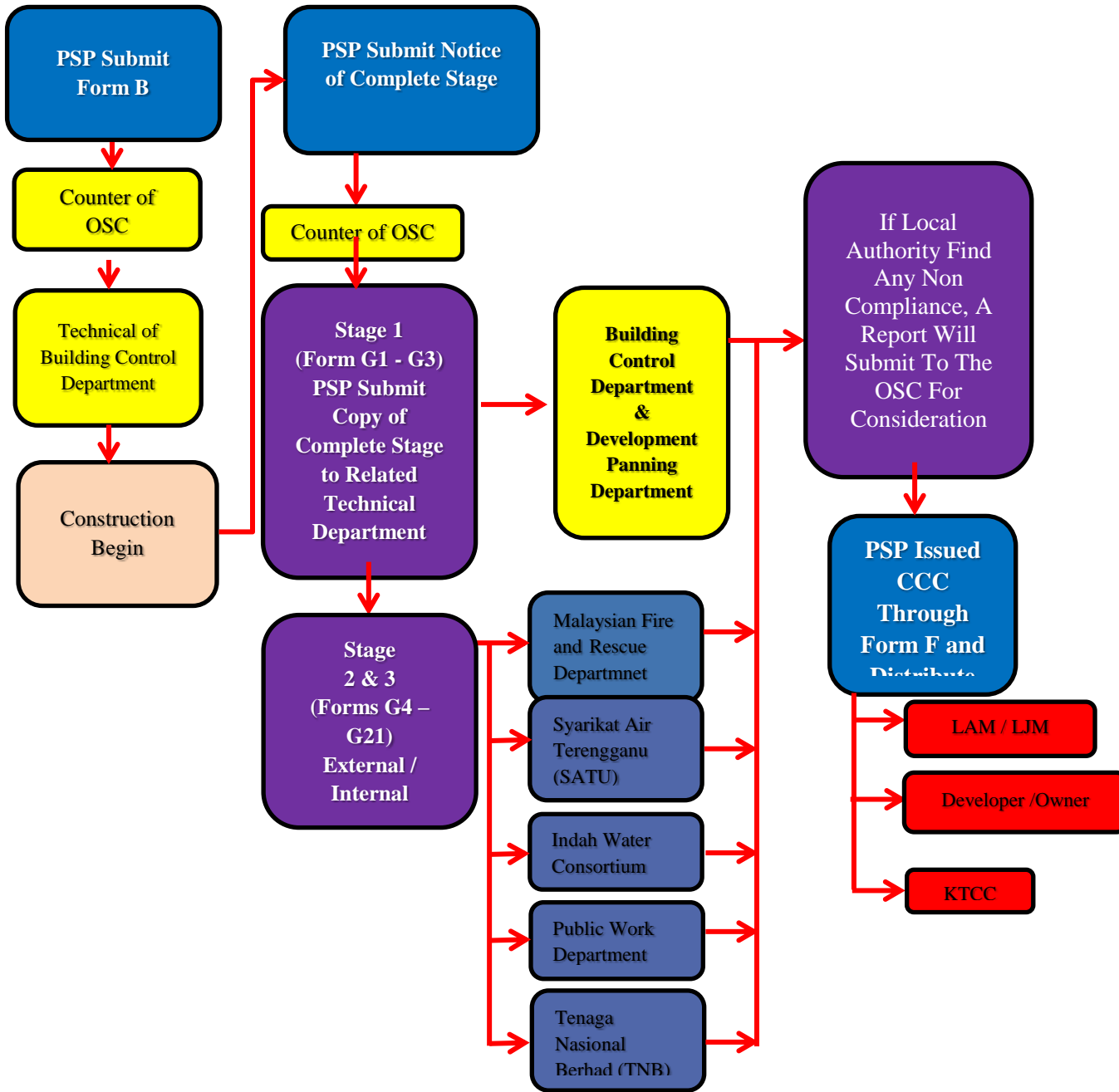


Figure 3.1 Flowchart of Issuance of Certificate of Complete and Compliance



3.4 Chronology of Case Study

Date	Procedure
01.12.2008	Board Director of Ahmad Zaki Resources Berhad (AZRB) is pleased to announce that wholly owned subsidiary, Ahmad Zaki Sdn Bhd (AZSB) on 28 November 2008 has received a Letter of Award from the Public Works Department of Malaysia, (JKR) Kuala Lumpur for the design, construction , complete, testing, commissioning and maintenance of complex Maternity Specialist Hospital in Kuala Terengganu, Terengganu .
11.02.2009	AZRB submit applications to begin preliminary work on the site before plan approval issued
05.03.2009	<p>OSC Committee meeting issuing approval preliminary work at the site provided that:</p> <ul style="list-style-type: none"> - Works only involve earthworks and piling only - Earthworks and piling subject to the approval of the 'finish level "as determined by the Department of Development and Maintenance Kuala Terengganu City Council - Fully responsible for any changes that may occur arising from the early work - The council not tied to give any conditions on the approval plan soon -submit an application of building plan approval to the plan as soon as possible
18.03.2009	AZRB Sdn. Bhd. submit an application for piling works until 10 p.m. and it is approved by the Council
26.03.2009	<ul style="list-style-type: none"> - Building Control Department receives an application for building plans approval and register the application with number 05/06/08 K 89 - Engineer Assistant check and provide a report on the building plan
01.04.2009	AZRB Sd. Bhd. submit a letter to inform the piling work until 10 p.m. will start 2 nd April 2009
06.04.2009	Building Control Department issued support building plan approval
16.04.2009	Indah Water Consortium (IWK) issued support building plan approval



28.04.2009	Kuala Terengganu City Council issue approval of planning permissions
13.05.2009	-Syarikat Air Terengganu (SATU), Public Work Department, Development and Planning Department issue support building plan approval -AZRB Sd. Bhd. submit an application of sub-structure work for pile cap and ground beam before building plan approval issued
25.05.2009	Municipal Service Department issue support building plan approval
26.05.2009	Landscape Department issue support building plan approval
