



PROGRAMME IN BUILDING SURVEYING DEPARTMENT OF BUILT  
ENVIRONMENT STUDIES AND TECNOLOGY FACULTY OF ARCHITECTURE,  
PLANNING AND SURVEYING UNIVERSITI TEKNOLOGI MARA PERAK BRANCH  
SERI ISKANDAR CAMPUS

**CERTIFICATE OF COMPLETION AND COMPLIANCE (CCC)  
APPROVAL PROCESS FOR 2 UNITS OF 3 STOREY OFFICE SHOPS  
AT MUKIM TANAH MERAH**

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BACHELOR OF BUILDING SURVEYING (HONS.)

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FEBRUARY 2021

PROGRAMME IN BUILDING SURVEYING  
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This practical training report is fulfilment of the practical training course.

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## **ABSTRACT**

Certification of buildings is one of the conditions set by the government to ensure that buildings are constructed to achieve the required standards. This intended to safeguard the interests of the parties involved, especially the buyers. To improve public service delivery while not ignoring the interests of those involved, government held a new system for new building to obtain their building certification. The new system used called Certificate Completion and Compliance (CCC) where the appointed professionals were commonly known as Principle Submitting Person (PSP), which will issue the certificate of the building. This report is to know the approval process for 2 units of 3 -storey office shops on lots 100 and lots /101 located in Tanah Merah town, Kelantan. The building is owned by 3 individuals, namely Koh Chai Hun, Ooi Chi Hen and Ooi Mek Wai and is used as an office shop.

## **ACKNOWLEDGEMENT**

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Finally, thank you to everyone who has been directly or indirectly engaged in making recommendations and assisting with the completion of this report. This report, hopefully, will be used as a valuable information foundation for future generations to view. I'd also want to thank everyone who has been helpful, especially my students, friends, and co-workers, for their encouragement, moral support, and inspiration while I was working on my project paper. I am really grateful.

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# Chapter 1

## INTRODUCTION

### 1.0 INTRODUCTION

Industrial training is an important component of the degree program that has been offered by Universiti Teknologi Mara (UITM). Practical training courses have been made compulsory for all students to increase knowledge. Technological skills that are able to adapt to the work environment that will be faced after graduation.

Industrial training is compulsory for all final year students of the Building Surveying course. Industrial training courses will give students the opportunity to experience real life situations in the workplace. In addition, industrial training can add new knowledge that students will not be able to while in the classroom. Knowledge in the workplace is one of the knowledge that students must feel before they become a real employee.

In addition, with the availability of industrial training, students will become more mature, knowledgeable and will test themselves in solving all problems throughout the period of industrial training. This is because, every problem faced by the students will be handled by themselves and it can open the minds of the students to increase their creativity and efforts to strengthen their own credibility.

Next, students can also relate the lessons in the learning classroom to real practical situations. Therefore, students must master the lessons in the classroom to increase their confidence of understanding and skills before undergoing industrial training. With this, students are able to give their best commitment in completing everything throughout the period of industrial training.

Next, students will be exposed to team work, where students will work with staff members to complete their work. Therefore, effective communication will play an important role and facilitate students to interact and collaborate in completing the assigned work. This practice needs to be embedded by students in order to produce quality work.

Safety factors are a major concern during industrial training, whether students are on construction sites or in offices. Therefore, students must always be alert and more sensitive to the environment to prevent accidents. In conclusion, the involvement of students in industrial

training has opened up opportunities for students to increase their knowledge and experience. The opportunities provided by the education industry like this should be used as much as possible by students to gain experience and knowledge throughout the period of industrial training.

## **1.1 COMPANY BACKGROUND**

Tanah Merah District Council is located 3 KM north of the banks of the Kelantan River, with an area covering approximately 2, 993.10 hectares. MDTM Administrative Office is located at:

Address: Majlis Daerah Tanah Merah,

17500 Tanah Merah,

Kelantan.

Tel: 09-9556026 / 9556023

Fax: 09-9556826



1.1.2 Building Logo

## **1.2 COMPANY HISTORY**

Tanah Merah District Council was established on 1 January 1979 under the Local Government Act (Act 171) with a gazetted area of 136.60 km. square.

This establishment was made by reorganizing several areas to be placed under one administration, namely a combination of the three existing Local Authorities as well as several other economic growth centres in the colony.

Based on the area of the Council gazetted on 1 September 2005, it brings the administrative area of the Council to 867.67 square km with a total population of 103,487 people. The council's population consists of the composition of the main races, namely Malays 95%, Chinese 3% and Indians 1%.

### **1.3 OBJECTIVE**

1. Improve the corporate image.
2. Increase creativity and innovation activities in line with the demands of stakeholders.
3. Encourage activities towards creating a green environment.
4. Expand implementation in government agencies to create a conducive environment.
5. Ensure that the audit element meets the needs of various government agencies.

### **1.4 VISION AND MISSION**

#### **1.4.1 VISION**

Creating a conducive ecosystem in the workplace.

#### **1.4.2 MISSION**

Strengthen a safe, clean, disciplined, neat, comfortable and orderly work culture system by implementing conducive ecosystem practices among Tanah Merah District Council staff.

