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PRACTICAL TRAINING

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**PRACTICAL TRAINING REPORT: ROAD TRANSPORT
DEPARTMENT (RTD)**

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Declaration

I hereby declare that the work contained in this research proposal is our own except those which have been duly identified and acknowledged. If later I was found commit plagiarism or other forms of academic dishonestly, action can be taken against me under the Academic Regulations of UiTM.

Signed,



Name: Mazuin Binti Amir

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1.0 Introduction

1.1 History of the Establishment of Road Transport Department (JPJ)

Road Transport Department (JPJ) was established in 1937 under the Traffic Enactment 1937. The administration was then known as the Road Transport Board that works by regulating and licensing of public enterprises. With the establishment of the administration of Malaya in April 1946, the authority of the board has been taken over by the Office of the Registrar and Motor Vehicles Inspection that covers the whole of the Malaya. Before 1937, the regulation of motor car is under the four Federated Malay States of the Lower Police of Perak and Selangor, Chief Inspector of Negeri Sembilan and the 6th District Officer of Pahang. The regulation of motor car is not effective in the Unfederated Malay States such Johor, Kedah, Kelantan, Perlis dan Terengganu apart from the four states regarding the motor vehicle until the approval of the Traffic Enactment 1937. In line with the opening of the department, there is a law known as the Road Traffic Ordinance 1953 that has been approved to replace the Traffic Enactment 1937. It is very important to enforce the law especially for the commercial vehicles, so the Enforcement Division has been set up to carry out the enforcement functions.

On 1 April 1946, the Road Transport Department (JPJ) has been established which aims to coordinate all the aspects of the transportation across the country. In the regard with the establishment of the Road Transport Department (JPJ), various related acts have been enacted related to the road transport such as the Road Traffic Ordinance 1958 and the Road Transport Act 1987. This is intended to regularize the laws of the country's transportation as well as a platform for the Road Transport Department (JPJ) to carry out their responsibilities.

Regarding the improvements of the system of the transportation in the year of 1980, the Road Transport Department (JPJ) increasingly burdened with a lot of responsibilities in improving their service quality. According to that, the internal restructuring of the department have been made to increase the efficiency to suit the current needs and interest. Due to the diversity functions in all parts that available in the department, many innovations have been established to improve the efficiency of the service. In the era of 90's, it shows many promising progress because of the demands that encourage the transportation system.

Road Transport Department (JPJ) is one of the departments under the Land Division in the Ministry of Transport Malaysia. It is responsible in providing the counter services for licensing of vehicles and drivers also the enforcement of the Road Transport Act 1987 to ensure the safe of the vehicles and the drivers. Moreover, it is an organization that provides a high quality services, also manage and enforce the collection of revenue in a transparent and efficient transportation.

1.2 Vision and Mission

Vision

- Become the Road Transport Enforcement Management Organization World Class in the Year of 2020.

Mission

- Regulating motor vehicles, drivers and road safe and efficient in a way to ensure that the enforcement and efficient service delivery, integrity and high technology to meet with the customer needs and the country also the welfare of citizens and develop professionals capabilities.

1.3 Objectives

- i. To establish and regulate the registration and licensing of motor vehicles systematically, integrity and innovative.
- ii. Establish and administer the training system, testing and licensing of drivers that is effective to produce competent drivers of motor vehicles and comply with regulations and prudent.
- iii. Enforce and administer the law with the road transport that is integrity and committed in creating a society that has a culture of adherence to the rules of the road.
- iv. Regulating and governing motor vehicle safety standards with efficiency and integrity to meet the needs of the environment and the country's automotive industry.

1.4 Client's Charter

The Road Transport Department (JPJ) commit to provide services that is FRIENDLY, EFFICIENT and TRANSPARENT to uphold the promises through the activities that been carried out as follows:

❖ ENFORCEMENT TRANSACTION

No.	Activities	Period of Time
1.	Payment of Compound	10 minutes
2.	Seized Car Emissions	30 minutes
3.	Car Inspection	30 minutes
	a) Tinted Glass	30 minutes
	b) Technical Fault	30 minutes
4.	Check the Status of Demerit Point	5 minutes

❖ TRANSACTIONS OF REGISTRATION AND LICENSING OF PRIVATE

No.	Activities	Period of Time
1.	Application for Registration of New Vehicles (e-Daftar)	10 minutes
2.	Application for Change of Registration Number	1 hour
3.	Application for the Change of Ownership	30 minutes
4.	Application for Renewal of Motor Vehicle Licence (LKM)	10 minutes
5.	Application Copies of Motor Vehicle Licence (LKM)	5 minutes

6.	Application Copy of Certificate of Registration (RC)	5 minutes
7.	Application Connection of the Certificate Registration (RC)	5 minutes
8.	Application for Refund of Motor Vehicle Licence	14 days

❖ TRANSACTIONS OF COMMERCIAL VEHICLES REGISTRATION AND LICENSING

No.	Activities	Period of Time
1.	Application for the Commercial Vehicle Licensing	10 minutes
2.	Application for Issuance of Licence Temporary Changes	1 hour
3.	Application for the Commercial Vehicle License Plate (Trade Plate)	1 hour
4.	Application for Renewal of Licence Plates Commercial Vehicles (Trade Plate)	1 hour
5.	Application for Delay/ Delivery of the Temporary Commercial Vehicle Permit.	30 minutes
6.	Application for Renewal of Motor Vehicle Licence (LKM)	5 minutes