03.06.2009	-OSC Committee Meeting issued the approval of sub-structure work -The Malaysian Fire and Rescue Department (BOMBA) issue support building plan approval -Building Control De Department received a letter from Public Works Department for site meeting at Kuala Terengganu Nur Zahirah Hospital on 23 rd June 2009, 9:30 am and Administrator Assistant issued that letter to internal department Kuala Terengganu City Council
16.07.2009	OSC Committee Meeting agree to issue building plan approval if comply with all conditions provide by Council
09.08.2009	AZRB Sdn. Bhd. submit application for ground slab work and precast columns and beams on first floor. Council approved the application
14.10.2009	- Engineer Assistant prepare reports on the building plan approval application - All conditions have been complied and no objection to issue building plan approval - Waiting for Director of Building Control Department for next procedure
02.11.2009	- Director approving building plans and give order to the Technician for visit site
11.11.2009	Building plan approval issued



26.01.2010	Technicians have confirmed conditions at the site and found the floor concrete work being carried out and the 2nd floor of the building parking lot, site concrete work in progress
10.03.2010	Kumpulan Senireka Sdn. Bhd. submit Form B, Form G1 – G3, copy of Form 49 (Companies Act 1965(Section 141 (6)) and copy of certificate of registration from The Construction Industry Development Board (CIDB)
14.06.2013	Kumpulan Senireka Sdn. Bhd. submit Form E and a letter to ask Kuala Terengganu City Council give confirmation date for site visit
20.06.2013	Engineer Assistant decided to visit the site in issuing Certificate of Complete and Compliance on 26 th June 2013 , 9:30 am and issued that date to all internal departments and architects
26.06.2013	- Site visit on 9.30 a.m. involves internal department of Kuala Terengganu City Council, Architects from Kumpulan Senireka Sdn. Bhd. , AZRB Sdn. Bhd. and Zary Associate - Building Control Department ask architect submit copy of approval letter from Development Planning Department and copy of latest plan to the Counter of Building Control Department as soon as possible
03.07.2013	Kumpulan Senireka Sdn. Bhd. submit the copy of approval letter from Development Planning Department dated 11 th April 2010 at Building Control Department
11.07.2013	Development Planning Department submit support letter for Certificate of Complete and Compliance (CCC)
16.07.2013	Municipal Service Department submit support letter for Certificate of Complete and Compliance(CCC)
24.07.2013	Development Planning Department submit support letter for Certificate of Complete and Compliance (CCC)
20.08.2013	Kumpulan Senireka Sdn. Bhd. submit Form F and Form G1 – G21