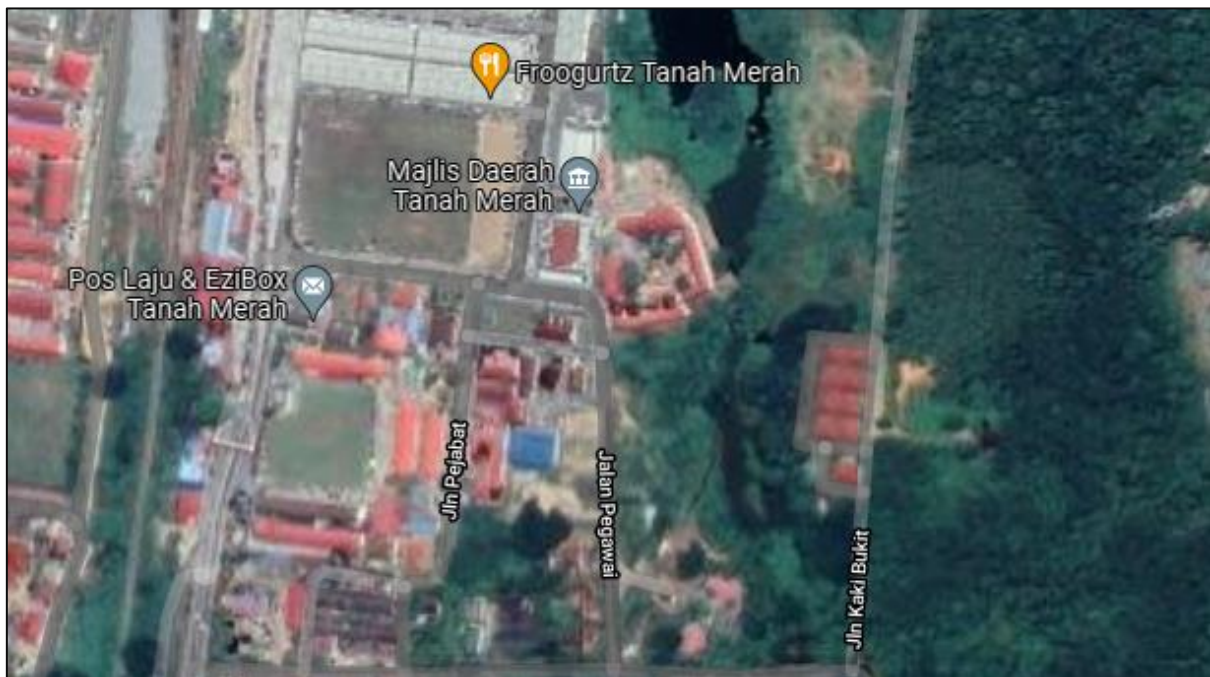
#### **1.5 BUILDING MOTTO**

A conducive environment makes citizens more productive

## 1.5 BUILDING LOCATION

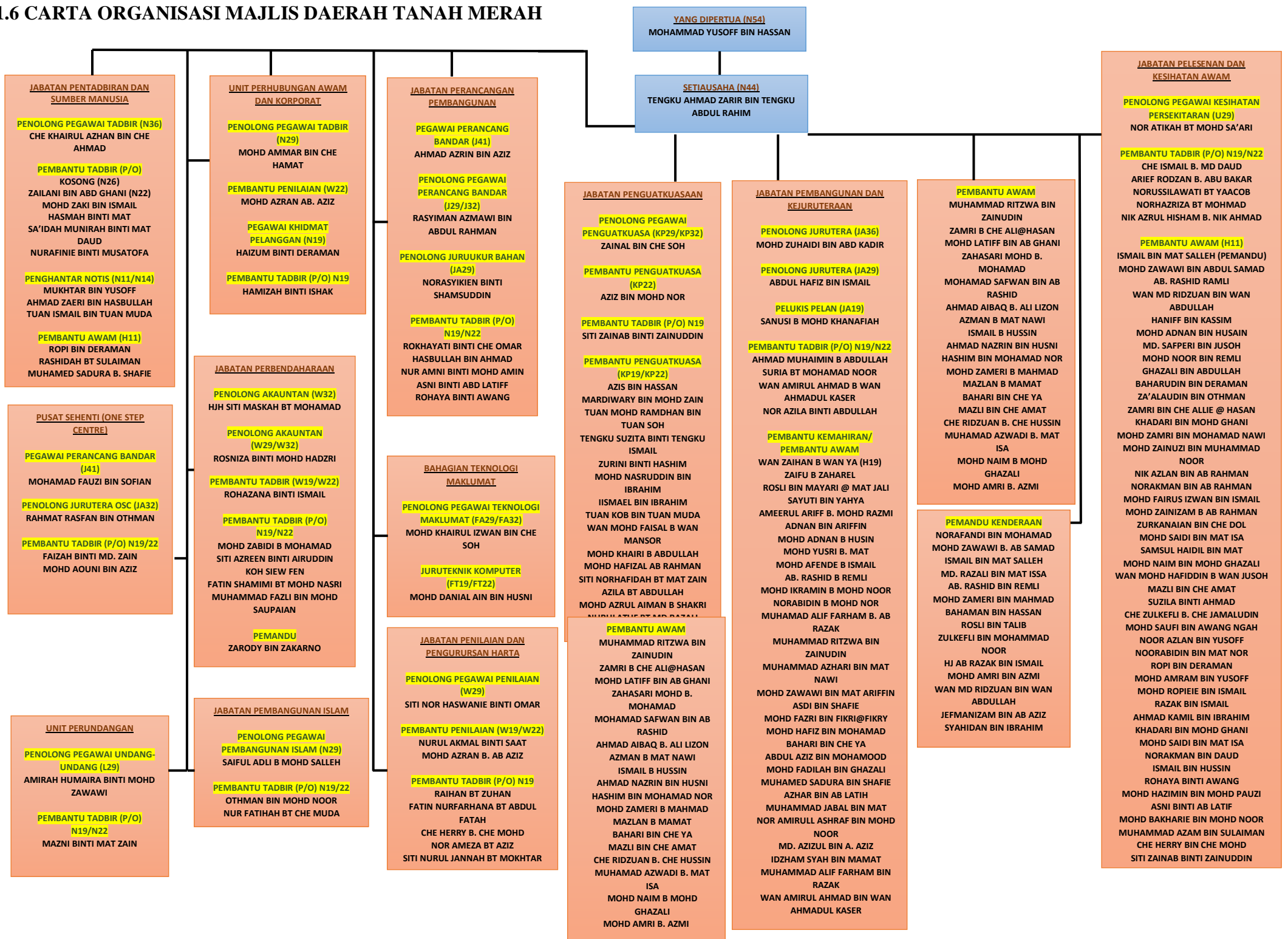


1.5.1 Location Plan

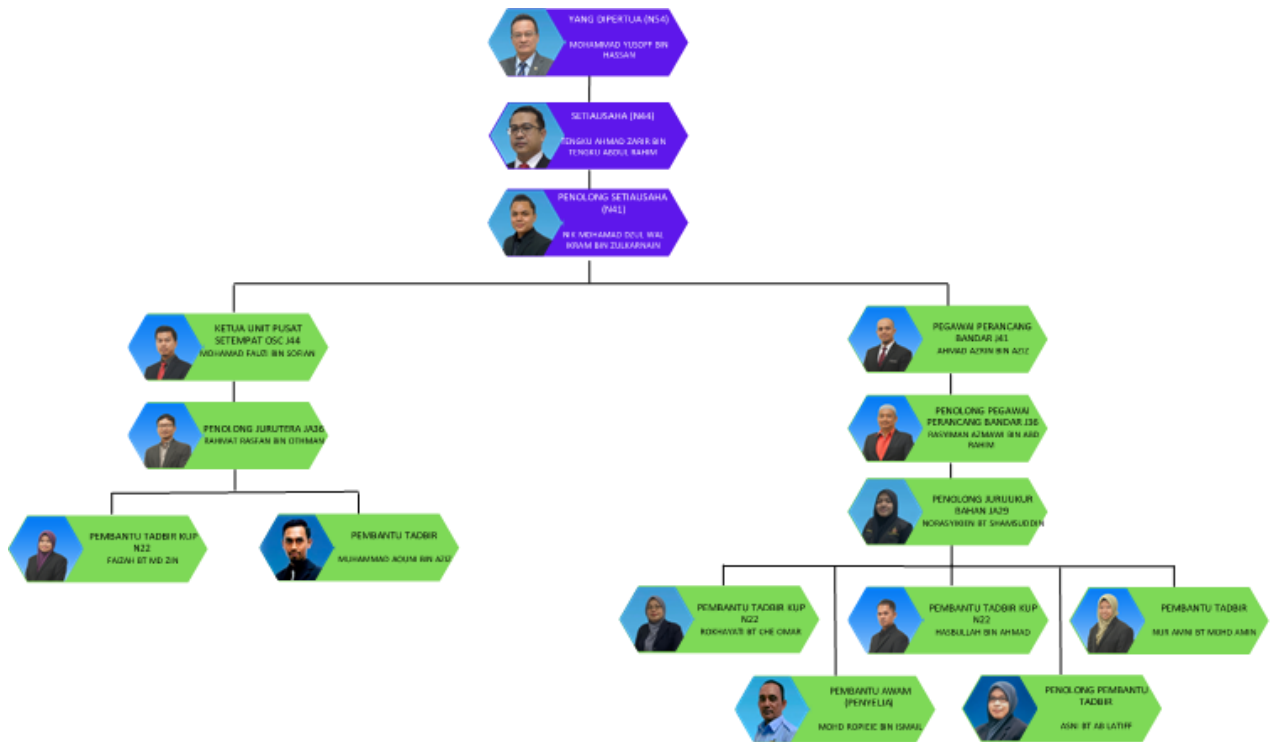


1.5.2 Key Plan

# 1.6 CARTA ORGANISASI MAJLIS DAERAH TANAH MERAH



## 1.7 One Stop Centre (OSC) Organization Chart



## **1.8 SUMMARY**

With the availability of industrial training, students can undergo industrial training in places that have been chosen by those related to their course. Therefore, the objective of industrial training is to make an impact on students in performing the assigned task as well as possible and to see how far a student learns the assigned task.

## **CHAPTER 2**

### **LITERATURE RIVIEW**

#### **2.0 INTRODUCTION**

The title that has been chosen is certificate of completion and compliance (CCC) approval process for 2 office shop units in Tanah Merah. Based on the chosen title, the certificate of completion and compliance (CCC) is because it is the main task that needs to be done by the third to do industrial training at the Tanah Merah District Council.

#### **2.1 DEFENITION OF CERTIFICATE OF COMPLETION AND COMPLIANCE (CCC)**

CCC stands for the certificate of completion and compliance and is a new term introduced by the Street, Drainage and Building (Amendment) Act 2007 (Amendment Act), which came into force on April 12, 2007. The CCC is meant to replace the certificate of fitness for occupation (CFO).

Under the former system, the CFO was issued by the local authority (LA) under the Uniform By-Laws of the Street, Drainage and Building Act 1974 (Act 133).

The former system was overly cumbersome, time-consuming and subject to abuse. It was not unusual for inordinate delays to occur due to many factors including: noncompliance by the developer for the submission of Form E and its enclosures to the LA, additional conditions imposed by the LA at the time of application of CFO, the involvement of many technical agencies and the lack of technical officers to process the CFO.

Purchasers of properties encounter numerous problems whenever vacant possession is delivered to them by developers and the purchasers could not occupy or renovate their properties because the CFO was not issued. (R. Zakaria, 2014)



### 2.1.1 CERTIFICATE OF COMPLETION AND COMPLIANCE (CCC) BACKGROUND

In 2007, the CCC was introduced to replace the CFO, to speed up the process for buyers who want to move into their home immediately.

The government has agreed to introduce a CCC certification system issued by Professionals in lieu of the Certificate of Fitness for Occupation (CFO) previously issued by the local authority. The introduction of this new certification system was made after taking into account its advantages and benefits based on a comprehensive study conducted by the Ministry of Housing and Local Government (KPKT) together with parties directly involved or having an interest in the construction industry.

The CCC production system by professionals is an effort towards a self-regulation and self-certification approach, that is, consistent with the Government's intentions as contained in step 70 (d) of the New Strategy to Stimulate National Economic Growth. It aims to further enhance the efficiency of the project development service delivery system through efforts to reduce bureaucracy. The introduction of the CCC will contribute to reducing the cost of doing business in the country as well as making it easier for investors to deal with the Government.

The CCC system is not a new concept. It is an extension of an already used system of detached houses built singly to other building categories. The UKBS amendment in 1999 has allowed detached houses such as bungalows to be exempted from applying for a CFO and for Professional Architects or Registered Planners to issue a CCC as a Submitting Person (OMP). The system has been implemented without any problems since its introduction and now its application is extended to other categories of buildings.

From the point of view of accountability for the safety and comfort of the building, the acquisition of the task of issuing these certificates by professionals is more of a formality. This is because under the CFO production system, professionals are indeed required to provide verification on security issues and eligibility to occupy the building. In addition, the assignment of the responsibility to issue building certificates by professionals is also considered an appropriate step. This is because they are the ones who best understand the development of a project because they are directly involved in the entire development phase; that is, from the works stage preparations start it up to the construction and completion stages of the project.

An improvement feature to the CCC system is that a notice of vacant possession (VP) can be issued together with the CCC which is now under the control of professionals. This factor will contribute to problem solving that often occurs under the CFO production system where the home buyer obtains the house keys but cannot occupy them because the CFO has not been issued yet. (Y P Cheong, 2007)

To strengthen and ensure the effectiveness of system implementation CCC certification, several related bills were also amended. Apart from the Roads, Drains and Buildings Act (Act 133) and the Uniform Building By-Laws 1984, the laws in question are:

- a) Housing Development Act 1966 (Control and Licensing) (Act 118)
- b) Strata Titles Act 1985 (Act 318)
- c) Registration of Engineers Act 1967 (Act 138)
- d) Architects Act 1967 (Act 117)

## **2.2 IMPLEMENTATION OF CCC PRODUCTION SYSTEM**

According to A. I. Che-Ani, the implementation of the CCC involved several changes as well as introductions new elements in the building certification system.

### **2.2.1 PROFESSIONALS RESPONSIBLE FOR PRODUCTION CCC**

Under this new certification system, the CCC will be issued by the Architect Professional or Professional Engineer registered with the Board of Architects of Malaysia (LAM) or the Board of Engineers of Malaysia (LJM) as a PSP. For buildings that require high architectural input, the Professional Architect will act as the PSP while the Professional Engineer will act as the PSP for engineering projects. For bungalows that do not exceeding a height of 2 storeys and an area not exceeding 300 square meters, the Building Planner will function as a PSP as well as issue a CCC. This is as permitted in the Architects Act.

CCC can only be issued after all parties are satisfied that the construction has been monitored and completed in accordance with the provisions of the law and the conditions in the Building Plan Approval as set by the local authority. (A. I. Che-Ani, 2014)

### 2.2.2 APPROVAL OF PLANNING PERMISSION AND BUILDING PLAN

1. Under the CCC production system, two main processes in the CFO system, namely Planning Permission and Building Plan are maintained. Both processes still need to be submitted and approved by the local authority first.
2. One of the main responsibilities of the PSP is to submit the Building Plan. While other plans, other than building plans, are submitted by the SP, that is, either a Professional Architect or a Professional Engineer. With the implementation of the CCC system, PSP is also responsible for ensuring that the preparation and submission of these other drawings is in order.