❖ **TRANSACTION OF DRIVER LICENSING**

No.	Activities	Period of Time
1.	Production of New Driving License	7 minutes
2.	Renewal of Driving License, Driving License Learning and License Vocational	5 minutes
3.	Application for International Driving Permit (IDP)	15 minutes
4.	Application for Deployment License (Military/Police)	15 minutes
5.	Exchange of Foreign Driving License that is eligible for exemption application method 5(3) The Rules of Motor Vehicles (Driving Licenses) 1992	30 minutes
6.	Exchange of Foreign Driving License under Rule 5(3) The Rules of Motor Vehicles (Driving Licenses) 1992	30 days
7.	Application for Copy of Driving License	7 minutes
8.	Payment Permit Driving Institute (PIM/SM1)	30 minutes
9.	Payment for Certificate of Instructor Driving Institutions (SPIM/ SM2)	10 minutes
10.	Purchase Form of SM 1A, SM 1B, SM 2A, SM 3A and JPJ L8A	5 minutes
11.	Application for Details of License	15 minutes

❖ **Transaction of Automotive engineering**

No.	Activities	Period of Time
1.	Application for Change the Engine	30 minutes
2.	Application for the New Bus Body Building (Appendix A)	25 minutes
3.	Application for Convertible Bus Use (Appendix B)	25 minutes
4.	Application for Adding the Passenger, Installing Canvas, Add Side Fence, Ads, Bring Boat, Surf Board, Bring Stairs, Add Tank Oil, Gear Manual @ Auto, Change Cabin Vehicle	40 minutes
5.	Application for Modify, Change Body Vehicle, Modify Bass Wheel, Racing Wheel For Truck, Semi Trailer and not including bus	40 minutes
6.	Application for Modify the Disabled Vehicle	30 minutes
7.	Application for Renovation of Increase Weight Limit	30 minutes
8.	Approval for the Commercial Vehicle Plan	80 minutes
9.	Approval for Weight Certificate	50 minutes

1.5 LOGO DESCRIPTIONS



BLUE : Service that is FRIENDLY, EFFICIENT and TRANSPARENT

RED : Enthusiasm and a strong discipline in the service.

YELLOW : Service adhere to moral values and ethical standards and strong in religious and spiritual values

MOON and STARS : Upholding the services based on high of religious beliefs.

RICE FLOWER : Contribution towards national prosperity through efficient and effective revenue collection

Circle in the Middle: To be leading on the development of the road transport sector which is safe, efficient and disciplined in order to support the economic and social development. The circle also symbolizes the Road Transport Department (RTD) as a high in innovative and always looking forward in meeting the needs for the dynamic environment.

1.6 The Function of Road Transport Department (JPJ)

Road Transport Department (JPJ) consists of 10 parts that have their respective function. The explanation of the function of each part is as follows:

Management Division

- Coordinate aspect of human resource management such as the recruitment, appointment, salary and allowances, retirement, employment and SISPEN.
- Coordinate general office management which is covering the aspects of cleanliness and comfort also the management facilities such as parking , phone, water, electricity, toilets and a library.
- Become as a Discipline Management Secretariat, Promotion , Office of Integrity, Service and Excellence Awards.
- Plan, conduct and coordinate Penilaian Tahap Kecekapan (PTK) examination and the confirmation of the position.

Corporate and Research Division

- Plan and implement the corporate planning and organizational development also the development of the portal department.
- Plan and carry out the research and undertake the improvements to the processes and the product of the department continuously.
- Implement the quality management services to the customer and act as a secretariat for the meetings and the programs that undertaken by the department.

Finance Division

- Managing the affairs of the financial administration, assets and financial logistics.
- Manage and supervise the affairs of the annual budget and payments.
- Provides the reports of Five-Year Plan and the Mid Term Review, coordinate and monitor the development projects.

Information Technology Division

- Plan, implement and manage the data and network such as the Local Area Network (LAN) and Wide Area Network (WAN).
- Implement and monitor the application of the monitor management system and deliver the services through electronic.
- Plan, monitor and implement the Knowledge Management.

Enforcement Section

- Plan, coordinate and monitor the undertaken activities to improve the effectiveness of enforcement 1987/ALPKP APJ 1987.
- Manage the activities that related to black list, road safety record (KEJARA), suspension or revocation of a driver's license.
- Plan, implement, monitor and evaluate the programme or the new policy enforcement.
- Managing and maintaining the enforcement equipment such as the firearms, vehicles and uniforms.

Automotive Engineering Division

- Coordinate and regulate the quality and the inspection standard at the PUSPAKOM.
- Coordinate and monitor the legal and technical standards of vehicles.
- Manage in the aspects of the approval change of engine and chassis, commercial vehicles, constructions plan, light transparency and so on.
- Works as a Research and Development Center Automotive Engineering.

Vehicle Licensing Division

- Conduct a research, develop and monitor the projects of e-government , new registration, change of ownership and update relevant acts and rules.
- Coordinate the registration and the licensing of commercial and private.
- Manage the storage and maintenance of records of vehicles including the Central Record Keeping.