29.08.2013	Engineer Assistant prepare report for Certificate of Complete and Compliance after all the technical condition are comply and distribute to the Director of Building Control Department for his approval
02.09.2013	Director of Building Control Department distribute the copy of Form F to Evaluation Department and apply for the Mayor's approval
12.09.2013	Mayor approve the Certificate of Complete Compliance, and Engineer Assistant record and save the file



3.5 Building Plan



Photo 3.2 *Site Plan*

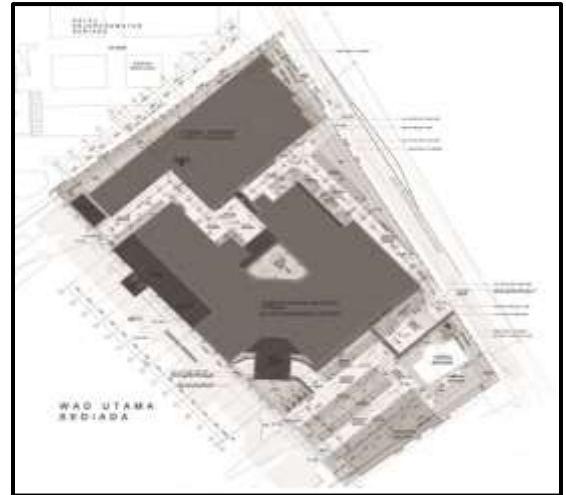


Photo 3.3 *Floor Plan*



Photo 3.4 *Roof Plan*



Photo 3.5 *Front Elevation*



Photo 3.6 *Rear Elevation*



Photo 3.7 *Right Elevation*



Photo 3.8 Right Elevation (Car Parking Block)

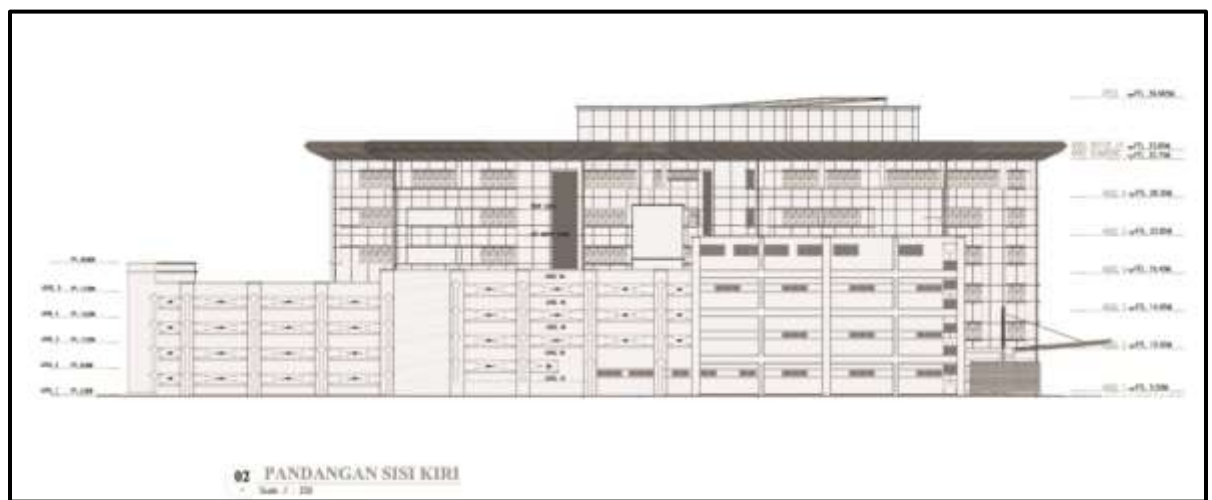


Photo 3.9 Left Elevation



Photo 3.10 Left Elevation (Hospital Block)