### 2.2.3 STAGED CERTIFICATION PROCESS

In the CFO production system, the roles and responsibilities of parties other than the OMP are not explicitly and explicitly controlled. To streamline the implementation of the CCC system, an important element introduced is the stage certification approach. This approach, which is based on the principle of matrix of responsibility, requires the contractor or trade contractor and the professionals responsible for a construction component to certify the completion and compliance of the component; for example, for internal plumbing works, a licensed plumber and a Professional Architect or Professional Engineer (depending on which party prepares and submits the internal plumbing drawings) must both verify the completion and compliance of the internal plumbing installation work. The implementation of this new system is aimed at further improving the safety and comfort of the building as well as facilitating action taken against those responsible in the event of any failure. (Wong Joseph, 2012)

Under the CCC production system, 21 construction components have been identified in a phased certification process. For this purpose, 21 Staged Certification Forms (i.e., Forms G 1 to G 21) were introduced under the Second Schedule of UKBS 1984 (Amendment) 2007. Table 2.1 shows the types of forms used according to construction components and parties responsible for the staged certification process.

In line with the implementation of this staged certification process, the PSP must inform the level of building construction to the local authority.

<b>TYPE OF FORM</b>	<b>COMPONENTS</b>	<b>CONTRACTOR</b>	<b>CONTRACTOR TRED</b>	<b>PROFESSIONAL</b>
G1	Earthworks	√		(SP)
G2	Signage	√	√ (Licensed Land Surveyor)	(PSP)
G3	Site	√		(SP)
G4	Structure	√		(SP)
G5	Internal Water Piping		√ (Plumber Licensed)	(SP)
G6	Sanitary Plumbing Inner		√ (Plumber Licensed)	(SP)
G7	Internal Electrical		√ (Competent people or proficient)	(SP)
G8	Opposing Fire (Passive)	√		(PSP)
G9	Opposing Fire (Active)		√	(PSP)
G10	Ventilation Mechanical		√	(SP)
G11	Installation Elevator/Escalator		√	(SP)
G12	Building	√		(PSP)
G13	Water supply system Exterior		√	(SP)
G14	Reticulation Sewerage		√	(SP)
G15	Treatment Plant Sewerage		√	(SP)
G16	Supply System		√ (Competent people)	(SP)

	External Electricity		or proficient)	
G17	Roads and Drains		√	(SP)
G18	Streetlight		√ (Competent people or proficient)	(SP)
G19	Main External Drain		√	(SP)
G20	Telecommunications		√	(SP)
G21	Land View		√	(Architect/Architect Landscape)

**Table 2.1 types of forms used according to construction components and parties**

#### 2.2.4 FORMS USED

NO	TYPE OF FORM	STATUS & USE OF THE FORM
1	Form A - 'Certificate of Building/Structure Plans	The existing Form A is retained for submission/approval of plans and contains SP & PSP certificates
2	Form B - 'Notice of Commencement/Resumption of Building Work'	Form B is retained for use as is.
3	Form C - 'Notice of Completion of Marking'	Repealed. Entered as Form G 2.
4	Form D - 'Site Completion Notice'	Repealed. Entered as Form G 3.
5	Forms G 1 to G 21 - 'Staged Certificate'	Introduced in a phased certification process for 21 construction components.
6	Form E - 'Application for Issuance of Certificate of Eligibility For Occupation'	Repealed.
7	Form F - 'Certificate of Completion and Compliance'	Replacing Form E and issued by PSP together with a certificate that he has supervised the construction and completion of the building.

<b>8</b>	Form F1 - 'Certificate of Completion and Partial Compliance'	Entered after Form F and issued by PSP for any part of the building that has been partially completed.
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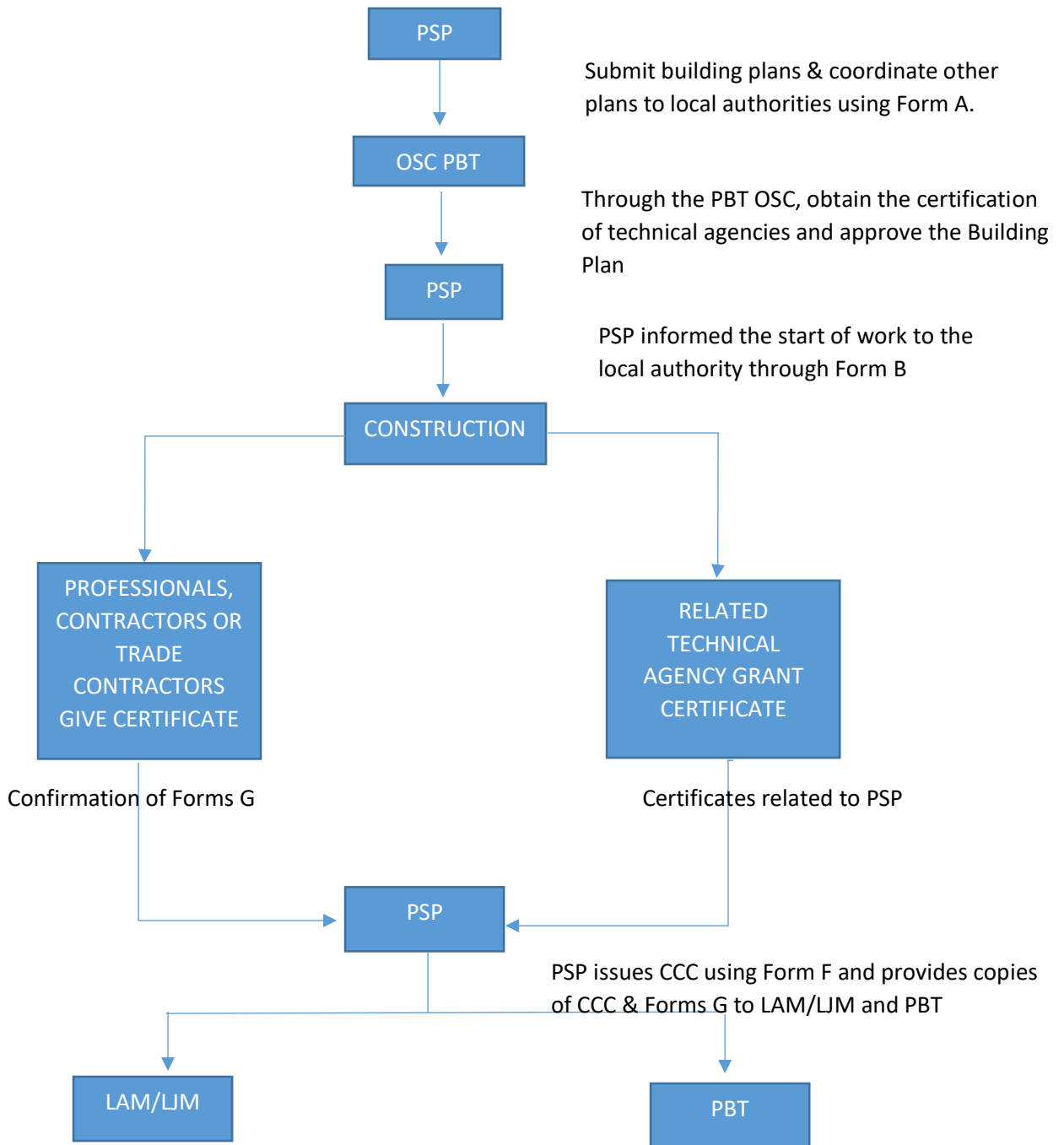
**Table 2.2 Forms Used In CCC Production Systems**

### **2.3 CCC PRODUCTION PROCESS**

Under the provisions of by-law 25 UKBS 1984 (Amendment) 2007, PSP may issue a CCC using Form F subject to the following matters:

- a) When all the technical conditions imposed by the local authority have been complied with
- b) when Forms G1 to G21 concern the certificate staged as specified in the Second Schedule has been certified and accepted by him
- c) When all services need to include access roads, land view, car park, ditch, installation of sanitary equipment, water and electricity, fire hydrants, sewerage and garbage disposal requirements and fire lift if required, have been provided.
- d) When he certifies in Form F that he has supervised the construction 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 these by-laws and the approved plan.

The PSP is also required within 14 days from the issuance of the CCC or certificate of completion and partial compliance to submit a copy of the certificate as well as the Staged Certificate Forms to the PBT and LAM or LJM, as applicable. Flow Chart 'A' shows the CCC issuance process from the plan submission stage until this certificate is issued. (R. Zakaria, 2014)



## **2.4 DEFENITION OF OFFICESHOP**

Recording to Hitesh Bhasin, retailing is the sale of goods or merchandise from a fixed place or by post, in small groups or piles for the use of buyers. It is a permanent place can be a convenience store, boutique, or stall, with the permanent place can be located on the side of the road of a residential area, on a shopping street that does not have much or does not have a nearby residential house or shopping area. Shopping streets sometimes only specialize in pedestrian customers. That type of road sometimes provides a full roof or a partial roof to protect its customers from rainfall. Online retailing, a type of electronic commerce used for business transactions to consumers, and mail order is a form of storeless retailing. Retailers are the end of the supply chain, with services provided sometimes including ancillary services such as delivery.

## **2.5 TYPE OF SHOP**

### **1) Speciality Store**

A speciality store is one which focuses on one or two specific categories. They have a very narrow product line. However, the advantage of a speciality store is that we will find many things in that store related to that speciality which we might not find on the open market.

### **2) Department store**

Department stores are generally located within malls and they may not have their own independent stores. Department stores have a lot of products under their roof. They will sell clothing, men's and women's accessories, children's toys, home furnishings and many different things.

They generally have separate sections for separate categories. However, the number of categories are not exhaustive. These stores might not deal in as many categories as Supermarkets or hypermarkets.

### **3) Super Markets**

They are known to be vast marketplaces with a wide variety of categories available. Most of these categories deal in the residential market segment by dealing in a lot of food varieties, necessary and useful products, groceries, bakery products, laundry and others.



Many customers in the supermarket are looking to refill their home inventory and the best place to do that is the supermarket because the customer can fill up with a lot of stuff in very less time. Product assortment is a speciality of supermarkets because the products need to be displayed in such a manner that the customer gets attracted to them and they sell faster.

Normally, Supermarkets are also preferred because they have a lot of variants of the same product. Customer can find a lot of different varieties of soaps and shampoos at your local supermarket which won't find in local convenience store. As consumers grow, supermarkets are becoming smarter and smarter and bringing various price incentives to shop with them.

#### 4) Convenience stores

These are small stores which do not have too many categories or too much depth in their product line. They will have 2-3 types of each product and the volume too will be lesser. Nonetheless, they are almost anywhere and in any country that we go too. Typically, most convenience stores provide low-level items which are not even mid-range. The advantage of a convenience store is, well, its convenience. It is nearby.

#### 5) Drug stores

Drug stores are the ones which sell medicines and are specialized in it. They can be a form of specialized store itself but let's face it. Drug stores are now wider and longer than any specialized store because of the population and the number of medicines we need in day to day life.