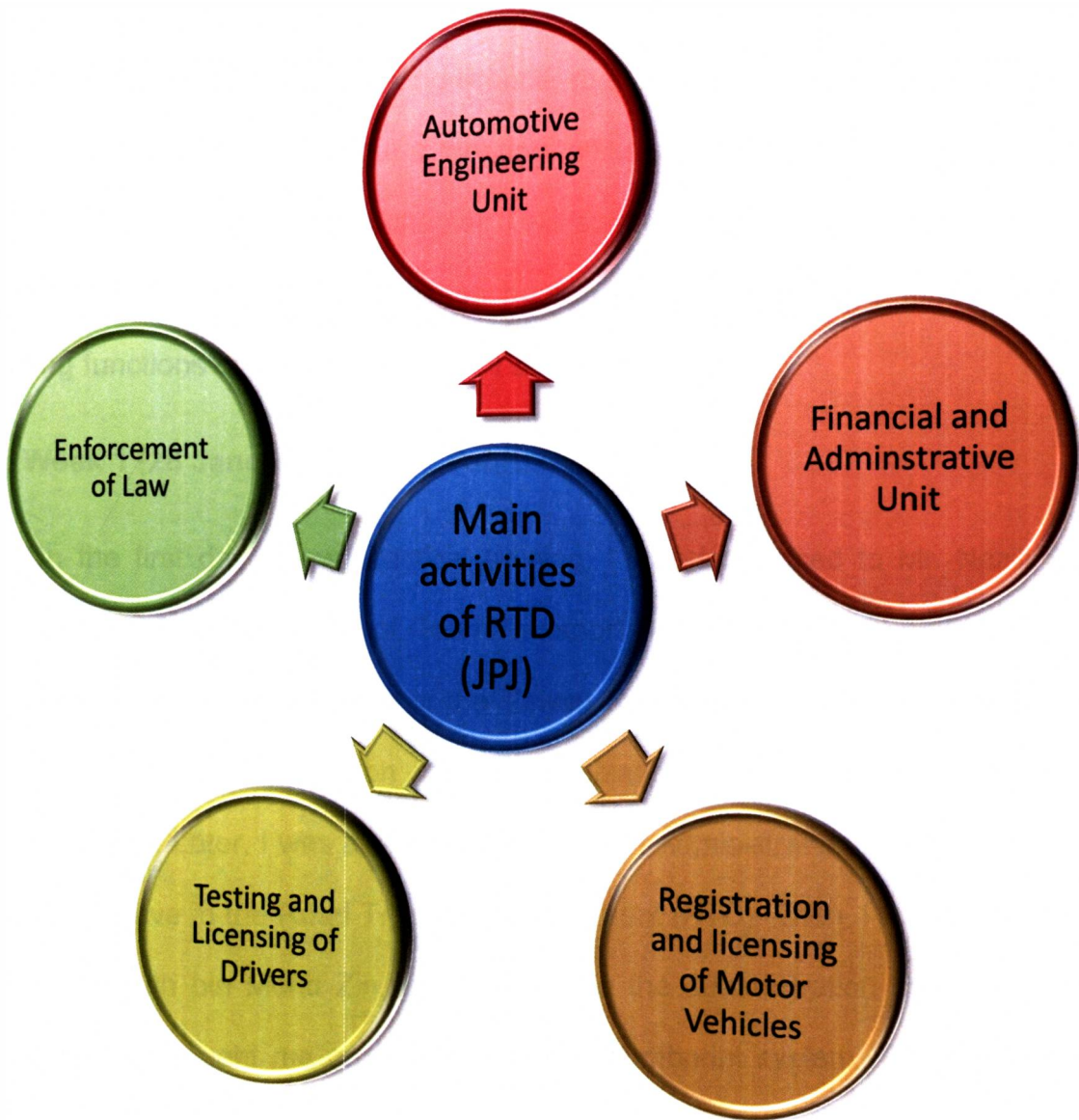
Driver Licensing Division

- Planning, implementing, reviewing and setting the syllabus of the Driver Education Curriculum also the theoretical and practical training for all the classes of driving license.
- Act as a Secretariat of Meeting Committee for Grading Driving Institute (JKPIM) and provide accreditation to the Driving Institute.
- Plan, review, implement and monitor the activities of the driver licensing under the scope of the project

1.7 History of Tawau Road Transport Department (JPJ)

Tawau Road Transport Department (JPJ) was established in the year 1972 at Jalan Tengku Osman and known as Department of Roads and Vehicles (RVD). The original size of the office at that time was a 20 x 30 square feet and the number of the staff only 3 persons consisting of two clerks and one notice sender. The current building was enlarged almost 4 times more than the original building built 1972 on a plot of approximately 2.5 acres. Road Transport Department (JPJ) in Tawau is one of the 8 branches of Sabah Road Transport Department. In addition, a small branch office of Semporna placed under the administration of Tawau Road Transport Department. On 12th April 1984, Department of Roads and Vehicles (RVD) was been taken over by the Federal Government. However, the revenue collection activities was still under the administration of the Local Government Council Tawau. On 15th July 1992, then Road Transport Department of Sabah take all the activities.