3.6 Construction Process



Photo 3.11 *Construction Process From One Stage To Next Stage*



3.7 Site Visit on 26th June 2013



Photo 3.12 *Officer in Charge Discuss
With Engineer*



Photo 3.13 *Workers Do
Electrical Works*



Photo 3.14 *Visit Each Level of Building*



Photo 3.15 *View From Parking
Block*



3.8 Acts Used By Building Control Department in Issuing Certificate of Complete and Compliance For Maternity Hospital

1- Companies Act, 1965 (Section 141)

Building Control Department ask Personal Submitting Person to submit Form 49, which is a form of company registration

2- Acts 133, Street, Drainage and Building 1974

Based on the act, during building approvals issued, applicants are reminded to be responsible for ensuring the construction in accordance with approved plans. If Council found the applicant doing amendment without the approval, the applicant shall be liable to action and building can be demolished.

3- Uniform Building By Laws 1984

Engineer and Engineer Assistant will use checked the building plan based on the Acts. It is procedure on building plan approval. If there any mistake or not comply with the Act, applicant should repair the building plan



3.9 Summary

This building is a State Government project and usually any government project does not need to wait until building plan approved to start the construction. Example, in this case study, the developer start piling work and other sub-structure work before building plan approval issued.



CHAPTER 4

PROBLEMS AND

RECOMMENDATIONS



4.0 Introduction

Not all project will be get ccc faster and easy because there are many conditions that must be comply before can occupy. Process of issuing Certificate of Complete and Compliance for Maternity Hospital have a few problems that occur that cause slow down the process. The problem will be state in the next sub chapter and how to solve the problem occur in the Building Control Department, Kuala Terengganu. The problems occur from the Local Authority and also from developer of project.



4.1 Problems

1-Problems occur from Local Authority

One of problems come from the Local Authority is delay problem. Before Mayor approve the Certificate of Complete and Compliance, Engineer Assistant need to ensure that all the technical agencies submit a letter of support issuing Certificate of Complete and Compliance. The technical agencies involve in this Maternity Hospital application are, Public Work Department, Tenaga Nasional Berhad (TNB), Malaysia Fire and Rescue Department, Indah Water Consortium, Syarikat Air Terengganu (SATU), and internal technical of Council. After site visit, all these department must send approval letter to the Building Control Department but in this case, some technical agencies take a lot of time to send their approval.

The second problem is technical problem. Although Building Control Department state that the issuance for Certificate of Complete and Compliance takes 2 weeks or 14 days, but this building take more than that date to get certificate.

2-Problems occurs from developer

After Personal Submitting Person (PSP) submit Form G1- G3 at the counter Building Control, Engineer Assistant agree to proceed to next process. Next process is site visit and based on Process D that issued by Building Control Department, site visit can help to rectify any noncompliance during construction.

If there any noncompliance during site visit, Engineer Assistant must prepare and submit noncompliance report to One Stop Center (OSC) for the consideration.



On 26th June 2013, 9.30 a.m., the Officer in charge found that the condition on site is not same as the built plan. On the plan, there are two entrance way at the building, while on site, there only one entrance way and it can be seen very quickly. When the Officer checked the building, there are no problem occurs and found that the construction comply with all the conditions except that entrance way.

When the Officer asks this problem to the architect, engineer and developer, they said that they already discuss with the Public Work Department and Development Planning Department, Kuala Terengganu City Council and also had the approval from them. But these changes are not discussing with Building Control Department and also not inform by the Personal Submitting Person (PSP) before site visit.

Officers from Building Control Department ask Personal Submitting Person to submit the copy of latest plan and letter of approval letter from Development Planning Department within 21 days to the counter of Building Control Department.