#### 6) Discount Stores

Discount stores sell all products at a good discount which attracts the customers. They do this by buying the products in huge volumes from the company. On the front end, they also establish a huge number of supermarkets and hypermarkets so that they can liquidate these products to the customers by passing on the margins.

#### 7) Super Stores or Hyper Markets

Superstores are retail stores which are huge in size and have many different categories under their belt. These retail stores are not found in malls. Rather they are malls by themselves.

## **2.6 SUMMARY**

The CCC production system by professionals is an endeavour reform of the building safety and comfort certification process. It is a necessary step to further improve the service delivery system of the construction industry which will attract more foreign investment to the country. The introduction of CCC will not only provide benefits and advantages to the parties directly involved in it building development projects but also building buyers and owners. The smooth implementation of the CCC production system is expected to alleviate the anxiety that is now often faced by buyers and owners by shortening the waiting time to enter the building.

## **CHAPTER 3**

### **CASE STUDY**

#### **3.1 INTRODUCTION**

The role of the local authority is as the party that conducts the check and balance as the CCC is issued by the PSP through self certification and self-regulation. Local authorities can use their powers under Section 70 (23) (a) and (b), Drainage and Building Act 1974 (Act 133) to conduct inspections during construction to ensure that the buildings constructed are in compliance with the approved building plan. If there is none -compliance, the local authority can withhold the issuance of certificate of completion and compliance (CCC).

Based on the selected objective, namely the CCC production approval process for 2 units of 3 -storey office shops on lots 100 and lots /101 located in Tanah Merah town, Kelantan. The building is owned by 3 individuals, namely Koh Chai Hun, Ooi Chi Hen and Ooi Mek Wai and is used as an office shop. This building was completed in 2015 which is located in the center of Tanah Merah, Kelantan. The building started applying for CCC on 16 February 2020 and needs to follow several processes before it is approved. This CCC certificate is issued by professionals consisting of Professional Architects registered with the Board of Architects of Malaysia, Professional Engineers registered with the Board of Engineers Malaysia or Building Planners registered with the Board of Architects of Malaysia.

### 3.2 LOCATION OF BUILDING

This building category is a type of shop/office house that is used as a building for business. With its area 40”105” and located in the city center at Tanah Merah, Kelantan. There are also many business premises buildings and facing the road around of this building