The Main Activities of Road Transport Department Tawau



Schedule of Practical Training

2.0 Introduction

During 5 weeks of my practical training in Road Transport Department (RTD) at Tawau, i have been exposed to the functions of the Road Transport Department such as the transactions for renewing licence, road tax and paying for the summons. Besides that, i also learned about a meeting, office administration, 5S activities and filing activities. Therefore, in this chapter, I will summarize the daily training activities axtracted from the practical training log book according to the core functions and supporting functions of the section which I am attached to.

2.1 Week 1 (28 January 2013 – 1 February 2013)

On the first day of my practical training, I was introduced to Mr. Nazili Bin Kadir as Head of District Office of Road Transport Department (RTD) at Tawau. He briefing me regarding the division of the Tawau Road Transport Department and a little bit about the administration of the organization before i can start with my practical training. Later, I was attached to the Unit of Administration which one of the unit that they have in the Road Transport Department (RTD). Then, I was introduced to Madam Almiah bin Mohd Zin, the manager in the administration unit which I'm attached to. She taught me on how to use the thumbprint system. The thumbprint system is to record the staffs check in and checkout time from the office. Then, she brought me to the other division in the office and introduced me to the other staffs of Tawau Road Transport Department. She also explained to me about each of the department of Road Transport Department and explains about the working hour which is from 8 a.m until 5 p.m. Madam Almiah gave me the first task to do which is to record the incoming letter which is need to be sign by the Head of District Office of

Road Transport Department (RTD) at Tawau, Mr. Nazili Bin Kadir. The letter was from the Majlis Perbandaran Tawau which is an invitation for attending meeting for “Bengkel Transformasi Penyampaian Perkhidmatan Awam”. The second task for the first day is create the label for a new file. The new file is for updating and restructuring the activities store. In the store, a lot of files contain receipts of the transaction and the document of the customers such as the copy of the identification card and the license also the car card. Last task for the 1st day of practical training is receiving a letter from GDEX services which came at the evening. GDEX Services is one of the services that used by Road Transport Department at Tawau to send any parcel or letter to other organizations.

The second day of my practical training which is on 29/ January/ 2013, I have been taught on how to fill in the file minutes. File minutes is the data in the file that need to be record so easy for them to refer it in the future. This task has been assist by Madam Almah bin Mohd Zin as the officer under the administration. The first file that I need to fill in is the Director's Instruction and Memo file for the invitation to talks in conjunction with the programme of Maulidur Rasul 1434H. The second file is the Performance Evaluation Form file for the status evaluation of “Laporan Nilai Prestasi Tahunan (LNPT)” for the year of 2012 from the Road Transport Department of Sabah. The third file is the Management Meeting of Sabah Road Transport Department file which is about the letter of the management meetings of Road Transport Department of Kota Kinabalu. Next file is Visit Other Departments file regarding the letter for the courtesy call from the Pemuda Barisan Nasional Kalabakan. Other than that is the Official, Religious and Others Event file about attending the opening ceremony of Maktab Rendah Sains Mara for the year of 2013. Then, the Meetings of the Financial and Account Management file regarding the

meeting of the committee of the financial and account management. Last file that need to be filled on the 2nd day of my practical training is the various information file about the letter from My Inn Hotel. That day i have been asked to fax the list name of staff for the “Bengkel Transformasi Penyampaian Perkhidmatan Awam” to the Kota Kinabalu Road Transport Department. Then I need to filing all the payment vouchers such as the claim for the travels to courses or the operation. At the evening session, I have been asked by Madam Nurulaisa as one of the staff under financial department, to restructuring and put all the document of the account payable inside the new file. After that, I have to deliver the letter to one of the GDEX’s staff and need to record the letter in the outgoing letter record book that been asking by Madam Salina as an assistant in the management unit. The letter regarding the free fares for staff back to their hometown. After that, I need to keep the copy of the remittance slip inside the file of remittance slip of GDEX. Last thing that I did for the 2nd day of the practical, I receive and record the letter from the Insolvency Department of Tawau in the incoming letter record book and make sure that the letter will be signed by Mr. Nazili bin Kadir as Head of District Office of Road Transport Department (RTD) at Tawau.

On the 3rd day of practical training which was on 30/ January/ 2013, I need to organized and rearrange the department official forms that in the racks provided. The rack consist of rack 1, rack 2, rack 3 and rack 4. Each of the rack consist of different types of forms. Rack 1 consist form of government or private medical leave, unrecorded leave application form, alternate leave application form, leave application form, application form of use the maternity leave early, form of treatment of government hospitals, form of treatment or government hospitals, form of selection of staggered working hours. While in the Rack 2, it consist the airfare booking form,