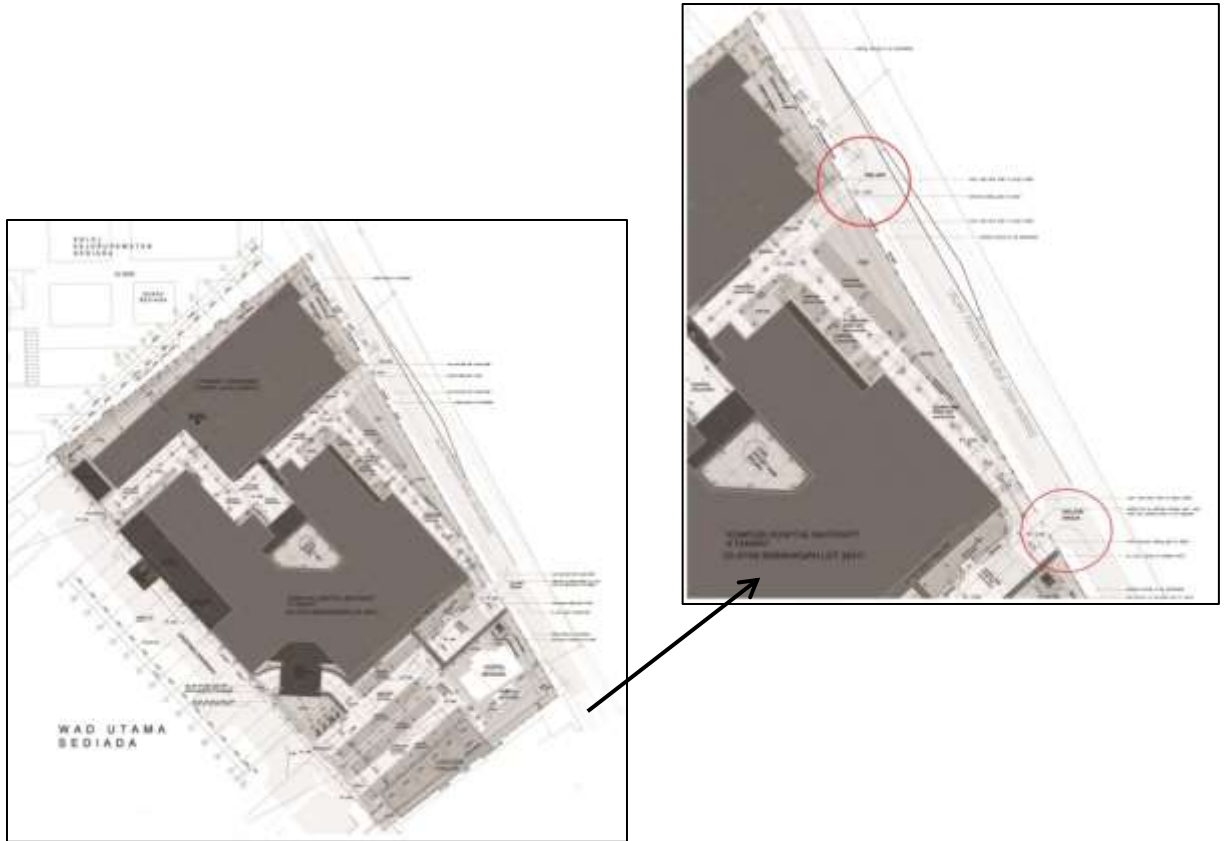


Photo 4.1 *Old Site Plan with Two Entrance Ways*

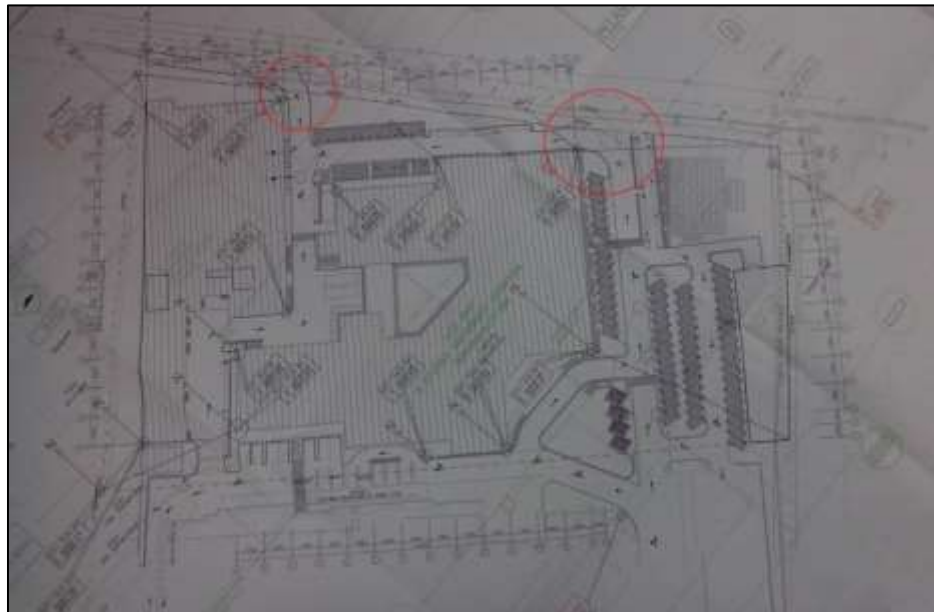


Photo 4.2 *New Site Plan With One Entrance Only*



4.2 Recommendation

1-Problems occur from Local Authority

To ensure Certificate of Complete and Compliance can be issued on the appointed date, which is in 14 days or 2 weeks, Building Control Department or Council should tighten regulations to internal department and technical agencies to submit their support letter immediately after site visit.

Besides that, Council also should tighten the approval system for revise construction drawing. If there are any changes, Principal Submitting Person (PSP) should submit applications and make sure get approval from each department head that involve with the application before start any changes work on site.

2-Problems occurs from developer

If architect, engineer or developer wants to do any changes on the site or building, they should discuss and get approval from the entire department and not only a certain department. Their mistake can make the issuance of Certificate of Complete and Compliance delay from the real date while the building should be occupied by patients around Kuala Terengganu.



4.3 Summary

Each problem occurs in process of issuing Certificate of Complete and Compliance may come from all different way. But the weak administrative system may affect the status of Council and can causes of dissatisfaction from building owners or occupants that will be occupied building. But for the problems occurs from the owner or Personal Submitting Person, we cannot blames Local Authority because they only doing their work to make sure all the conditions are complied along the building construction to ensure building occupants always in safe condition after occupied the building.



CHAPTER 5

CONCLUSION



5.1 Conclusion

For my case study building, Maternity Hospital, I should get all the information to complete my practical training report. To complete this report I use a few of process such as interview session, research, site visit, and also based on my observation.