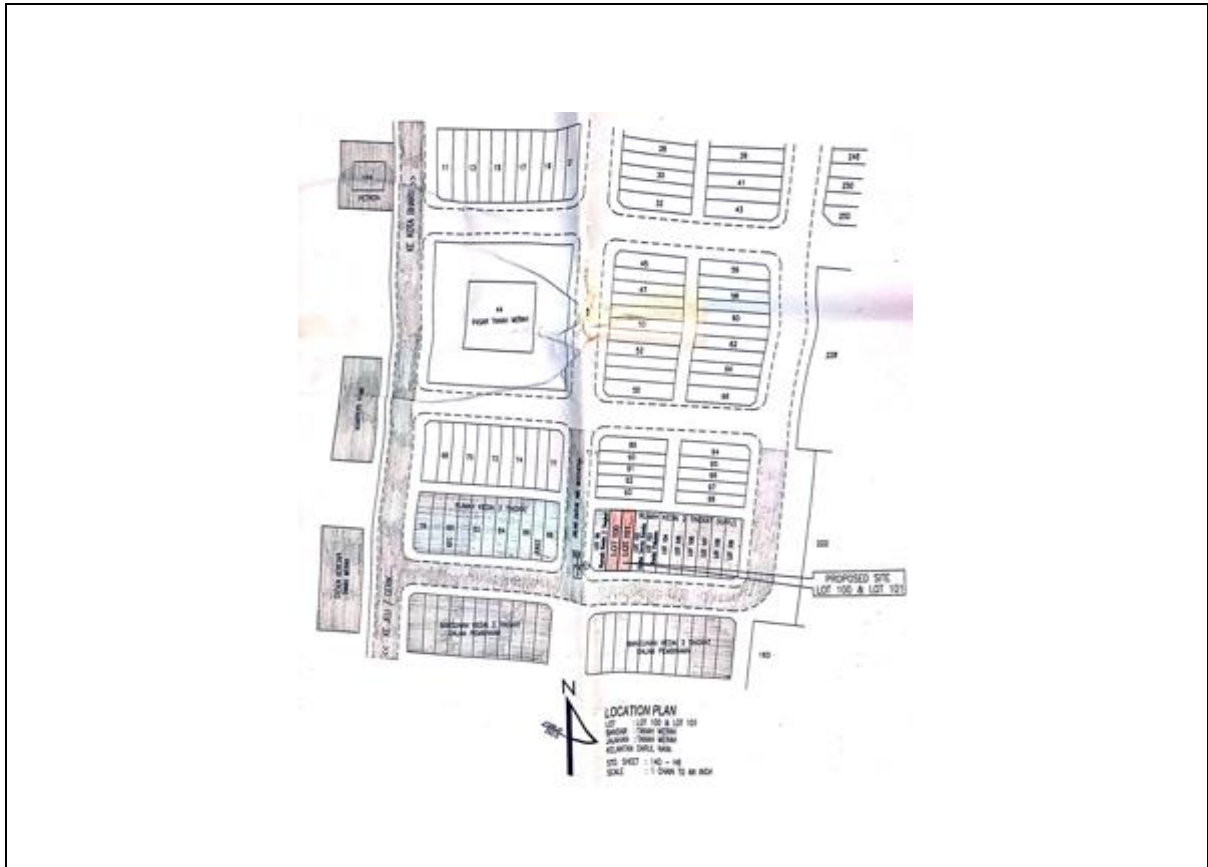


Figure 3.1 Location Plan

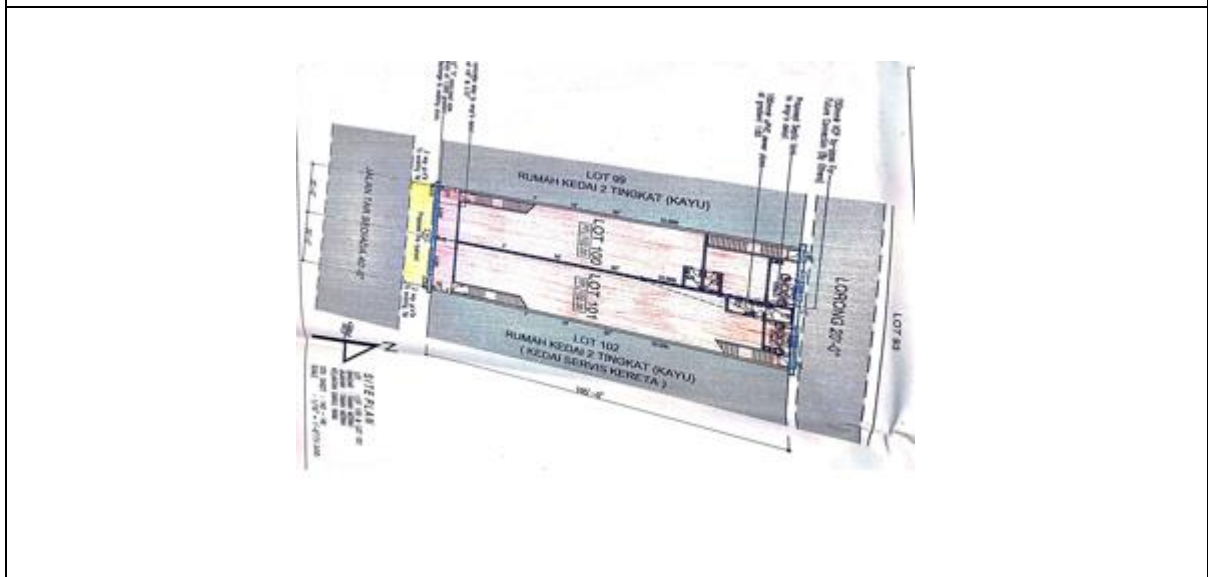


Figure 3.2 Site Plan

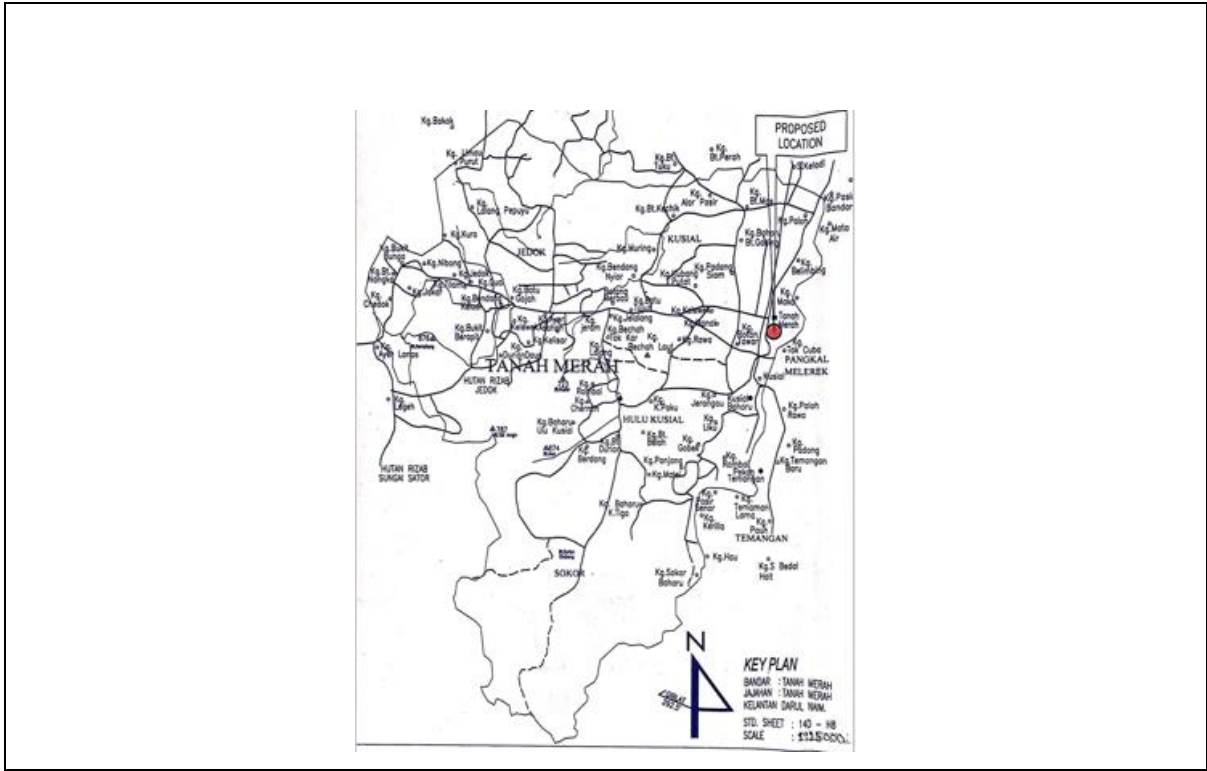


Figure 3.3 Key Plan

**3.3 BUILDING ELEVATION**

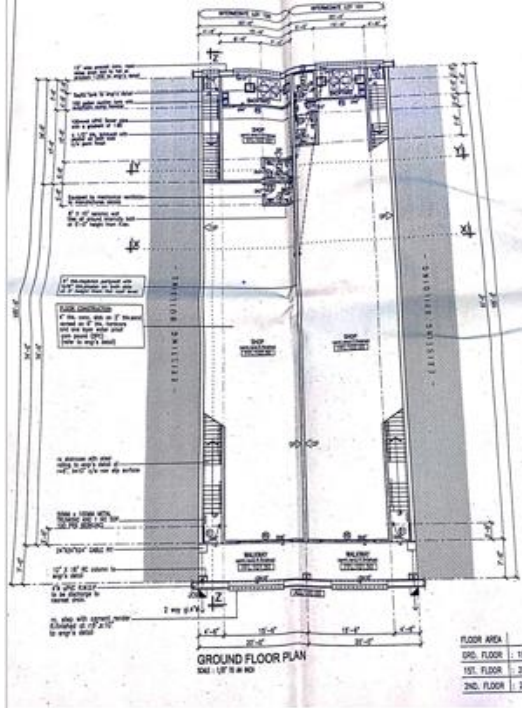


Figure 3.4 Ground Floor Plan

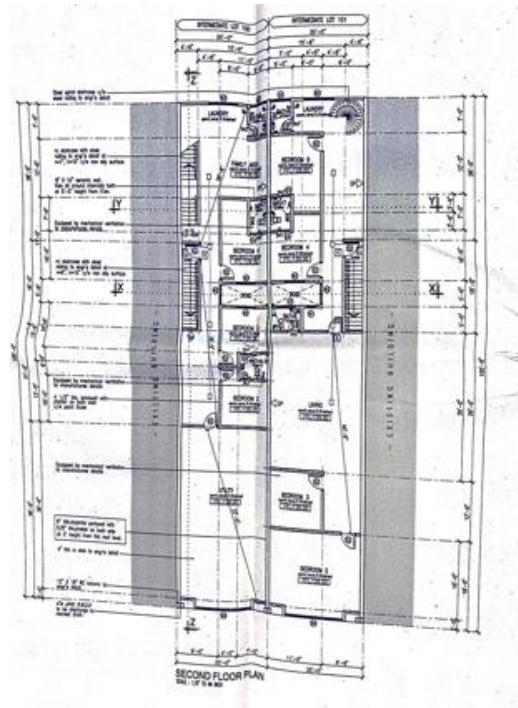


Figure 3.5 Second Floor Plan

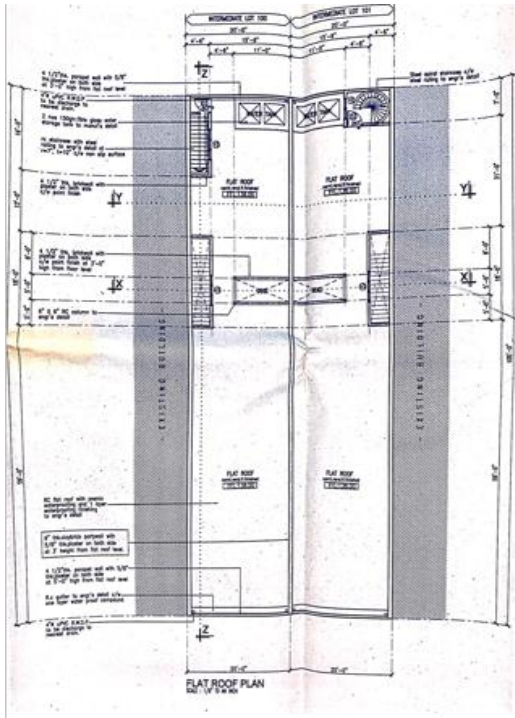


Figure 3.6 Flat Roof Plan

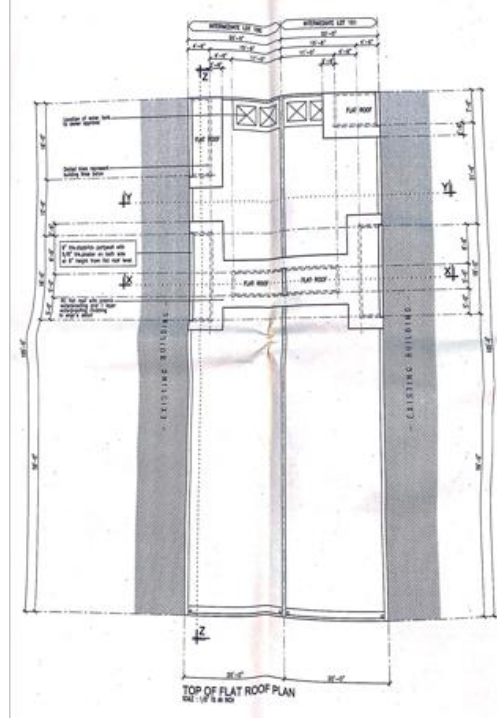


Figure 3.7 Top of Flat Roof Plan

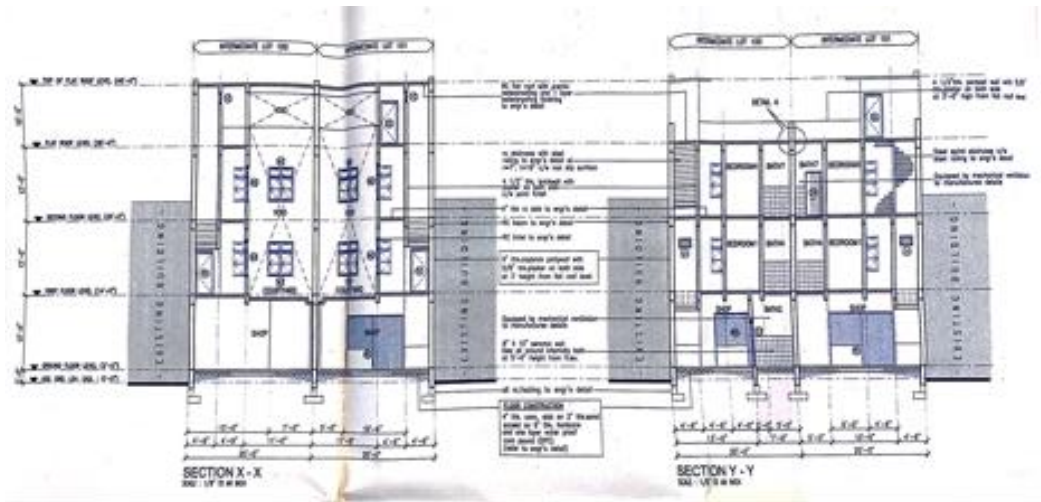


Figure 3.8 Section x-x and Section y-y

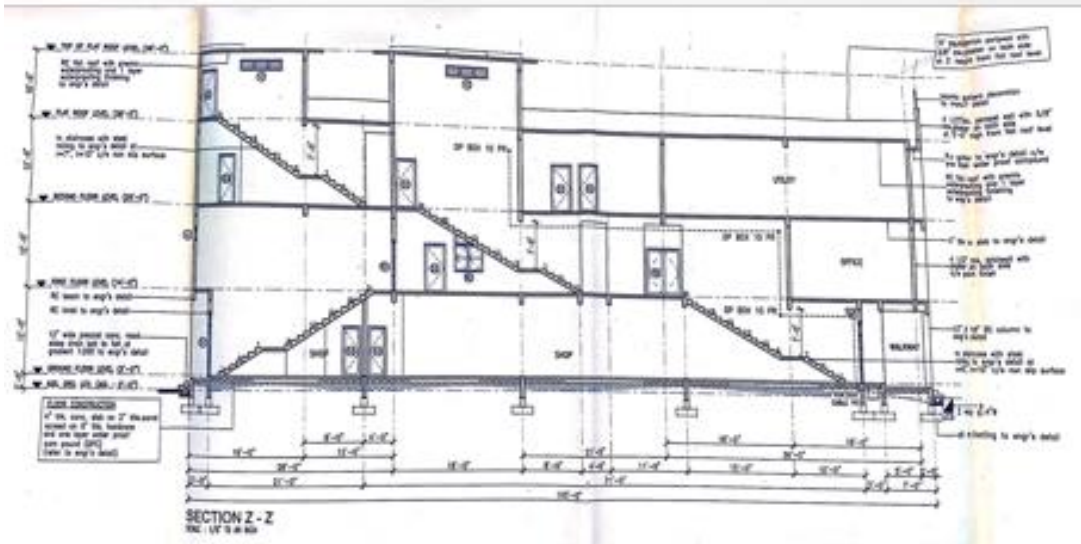


Figure 3.9 Section Z-Z



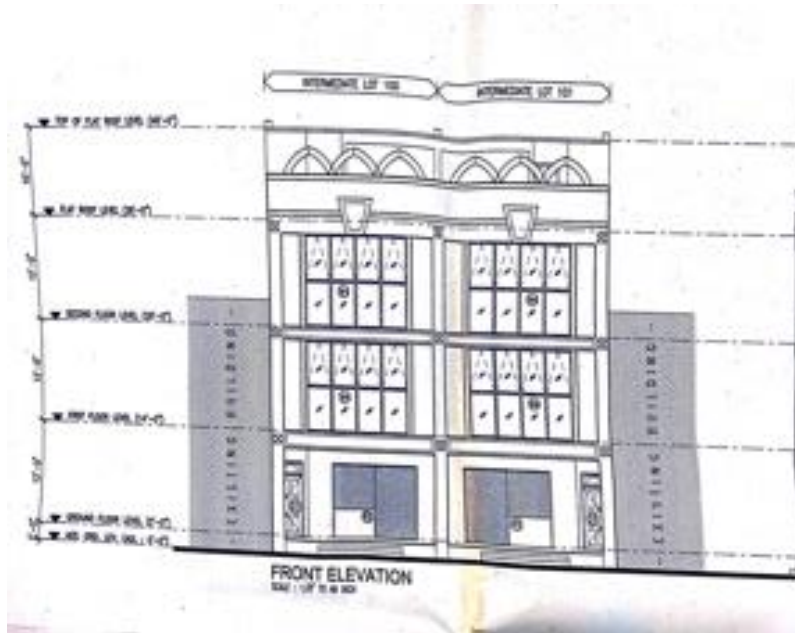


Figure 3.10 Front Elevation

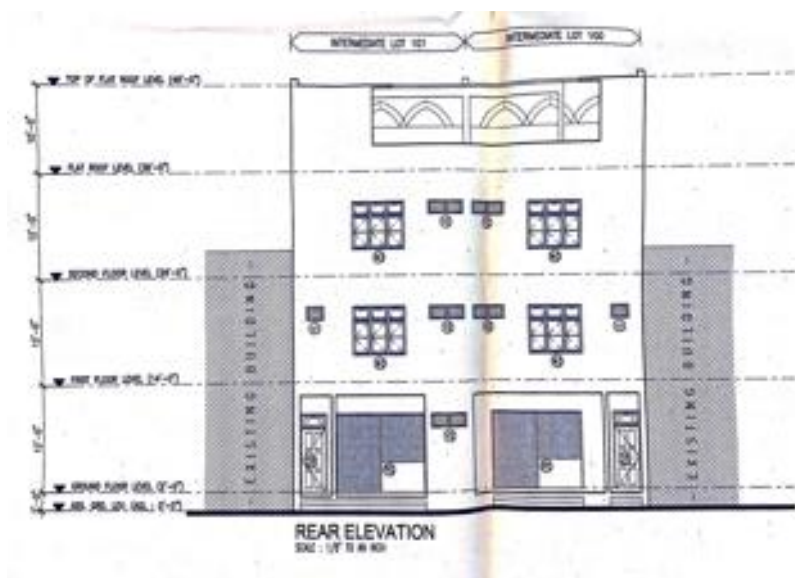
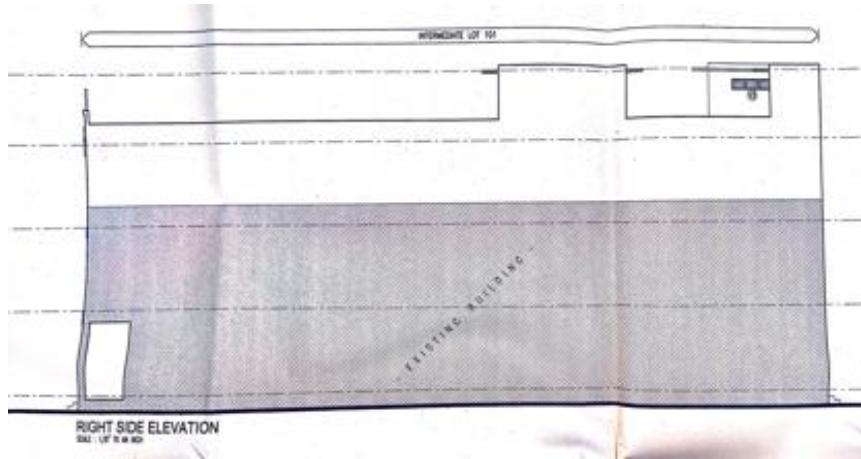
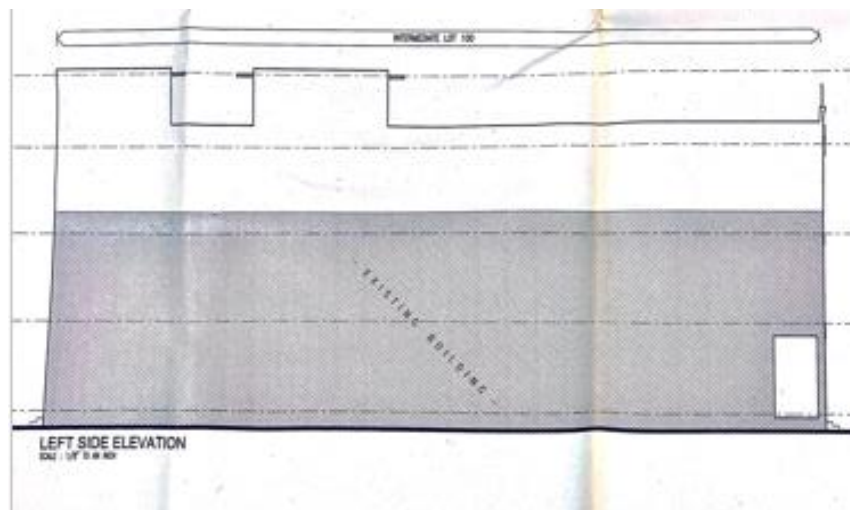


Figure 3.11 Rear Elevation





*Figure 3.12 Right Elevation*



*Figure 3.13 Left Elevation*

### 3.3 PROCESS OF CCC

Certificate of Completion and Compliance (CCC) process starts with the PSP or known as the Principal Submitting Person, the building plan application must be submitted through OSC Online. PSP must fill out all of the forms provided. The OSC will then instruct the PSP to submit the application to the OSC counter if it is complete and meets the requirements. After that, there are some fees charged at the OSC counter to receive the building plan. First and foremost, there is file registration. This file is important for storing all of the important documents involved with a house development project before to and after the CCC. The registration fee for the file is RM50.00, this fee does not include ISF and plan fees. Next, Improvement Service Fund (ISF) has been provided in section 132, ditch roads and buildings act 1974 (act 113) for local authorities. Section 8 allows the local government to claim costs for new roads, road widening, and road paving. Meanwhile, local authorities can claim costs for road beautification and ditching under section 51 and the last section is section 132 shall be established in each local authority and shall be paid into it all moneys for carrying out this act.

Kertas Minit No. MDTM/OSCI: PB, 15, 133 Helai No. 15/9/2015

1) Daripada: LAY. CHAI HAN, OBI. CHAI KIAN bertitah: 15/9/2015  
 20/11/2015

Bayaran Daftar Fail	: RM 50.00
Bayaran Proses Pelan	: RM 250.00
Bayaran KM-Bangunan	: RM 672.00