provincial housing allowance form, application form of fare to hometown, form of private visit to go out of state, form on official duty outstation, form of booking departmental group vehicles and memo of booking the departmental group vehicles. Rack 3 consists of reactive form, update ID form, ID creation form and disposal form. The last rack which is the rack 4 consists of form out of the office, internal memo, form of the examination for "Kenaikan Pangkat Secara Lantikan (KPSL)", service examination form, minute paper, personal data form, management of the email department form and tax form. At that day, I receive a letter from Sabah Road Transport Department (RTD) through GDEX services. I should sign and stamp the slip as a prove that the department already receive the letter. Then the letter need to be recorded in the incoming letter record book. The letter from the Kota Kinabalu Road Transport Department regarding the special enforcement for motorcycle for the year of 2013 and letter about the courses for vehicle inspection, vehicle plan and test drive the vehicle which is for the motor vehicle inspectors. As usual the letter needs to be signed by Mr. Nazili bin Kadir. After lunch hour, I have been asked by Madam Salina to fax form of licensing problem to the help desk unit. Then I need to update the minute paper in the performance evaluation form file regarding the memo that received from Sabah Road Transport Department (RTD) about "Peringatan Mesra Tarikh Pengemaskinian Laporan Nilai Prestasi Tahunan (LNPT) 2012". Then I had to record letter from Sabah Forestry Department regarding their application seeking vehicle information in the incoming letter record book and signed by Mr. Nazili bin Kadir.

On 31st January 2013 which was Thursday, I received a letter from the Kuala Lumpur Road Transport Department regarding the bid of the registration number series WYC1 till WYC9999 and I sent the letter to the room of the Head of District

Office of Road Transport Department (RTD) at Tawau, Mr. Nazili bin Kadir to be signed. Then I need to deliver the to Road Transport Department of Lahad Datu regarding the registered post slip through GDEX services. After that, I filled in the minute for the various information file about the letter that sent by Nurnielamsari Travel Sdn.Bhd regarding the quotation for the car rental services and filled in the minute for the power card file that received from Sabah Road Transport Department about the power or the authority to check the identity card in the form of credit card. I also need to photocopy the paper of 5s practice briefing and the appointment of the welfare committee then the letter will be distribute to the staffs that involve in the briefing and the staffs that become one of the welfare committee of Tawau Road Transport Department (RTD).

The last day of my 1st week practical training was on 1/ February/ 2013 which we had weekly programme such reciting Surah Yasin with all the staffs. After we had weekly programme, I receive letter from the GDEX services and record it in the incoming letter record book. The letter regarding the circular part of the vehicle licensing for the year of 2013. Then, I need to deliver letter to Kota Kinabalu Road Transport Department about one of their staff that will report herself for duty in Tawau Road Transport Department (RTD). At that day, I have been asked to sent the memo about the appointment of the welfare committee of Tawau Road Transport Department (RTD). Then I need to deliver the letter about the leave application of Mr.Awang Maruwan and that letter will be sent to Mrs. Patricia in Kota Kinabalu Road Transport Department. Last thing that I did that day was fill in the minute for the instructions to staff and internal memos file regarding the event of the Maulidur Rasul, 5s practice briefing, appointment of the welfare committee, programme of My Beautiful Malaysia and the internal memos.

2.2 Week 2 (4/ February/ 2013 – 8/ February/ 2013)

The first day of my 2nd week of practical training, I compiled all the data that related to the summons into the file Court of Tawau. The data being compiled based on date. All summonses are for the 2011 and 2012. The data need to sorted by number that have been set up so it is more tidy and easy to find when needed. It is because Tawau Road Transport Department (RTD) follow the 5s standard that consist of Seiri, Seiton, Seiso, Seiketsu and Shitsuke. Then I need to key in information for the revenue collector, prosecution activities, licensing and vehicle registration activities for the month of January. While the information that I need to key in was driving license, driving license vocational, regular registration fee, registration fee for AD valorem vehicle, motor vehicle licenses, other charges, driving test fees, road transport services, registration fees for number of tender, the transfer payment, claim payment transfer, other payment services and payment settlement. Other than that, I filing the reports for the branch collection according to the operator into the daily report of the operator collection file. The report will be divided into two section which are the copy and original which is for the auditor. Firstly, I'm dividing the report to the original and copy it then put it in the file that have been provided based on the date. Done with that, I have been asked to fax a letter to Putrajaya Road Transport Department (RTD) regarding the regular appointment for the enforcement with Grad N17. Then I fill in the minutes in the committee meeting for federal development file regarding the meetings for coordination of KJP placement and the site issue of Tawau old Airport land.

On 5th February 2013, I deliver the letter to the Kota Kinabalu Road Transport Department (RTD) regarding the application of provision for the Tawau Road Transport Department (RTD) and about the unrecorded leave application. While in

the evening, I also deliver letter regarding the coordination of the report for the analytical feedback from the satisfaction of customer and the public complaints for the month of Januari 2013 and sent it to Road Transport Department in Kota Kinabalu and Putrajaya.

The third day of the 2nd week of my practical training, I receive a letter and record it in the incoming letter record book. The letter was from the PUSPAKOM Tawau regarding the inspection report for the Januari 2013. I stamped the letter with the date that I receive the letter and give it to Mr. Nazili bin Kadir. After that, I key in the information for the activities of the testing and licensing of drivers with the statistics from 2012 to January 2013. Then, I have to prepare the reports for th minutes of the meeting on the matter that been discussed such as the faulty air conditioner and the practice of 5s. I have been asked by Madam Farida as one of financial manager to inspect the log book of vehicle department. Firstly, I check the usage of the vehicle, travel, maintenance, fuel consumption and the spare parts. I have to make sure that all the receipts for the purchase of fuel and the spare parts need to be put inside the log book. Then I have been asked to deliver the letter to the Forestry Department in Tawau regarding the requesting of information about the vehicles and record it in the outgoing letter record book.