For my case study building, it takes long time to complete until the process submit Form F for issuing Certificate of Complete and Compliance because it is a project type and consist a 6 stories of hospital block and 5 stories of parking block. Although the Principal Submitting Person (PSP) submit late application for building plan approval, the early works on site still can be held before they get the building plan approval. This happen because the building involves the Government State and usually the early work can be held if they already get the approval from Council.

The construction also involves work exceeding the time when developers submit an application of Extension of Time for piling work until 10 p.m. The application is approved by the Council after comply with the conditions and the application also submit early which is 2 weeks before the work is done.

Process of application and issuing Certificate of Complete and Compliance for Maternity Hospital involve a lot of parties, some from internal department of Kuala Terengganu City Council and external technical agencies. The main internal department involve in the application are Building Control Department,



Development Planning Department, Landscape Department, and Municipal Service Department. The technical agencies involve are Public Work Department, Syarikat Air Terengganu (SATU), Tenaga Nasional Berhad (TNB), Malaysia Fire and Rescue Department and Indah Water Consortium.

Approval of the issuance of the Certificate of Complete and Compliance (CCC) is an important aspect that should be obtained for each building before they lawfully occupied in law. This is intended to protect the interests of building owners in terms of their safety and comfort.



Reference

- <http://piams.mbkt.gov.my/mbkt/index.php> , retrieved on 27th June 2013
- <http://mbkt.terengganu.gov.my/> , retrieved on 27th June 2013
- www.kpt.gov.my , retrieved on 18th August 2013
- ‘Fail Meja’ from staff Building Control Department
- Note of Building Control
- *Pelaksanaan Kaedah Pengeluaran Perakuan Siap dan Pematuhan MBKT,2010*
- *Pelaksanaan Kaedah Pengeluaran Perakuan Siap dan Pematuhan Oleh Para Professional*
- Certificate of Completion and Compliance (CCC) by Ir. Chen Thiam Leong (Monday, 12 th September 2011)
- *CCC Peningkat Mutu Industri Pembinaan (Utusan Malaysia,21th June 2006)*