Bayaran Sumbangan	:
Tandatangan Penerima	:

2) Kepada Jabatan Teknikal: Borneo JCR No. 15 bertitah: 25/11/2015

Keputusan Mesyuarat Jawatankuasa OSC		
Bil.	Tarikh	Lulus
1	15/9/2015	Lulus

- 3) DPP JCR
- 4) Surat Makluman OTC - Terasulit
- 5) DPP PERUMBAH MZ & MZ SOK. OTHO. - P. L. M. MIFRA
- 6) DPP PERUMBAH MZ & MZ SOK. OTHO. - R. C. DELANO
- 7) Keputusan PERUMBAH MZ & MZ SOK. OTHO.
- 8) CADANGAN DDP/DPP
- 9) DPP M. S. S. S. S.
- 10) Surat Makluman OTC - Lulus
- 11) Keputusan PERUMBAH
- 12) DOKUMEN B
- 13) DPP PERUMBAH MZ
- 14) DPP SOK. SOK. SOK. SOK.
- 15) DPP LCC - MELIANG THOM

FORM 3  
 (Kertas Minit ini dibina dengan Minit 150.04 x 270mm x 27mm)

Figure 3.14 Shown file registration receipt

MAJLIS DAERAH TANAH MERAH  
17003 Tanah Merah, Kembaruan Island Pagar.  
Tel: 09-9566026, 09-9566023 Fax: 09-9523828

**BIL. BAYARAN PERKHIDMATAN / AM**

TARIKH : 2/10/2015  
NAMA : Koh Chai Huan  
NO. KIP :  
ALAMAT :  
MDTM/OSC/PB/15/144  
MDTM/431/1

KENYATAAN BAYARAN :		MDTM 11356/15	29-10-2015
71309 DAFTAR FAIL	RM 77403.73221		
72409 BAYARAN PROSES PELAN & KM PELAN BANGUNAN	RM TUNAI		RM4,100.00
77403 BAYARAN SUMBANGAN	RM 4,075.00		
73221 BAYARAN PAPAN PLET	RM 5.00		
72409 BAYARAN SKD	RM 1,175.00		
JUMLAH	RM 8,270.00	29-10-2015	
	RM 1,175.00		
	TUNAI		RM4,100.00

COP AKUAN TERIMA BAYARAN →

014-8382121 - Koh Chai Huan  
-mei wa

Figure 3.15 Shown OSC registration fees

12 May 2015 18:39 P 1

Ms. Yuen Yook Ec

KEWANGAN MALAYSIA

Kemas Tanah Melayu  
Bekas S B  
(selepas au)  
Negari: KELANTAN

**CERAN**  
No. Pendaftaran: 2029/

Jenis Perolehan Tanah: BANGUNAN  
Bekas Tanah "Perolehan Tanah"

Tanah yang dibekalkan di bawah ini, yang dibekalkan dengan penuh yang ada dibekalkan ke  
bagi tujuan perolehan tanah dibekalkan, tidak dibekalkan untuk dibekalkan oleh pemohon  
yang pada masa ini ada dibekalkan sebagai dibekalkan di bawah ini, terdapat kepada per  
mendapatkannya ke tanah Melayu, kepada jenis yang dibekalkan di atas dan kebawah pener  
sejarah negara dan dibekalkan kepada di bawah ini, sebagai dibekalkan dibekalkan  
kepada perolehan perolehan 60.00

Dengan perlembang Pihak Berkuasa Negari.

Disertakan dengan 1 sahaja. 100%

Penyediaan

Dalam tempoh 14 hari

Jenis Tanah

DAFTAR TANAH MERAH

Daftar perolehan tanah: 2029/

ML Lot: 100

Sejarah Tanah

Keputusan Kerajaan

Membekalkan dengan segala dibekalkan dibekalkan bagi perolehan

2015/2015

Ma bawakan dan datang dibekalkan.