On the fourth day of my 2nd week of practical training, I checked the log book of vehicle department whether they report it or not if they using the department vehicle. I have been asked to typed a letter about the letter of appeal in acting a position as assistant of enforcement for the Grad of N22 of Road Transport Department (RTD). The letter will be sent to the Putrajaya Road Transport Department (RTD). Then I check the vehicle log book for each month an check the receipts of the car fuel consumption. The staff of Road Transport Department (RTD)

that using the vehicles department need to record it in the log book that already been prepared. After that, I delivered the letter to the Road Transport Department (RTD) in Kota Kinabalu regarding the improvements of the air-conditioner cannot work well. This make all the staff cannot work well and the customer feel uncomfortable.

On Friday for my 2nd week of practical training, I filled in the minute for the file of the promotion file regarding the results of the promotion for the past of the assistant of the enforcement from the Grad N17 to Grad N22. The next file is the file of the instructions working in the outside of the area regarding the application of running an official duty outstation. The application was from Mr. Firman bin Said for working outstation in conjunction with the launch for the campaign of safety and creating the awareness of the road user. Last but not least, I filled in the minute in the file of the instruction from the Director of Road Transport Department and the memo from the director regarding the hard skin file that will be used by the government department and agencies. After that, I have been asked to put the certificate of shooting and the letter of the promotion to the personal file of the civil servants such Mr. Jupirin Sidik and Mr. Ishak bin Ismail. Then, I arranged the vehicle log book after been signed by the Head of the District Office of Tawau Road Transport Department (RTD), Mr. Nazili bin Kadir from the year of 2011 until 2013. After done with that, I key in the vehicle information in the file of WRL 1739. I received a letter from the Road Transport Department (RTD) in Kota Kinabalu regarding the statement for the offer of a registration number for the series of SAB 1 N to SAB 9999 N. Next, I photocopy a letter from the Putrajaya Road Transport Department (RTD) regarding the steps of the office security during the Chinese New Year Holiday for the year of 2013. Then, I need to fill in the minute for the file of

safety committee of Road Transport Department regarding the office security during holiday.

2.3 Week 3 (13/ February/ 2013 – 15/ February/ 2013)

My fourth week of practical training started on 13th February 2013 which was on Wednesday. It started on Wednesday because we had our public holiday which is for Chinese New Year on 11th and 12th February 2013. The first day worked on my 4th week of practical training, as usual early in the morning I received a letter and record it in the incoming letter record books. The letter from the Road Transport Department of Kota Kinabalu regarding the confirmation of the cancellation of the title records that was not in the records for the registration number of ST 9631. Next letter about the approval of the licence application for the disabled people (OKU) and letter from the Extreme 4x4 Club Tawau about dinner invitation with the Chief Minister of Sabah which conjunction with the tour expedition around Borneo. Then, I will fill in the minute for the file of the command working to the outside area which Mr. Ishak that will attached to the outside area to attending an examination for the Grad N41. While on 14th February 2013, I have been asked to check the book of the control register receipts for the Januari 2013. Every counter that giving z services such as road tax must have a control registers receipts book. So, I need to check the receipt book used by the staffs in the counter. The book consists of CDL, S/CDL, PDL, LDL, S/LDL, GDL, PSV, KON, MOTOR, PSDN, PDGN, TRELER, and JPJK2. On the next day which is on Friday, I continued my work which is to check the book of the control registers receipts for the Januari 2013. I need to check the receipts books that they used every day. After that, I have been asked to do the cash book and update it by date. I need to photocopy the cash book and keep it in a file that divided into two which are copy and original. The original of the cash book will be

sent to the Department of the National Accounts for them to be check. The file is a report about the revenue that they received by the Road Transport Department (RTD) of Tawau. The original information will be check by the auditor from the Department of the National Accounts.

2.4 Week 4 (18/ February/ 2013 – 22/ February/ 2013)

On the first day of my 4th week practical, I fill in the minute for the Federal Development Committee Meeting File regarding the application of the title for the land of Tawau Old Airport which is to become the Tawau Road Transport Department. That letter was from the Kota Kinabalu Road Transport Department (RTD) and will be sent again to the Sabah Federal office. Then I have to fax the booking form and the stock production to the unit development of the Road Transport Department of Kota Kinabalu. After that, I need to fill in the minute for the courses file regarding the course of revision skills “batching” vehicle to the support staff for “back office” in the registration unit for the entire state. There are 3 staffs who will attend the course. Among them are Mr. Azmal B.Ahmad, Mrs. Suriani B. Gapar and Mr. Muhamad Nazhar bin Abu Hassan. At the evening, I receive a letter and record it in the incoming record book. The letter was from the Kota Kinabalu Road Transport Department regarding the book registration number and the application of the popular number in the branches. Next, I was organizing the document form of SPKB by date. Then, I filled in the book for CDL, LDL and GDL license on orders and production of stock also the CDL, LDL, GDL license. On Tuesday of my 4th week of practical, I receive a letter from the Kota Kinabalu Road Transport Department regarding the result for the course of qualified testers’ officers also the order form and the stock production. Then I have to divide the card of setting test or the card of the notification decision to 100 pieces of each set and