Ma bawakan yang dibekalkan (jika dibekalkan dibekalkan yang di bawah 50000/100)

Figure 3.15 Shown land grant

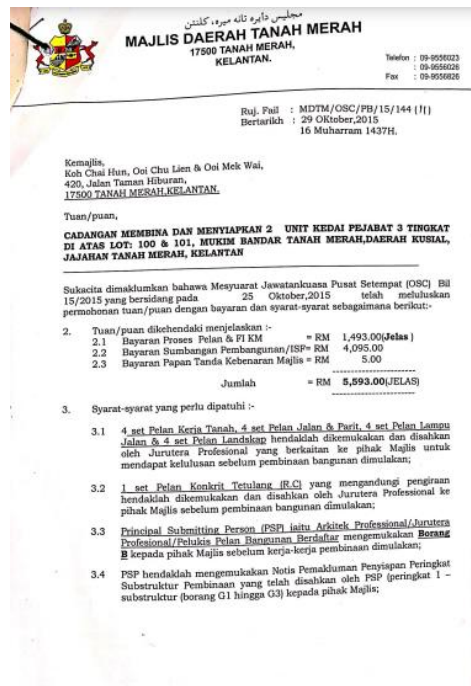


Figure 3.16 Shown ISF letter

The OSC must distribute to the technical departments and agencies involved before giving them the go-ahead to begin construction. It takes at least 14 days for the departments and technical agencies involved to comment. Besides that, within seven days, site visits were conducted to assess the site's readiness for construction. During this time, PSP, architects, and contractors are prohibited from performing construction work. After that, meetings of the OSC committee are held to ensure that all construction proposals and processes are carried out properly and in accordance with the law. As a result, determine whether the application is approved or whether amendments to the plan are required based on the terms and decisions of the meeting. After obtaining approval, the PSP must make payment for form C1 (KM certificate), waste maintenance costs, cleaning deposit, site visit charges, and fines (if any).



*Figure 3.17 Shown OSC meeting*

Subsequently, the PSP must submit Form B to the OSC, and construction can begin after 4 days from the date of submission of Form B. The next phase of construction is regulated by the PSP, however local authorities are allowed to visit the site at any stage. First stage is forms G1-G3 must be submitted to the OSC by the applicant or PSP, and the form must be certified by the departments and agencies involved. The PSP must keep the certified Form G. Additionally, the second and third stage the PSP must then submit Form G4-G21 to the OSC for the next step in the process. For Forms G4-G21, the PSP must submit once with a letter of support from the departments and agencies involved to support the construction carried out in accordance with the law. Within 7 working days, a building inspection and site cleanliness inspection is held, during which the construction of the building according to the approved plan is inspected, as well as construction waste, to ensure that there is no pollution in the surrounding area.

**UNDANG-UNDANG KECIL BANGUNAN SERAGAM 1984**  
**BORANG B**  
**NOTIS MEMULAKAN/PENYAMBUNGAN SEMULA KERJA BANGUNAN**  
 (Undang-Undang Kecil 22(1) dan (2))

20

Kepada Pihak Berk kuasa Tempatan,  
 Majlis Daerah Tanah Merah, Kelantan Darul Naim

Saya memberi notis bahawa selepas tamat tempoh 4 hari dari tarikh notis ini  
 diatima saya bercadang untuk memulakan/menyambung semula kerja bangunan  
 iaitu : **CADANGAN MEMBINA DAN MENYIAPKAN 2 UNIT KEDAI PEJABAT 3 TINGKAT**


atas \* Lot/lot-lot ..... **100 & 101** ..... Seksyen .....

Jalan ..... **TASIK** .....

..... bagi ..... **OUI CHU LIEN** .....

menurut Pelan yang Diluluskan No..... **MDTM / OSC / PB / 15 / 144** .....

Bertarikh .....

  
 Orang Yang Mengemukakan  
 Ar. Ahmad Suhaimi Bin Hashim  
 ARKITEK  
 No. Pendaftaran LAM. AIA T4

Nama : **AR. AHMAD SUHAIMI HASHIM**

Alamat : **ARCHI-INVENT ARCHITECT, PT 808, TINGKAT 2, SEKSYEN 27,  
 JALAN SRI CEMERLANG 15300 KOTA BHARU, KELANTAN.**

No. Pendaftaran : **A/A 74**

Kelas : **ARKITEK**

*Figure 3.18 Shown B forms*

Next, the local authority will then conduct a full inspection of the building to ensure that it is being built in accordance with the approved plan and that the owner has not made any changes. This inspection includes key plans such as the front, left, right, and rear elevations, and the sanitary layout. Besides that, inspections such as setback measurements and room area were also carried out. According to the Uniforms Building by Laws of 1984 (UBBL 1984), the setback from the left, right, and rear must be a minimum of 10 feet from the boundary, and the setback from the front must be a minimum of 20 feet from the boundary. If the construction goes as planned and the site and surroundings are cleared, a letter of support for the CCC will be send. However, if not, the PSP will have to submit a plan amendment passed for the fined extent, in accordance with the setback compliance and the decision of the meeting.

Furthermore, there are several tools used during the inspection, namely steel tape, invar tape, and camera. For steel tape, it is used for a short distance of 5 meters, while invar tape is used for a long distance of 5 meters and above. Invar tape is suitable for measuring the length of the setback to the boundary. The last is the camera, it is used to snap the corners of the building namely front, left, right, and rear elevations and also changes made not according to the approved plan.



*Figure 3.19 Shown a steel tape*



*Figure 3.20 Shown a invar tape*





*Figure 3.21 Shown a camera*

In the end, a certified copy of the CCC form G form is submitted to the professional board associated with the PSP. Thereafter, a valid CCC certificate is submitted to the developer or owner and a copy of the CCC, and a valid G form is submitted to the local Authority, development department. The PSP also needs to sign the F form as a sign of passing the CCC, the serial number F form can also be obtained from the Professional Board associated with the PSP.



UNDANG-UNDANG KECIL BANGUNAN SERAGAM 1984

BORANG G 1

PERAKUAN BERPERINGKAT : KERJA-KERJA TANAH

[Undang-undang kecil 25 atau 27]

Tajuk Projek: .....

\*1. Kami memperakui bahawa kami telah mengawasi dan/atau melaksanakan pembinaan dan penyediaan bagi kerja-kerja tanah dan bahawa sepanjang pengetahuan dan kepercayaan kami kerja-kerja itu adalah menurut Pelan Kerja Tanah yang Diluluskan No.Raj:..... dan bahawa kami menerima tanggungjawab sepenuhnya dan sewajarnya.

Nama (Perwakilan)	No. Pendaftaran	Tandatangan
a) Kontraktor .....	(Lembaga Pembangunan Industri Pembinaan)	(Tarikh: )
(b) Orang yang mengemukakan .....	(Lembaga Atkitek Malaysia)	(Tarikh: )

ATAU

\*2. Saya memperakui bahawa borang ini adalah tidak berkaitan.

(Orang utama yang mengemukakan)

# No. Kad Pengenal, jika tidak hadan pendaftaran yang berkaitan

\* Pusing manja yang tidak berkenaan

Figure 3.22 Shown G1 forms

UNDANG-UNDANG KECIL BANGUNAN SERAGAM 1984  
BORANG F  
PERAKUAN SIAP DAN PEMATUHAN  
[undang-undang kecil 25]

LAM / Kel / No. 17210  
Tarikh: 01.06.2020

Kepala : \*  
KOH CHAI HUN NO.K/P: 448512-03-5144  
OOI CHU LIEN NO.K/P: 430124-03-5468  
OOI MEK WAI NO.K/P: 480328-03-5054  
LOT 100 & 101, JALAN TAMAN HIBURAN,  
17500 TANAH MERAH, KELANTAN.

Saya dengan ini mengeluarkan Perakuan Siap dan Pematuhan untuk bangunan-bangunan-bangunan atau Lot/Lot-Sekyen/daun

CADANGAN MEMBINA DAN MENYIAPKAN 2 UNIT KEDAI PEJABAT 3 TINGKAT, DI ATAS LOT 100 & 101, MUKIM BANDAR TANAH MERAH, DAERAH KUSIAL, JAJAHAN TANAH MERAH, KELANTAN DARULAIM.

Saya telah mengawasi pembinaan dan penyediaan bangunan-bangunan-bangunan itu dan sepanjang pengetahuan dan kepercayaan saya kerja-kerja itu adalah mengikut Akta, Undang-Undang Kecil Bangunan Seragam 1984 dan pelan-pelan yang diluluskan. Saya dengan ini memperakui bahawa bangunan-bangunan-bangunan itu adalah selamat dan layak untuk diduduki.

1. Butir-butir orang utama yang mengemukakan  
Nama: Ar. AHMAD SUHAIMI BIN HASHIM  
Alamat: LOT 2191, TINGKAT 1, KAMPUNG ERDANG ISRAK,  
JALAN SULTAN ISMAIL, 20100 KUALA TERENGGANU, TERENGGANU.  
No. Pendaftaran LAM: A/A 74

2. Salinan kepada:  
(a) Pihak Berkuasa Tempatan: MAJLIS DAERAH TANAH MERAH  
(b) Lembaga Arkitek Malaysia (LAM)

SALINAN PIHAK BERKUASA TEMPATAN

Figure 3.23 Shown F forms

### 3.4 PENALTIES IMPOSED

With the implementation of the CCC certification system, amendments were also made to Act 133 in relation to the penalties that can be imposed for offenses that violate the provisions of the law. In general, these amendments involve an increase in all previous fines as well as the introduction of a term of imprisonment not exceeding 10 years. Table 3.1 shows the amendments to the penalties imposed according to the type of offense under the CCC withdrawal system.

Penalty Amendment	Type of offense convicted
1. Increase the fine not exceeding one thousand ringgit to not more than twenty-five thousand ringgit (Subsection 70 (11))	Making alterations to buildings other than those provided for in the Act or in the by-laws without obtaining prior written permission from the local authority.
2. Increase the fine not more than one thousand ringgit to not more than twenty-five thousand ringgit and the additional fine not more than one hundred ringgit to not more than five hundred ringgit for each day the offense is continued. (Subsection 70 (12))	Using a building or part of a building for a purpose other than the purpose for which it was originally constructed without obtaining prior written permission from the local authority.
3. Increase the fine not more than ten thousand ringgit to not more than fifty thousand ringgit or imprisonment for a term not exceeding three years or both. An additional fine of two hundred and fifty ringgit was increased to one thousand ringgit for each day the offense was continued after conviction. (Subsection 70 (13)).	For errors: <ul style="list-style-type: none"> <li>a) commence or restart the erection of a building in contravention of subsection (9)</li> <li>b) Commencing the erection of a subsection (9A)</li> <li>c) Deviate from any plan or determination approved by the Local Authority without obtaining prior written permission.</li> <li>d) Erecting a building in contravention of this Act or any by-law.</li> </ul>

	<p>e) Failure to comply with the written instructions of the local authority or the conditions imposed by the local authority on any modification or waiver of any requirement of any by-laws.</p>
<p>4. Fine not exceeding two hundred and fifty thousand ringgit or imprisonment for a term not exceeding ten years or both. (Subsection 70 (27)).</p>	<p>a) Not a PSP but issuing a certificate of completion and compliance</p> <p>b) Issuing a CCC without an associated G form</p> <p>c) Issuing CCCs in violation of local authority instructions withholding such withdrawals pending correction of any non-compliance</p> <p>d) Making false or fraudulent declarations, certificates, applications or representations of any prescribed form</p> <p>e) amend or falsify the prescribed form knowing that the declaration, certificate, application or representation has been falsified, amended or forged</p> <p>f) Occupy or allow to be occupied any building or any part thereof without a CCC certificate.</p>
<p>5. The fine under the general penalty of not more than two thousand ringgit is increased to not more than ten thousand ringgit and the additional fine of not more than one hundred ringgit is increased to not more than five hundred ringgit for</p>	<p>Under General Penalties where no penalty is expressly provided for a person guilty of an offense.</p>

each day the offense is continued after conviction. (Subsection 127)	
--	--

***Table 3.1 Amendment of penalties under act A1286***

### **3.5 SUMMARY**

The advantages of the CCC system will only result if they exist high commitment and close cooperation between the Local Authority and the professionals involved. Local authorities need to function as an effective check and balance mechanism in order to protect the interests of buyers and building owners while professionals need to act true to their profession. In the final analysis, the effectiveness in performing the roles and responsibilities of both parties promises a 'win-win situation' (win-win situation) that extends to all parties. The strict adherence of professionals as PSP to the provisions of the law as well as the plans and conditions set in the process of issuing CCC will reduce not only the burden borne by the local authority but also the buyer. While the action of the local authority to detect non-compliance, especially at the building erection stage will reduce the cost of correction as well as the consequences of allegations or disciplinary action that had to be borne by professionals.