arrange them according to the label that provided. While on Wednesday, I fill in the minutes for the development of the office Road Transport Department regarding the application for the additional provision for the maintenance of the vehicle department of Tawau and Lahad Datu Road Transport Department. The letter was sent on 15th February 2013 as a vehicle that need maintenance immediately because the damage is detected but not getting adequate provision. Then, I had to typing a memo for the charity fund and the memo will be distributed to all members of a charitable fund. The charity fund of Tawau Road Transport Department (RTD) was established in January 2013 under Mr. Nazili and chaired by Mr. Mohd Rozi B. Kamaruddin. After that, I stamped the "hand" symbol to the list name and the date of security officers on duty for the month of March 2013. At the evening, I continued to fill in the minute for the course file for the letter that I received from the Chemistry Department regarding the dialogue event invitation by the Director General of Chemistry Department of Malaysia with the customer. Then I have been asked by Madam Faridah to photocopying the certification and the reconciliation of the revenue account for the Disember 2012 and January 2013 into 4 set. Then on Thursday, I record the description of the stationery stock into the card box that already been labelled according to the name of stationery. This is to indicates the number received and used for the stationery. Then, I fill in the minute for the file of integrity program. It was regarding the information reporting of the integrity program which is organized by Road Transport Department (RTD) of Tawau in January 2013. Next, I fill in for the file transfer and the placement regarding the placement and the arrangement of members in the enforcement unit. While on the last day of my 4th week of practical, I transferred to the customer service counter. I learned about thee ALIS system where this system is to check the data of the customer by key in their

number of identification card. I was also introduced to the various types of forms related to the cars, motors and a license.

2.5 Week 5 (25/ February/ 2013 – 29/ February/ 2013)

For the first day for my last week of practical, I will entertain the customer about what they want either they want to fill in a form, renew road tax or other services. Then in the customer service counter, will give form that needed by the customer. Sometimes, I will help the customer to fill in the form for them. I will ask the customer to meet with one of the officer for the approval of their application and I responsible for giving the registration number to the customers who need it. On the next day which is on 26th February of 2013, I need to check ALIS (Automatic Link Up System) for the identification card of the customer. I need to check their document if they have all the document that needed either they want to change the owner of the car. As I work under the customer service counter, I need to give them information about what they need in order to fill in the form. I also need to check the document for the person who lost their license. If they have all the documents then I will ask them to meet with one of the officer. Then on the Wednesday, early in the morning I turn on all the computer for ALIS and MySikap. Then I need to change the paper for receipt for the registration number. Then, I need to do the confirmation for the identification card. I have to check ALIS then if the data in ALIS same with the original identification card then I have to stamp a Road Transport Department (RTD) logo with a date and need to be signed by Madam Suriani as one of the officer of Road Transport Department (RTD). I also will give the document to one of the counter for the cancellation name in the registration card. On Thursday, as usual I need to turn on all the computer for ALIS and MySikap in the morning and I need to turn on the machine for the registration number. Just like the other days, I

will check ALIS for the customer give a form to the customer which he wanted to buy a car and need to transfer the ownership to him. So I give the form to transfer the ownership then I explain to him about which part of the form that he need to fill in and what document that needed such as the photocopy of the identification card of him and the seller of the car. The last day of my practical, early in the morning we have an event for a Surah Yasin recitation which is held every Friday with all the staff of Tawau Road Transport Department (RTD). Just like the other days, I will check ALIS then check the document of the customer who wanted to do a license either it is GDL or a regular license.

ANALYSIS OF TRAINING

3.0 Introduction

During my five weeks training at Tawau Road Transport Department (RTD), I have been attached to administration unit for 4 weeks and customer service counter for one week. The main function of the section is to do the filing by focusing on the 5s practices. It is because Tawau Road Transport Department just practiced the 5s concept. So, they must following the standard under 5s.

Everything that they do must following the 5s standard so they can achieve their aim which is to be more effective and efficient in dealing with their task and customers. By following the standard of 5s, they can be faster than before in dealing with customer. As I worked under the administration unit, I have been dealing with lots of work that related to 5s concept. I have been doing the filing, fill in minutes in file and I arranged the form which is all related to 5s concept.

In this chapter, I will explain on the concept of 5s according to the management of Tawau Road Transport Department (RTD) such as the history, elements, importance and the impacts of 5s concept to the organization. On the other hand, we will see the reality of the concept of 5s in Tawau Road Transport Department (RTD). In the end, I will make a comparison between the theory and the practicality of training so that we can have a clear view of the process as a whole.

3.1 The Origins of 5s Concept

Japan was the country that developed 5s concept. For them, minimized the inventory was the only one aspect of performance levels in companies such as TOYOTA. 5s concept was developed by Hiroyuki Hirano which more focus on the approach to the production systems. After that, a lot of Western managers from other country coming across to the approach for the first time in order to experiencing it themselves. Then, Hirano provided a structure for the improvement programs for the 5s practices. Started that day, many organization all over the world started using the 5s concept for their organization.