## **CHAPTER 4**

### **PROBLEM**

#### **4.1 PROBLEM**

##### 4.1.1 Schedule label error on building plan

There are several issues faced by homeowners in obtaining a CCC. The issue is small, but it can affect a home's ability to obtain a Certificate of Completion and Compliance (CCC). For starters, the submitted plan has some label errors. For example, in the floor plan window label states W2 but in sections A-A they state W3. This can slow down a bit the CCC process where the PSP needs to correct the label to avoid confusion. If it is not repaired, it may be detrimental to obtain a CCC as it is considered an offense during the inspection, and the owner or PSP can be fined for failing to build according to the approved plan.

##### 4.1.2 The construction of the building deviated from the original plan

Further, the construction of the completed building is not the same as the approved plan. It's similar to the first point, but it's not the same. For this one, the building underwent changes such as the position of the windows which were supposed to face north but changed facing east. Before proceeding to the next step, each change will be penalized. The latter is an error in the measurement of room space that is different from the approved plan as a result, the room is narrower than the plan. This is a minor offense, but it can affect the size of the building, so the contractor needs to take care that the house is built according to the plan and area set out in the book *Uniforms Building by Law (UBBL 1984)*.

##### 4.1.3 Construction of the building did not follow the procedure

There is a problem in the selected case study that is the construction of the building does not follow the procedure. The construction of this 3 -storey office shop has received complaints from a trader named Lee Ngian Thiam. The construction of this building has resulted in his shop and several nearby shops experiencing problems when it rains. This is because, the construction of this office shop did not follow the procedure and has resulted in losses for Mr. Lee Ngian Thiam. As a result of this construction, nearby business premises will experience

flash floods inside and outside their respective stores during the rainy season. There are about five business premises that are experiencing problems due to this construction. The complainant also requested the Tanah Merah district council to monitor and advise the contractor and the owner of the premises to carry out the construction work in accordance with the prescribed procedures. In addition, pictures in the appendix are also included

## **CHAPTER 5**

### **CONCLUSION AND RECOMMENDATION**

#### **5.1 RECOMMENDATION**

##### **5.1.1 The PSP needs to correct errors on the plan**

There is only one solution to all of these issues. The PSP should go to the OSC office and correct the plan based on the current state of the house being built. The PSP can correct minor errors such as labels with handwriting, but major errors, such as changes in window placement, need the PSP to submit a new plan. The OSC requires four copies of a new plan to be submitted in order to take various precautions in case something goes wrong. In addition, to obtain a CCC, the PSP or owner must pay the fine imposed as a result of the offence. This fine warns the PSP to construct a building according to plan to avoid future problems in the event of a fire or otherwise.

##### **5.1.2 Site visits and investigations**

After the Tanah Merah District Council received a complaint, a visit and investigation at the site was held on 26 September 2018 and the Tanah Merah district council found that the construction of 2 units of 3 -storey houses/ office shops had affected the neighboring building. Accordingly, a notice was issued as per subsection 87 (1), Roads, Drains and Buildings Act 1973 to the building owners namely Ooi Chu Lien, Koh Chai Hun and Ooi Mek Wei. The owner of the building was instructed to stop the disturbance immediately as recommended below:

- a. Correcting rainwater flow and repairing water mains so that it does not cause harm to neighboring premises/lots, does not stagnate and flows properly.
- b. Remove construction waste, building materials and rubbish to the proper place and the construction site must be in a clean and safe condition.
- c. Repairing a party wall that has been damaged as a result of the construction.
- d. Eliminate mosquito breeding grounds and spray fogging in and around the premises.
- e. The building must also comply with the instructions from the Tanah Merah District Council from time to time.

### 5.3 CONCLUSION

Certificate Completion and Compliance (CCC) is a critical aspect of any construction project because it will make everything easier now and in the future. The CCC process is lengthy, but it is worthwhile because it ensures that a building is constructed in accordance with the law. There are far too many steps to obtain CCC, for instance spending money on certain processes. There are some important things in the CCC process such as a full inspection has been carried out successfully in the project this time. The process of the house to get the CCC is successful and in accordance with all the laws that have been set.

The CCC process has been thoroughly described in this report. It is a very detailed process in building a house, from the beginning to the end. Although there were some errors initially from the PSP, it was still able to correct them in the near future and did not cause any delays in the process.

There are several tools used during the inspection, namely steel tape, invar tape, and camera. It is operated by assigned staff to ensure that each measurement is accurate and according to plan. The measurement method used is very simple and straightforward, anyone can do it as long as they understand the plan. The camera is used to take photos from four different perspectives: front, right, left, and back elevations. If something does not go as planned, a picture will be taken to prove that the house has changed.

In addition, the CCC inspection process has some risks and dangers as it focuses on the building environment, where a newly completed building must have nails and screws around it. Therefore, wearing safety shoes while doing this process is important to avoid accidents. Furthermore, weather conditions can also be dangerous because the soil around the building may be soft, dense, and muddy, it can happen slipping if not careful.


As conclusion, A building's Certificate of Completion and Compliance (CCC) is important because it can provide so many benefits in the future, including making it easier to claim insurance in the event of an accident. CCC can also reassure the owner or buyer that the building is built in accordance with the law and includes fire and other safety features.



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## List of Appendix

  
مجلس دائره تانه ميره، كلنتن  
**MAJLIS DAERAH TANAH MERAH**  
17500 TANAH MERAH,  
KELANTAN.

Telefon : 09-9556223  
09-9556225  
Fax : 09-9556229

Ruj. Tuan :  
Ruj. Kami : MDTM/OSC/PD/15/144  
Tarikh : 20 Januari 2017  
15 Februari 2017M

18

Ke majlis;

**YABs. Pengerah**  
Biro Pengurusan Awam, Pejabat Negeri Terengganu / Kelantan,  
Jabatan Perdana Menteri,  
Tingkat 2, Wisma Mafiah, Jalan Banggol,  
20100 Kuala Terengganu,  
Terengganu Darul Iman.  
(u.p : Puan Aalina Nati Mustafa)

Tuan,

**KES PCB.225742 : PEMBINAAN BANGUNAN TIDAK MENGIKUT PROSEDUR**

Saya dengan segala hormatnya diarah merujuk kepada perkara diatas dan surat tuan [SPA.600-1/01/2017/PCB.225742 (3)] yang bertarikh pada 26 Januari 2017 adalah berkaitan.

- Adalah diingatkan bahawa, pihak kami telah menerima aduan ini daripada pengadu (Lee Ngian Thiam) pada 01 Januari 2017. Setelah itu, pihak kami mengadakan satu lawatan dan sinatan di tapak bina bagi projek di atas pada 19 Januari 2017 (Pukul 12.30 Petang) berhubung dengan aduan tersebut.
- Hasil daripada lawatan dan sinatan tersebut, pihak kami mendapati kerja-kerja pembinaan projek di atas telah menimbulkan **KACAU/BAHAGU** terhadap persekitaran berhampiran sebagaimana yang dinyatakan dalam Seksyen 81, Akta Kerajaan Tempatan 1976.
- Selubungan dengan itu, satu Nota Arahan telah dikeluarkan pada 22 Januari 2017. Bersama surat ini dibenarkan bahawa aduan Nota Arahan tersebut telah perhatian dan tindakan pihak tuan selanjutnya.

Selatan, terima kasih.

LEE NGIAN THIAM  
Pusat Digital Utama Jaya  
No. 419, Jalan dato Nik Mustapha  
17800 Tanah Merah  
Kelantan.



17 November 2016

Kepada,

→ Yang Dipertua  
Majlis Daerah Tanah Merah  
17500 Tanah Merah  
Kelantan.

Tuan,

**PEMBINAAN RANGUNAN TIDAK MENGIKUT PROSEDUR**

Adalah dengan segala hormatnya, perkara di atas adalah dirujuk.

2. Sukacita dimaklumkan bahawa satu pembinaan bangunan kedai/pejabat sedang dalam pembinaan iaitu berhadapan pembinaan Humaira. Pembinaan bangunan ini telah mengakibatkan kedai saya dan kedai berhampiran mengalami permasalahan apabila hujan. Pembinaan yang tidak mengikut prosedur telah mengakibatkan kerugian bagi kami.

3. Berhubung perkara tersebut, premis perniagaan berhampiran akan mengalami banjir kilat di dalam dan luar kedai masing-masing apabila musim hujan sepertimana gambar yang di lampirkan. Terdapat lebih kurang lima (5) premis perniagaan mengalami masalah dengan pembinaan bangunan ini. Disertakan laporan bergambar bagi rujukan pihak tuan. Sebarang kesulitan sila hubungi saya di talian 016-922 7226 (Lee Ngian Thiam).

4. Oleh yang demikian, saya pohon jasa baik pihak tuan agar dapat membuat pemantauan serta nasihat kepada kontraktor serta pemilik premis tersebut supaya menjalankan kerja-kerja pembinaan mengikut prosedur yang telah ditetapkan. Segala perhatian dan kerjasama daripada pihak tuan saya dahului dengan ucapan jutaan terima kasih.

Sekian, terima kasih.

*Sangat  
Sangat k  
15/11/16*  
~~PPBCA~~  
*ala S  
17/11*