5s is Japanese philosophy that more focuses on effective workplace organization and standardized work procedures. It will simplifies the work environment, reduces waste and non-value activity while improving quality, efficiency and safety. It is a program that will achieve total organization, cleanliness and standardization in the workplace.

5s or the 5 pillars is a systematic process for the workplace organization. Many organizations in Malaysia using 5s concept because of the concepts are easy to understand. The implementation of 5s concepts has many benefits such as higher quality, lower costs, and more faster than before. The aim of 5s is for the organization to have only what they need available in the workplace, a designaed place for everything, a standard way of doing things and the discipline of the staff to maintain it. As I mention before this, it was created in Japan and name as Seiri, Seiton, Seiso, Seiketsu and Shitsuke. But if we translate it to English, it called as sort, set in order, shine, standardize and sustain. From the 5s concept, the organization can create a superior working environment.

3.2 Elements of 5s Concept



The first “S” is sort which is requires us to distinguish between what we needed and what is not needed. It requires us to discard or throw away things that are not needed. We should remove all the items from our workplace that are not needed for the current period of time. All staffs need to cooperate with each other by goes through the items in the workplace such as the tools, equipment, stationery , and other things and ask each other’s if they still need that things. If they still using that thing then they need to keep it but for the things that they infrequently use, they need to keep it aside. Under sort, the staffs need to eliminate all the unnecessary things or tools that they don’t want to use. They need to keep only the essential items and keeping them in easily accessible places. Everything that not used can be stored or discarded. The idea of sort is to ensure that everything left at the workplace is related to work only. It will fight for the habit to keep things because it will be useful

to staff someday. Not only that, it helps to keep the work area tidy, improves searching and clears most of the space that consumed by the unnecessary items or things.

The second "S" is set in order or straightens which are the staffs in the organization need to arranging needed items so that they are easy to find and put away. All the things that used often by the staff need to placed closer to the staff. Set in order requires the staff to organize things so that they are easy to use the things and label them so that anyone can easily find, use and return them to the correct place easily. It will arrange the work, workers, equipment, parts and instructions in a way that the work flows free of waste. There are requirement for setting in order include the equipment and tool organization which is simple, organized storage with visual confirmation which is means if your things or tools missing you will know just with a glance. Next requirement is the tools and the equipment used most frequently need to be put closest to the staff and the workstations must have a place for each tool with no toolboxes or drawers that interfere with visibility and require unneeded motion to open and close. Other than that, the requirement is signboard strategy include indicate cell, product lines and workstations, also indicate production goals and status. When the staff applied correctly with flow established, this step can eliminate the majority of the non-value-added time. It is more to proper arrangement where it is about putting things to its assigned place so that it can be accessed easily and quickly.

The third "S" is shine or clean which is means to make everything is clean, functioning and ready to go. It is involves bringing the workspace back to proper order by the end of each of the day. It is including the periodic at least once daily

clean up, a responsible person to identified for the cleanup, the establishment of cleanup and the periodic supervisor to inspect the staffs. After go through with cleaning in implementing 5s, the staffs need to daily follow up cleaning up in order to sustain the improvement. Regular cleanliness is very important because it will help the staffs in identifying damages to the equipment such as the breakages and leakages. Not only that, shine help in protecting the equipments failure and loss of the production. In other words, shine is about shining the workplace and viewing it through the eyes of the visitor. The staffs need to clean up the workspace and all the equipment and keep it clean, tidy and organized. After the working hours, staff should clean the work area and make sure everything put in its place so that, the workstation is ready for the next user.

The fourth “S” is standardize which is the method that we use to maintain the first 3s. Once the first 3s have been in place, it should be set as a standard so to keep the best practices in place. Without it, the situation will be the same and back to the old condition. The seiketsu or standardize can helps to turn it into the natural, standard behaviour and habit. The staff needs to implement the first 3s in a proper manner then they need to maintain the organization, cleanliness and orderliness and made habitual by instituting the 3s into regular work routines. It will assure that everyone knows what is expected. Everyone in the organization should involve in establishing the 5s concept in the work area. There are steps in standardizing under 5s which is establish a routine check sheet for each unit of the organization to show what the team should check during self-audits. Then, they need to establish a multi level audit system where each level in the organization has a role to play in ensuring that 5s is sustained in the work areas.

Last but not least is sustain or in Japanese known as *shitsuke*. Sustain is to develop an attitude to maintain the other 4s alive. The staff needs to create a discipline in whatever you are doing. It will help in ongoing improvement and be expanded beyond the limit. The importance of sustain is to eliminate the bad habit and keep on doing the good habit only. If the staff continued in the improvement, it can lead to less waste, better quality, high morale, clean workplace and faster lead times. It is also making habit of properly maintaining correct procedures. It allows the organization to sustain its 5s implementation. This to ensure that 5s become the culture in the organization. The implementation of the final "S" is where most of the companies failed to implement the 5s and they back into their old ways. To make 5s work, the organization must measure the performance of the staff and the top management need to be committed in doing things.

3.3 The Advantages of 5s Concept

In order to compete with other organization and to survive in the global economy, the organization need to come out with strategy that can reduce cost, improve quality and increase productivity. The organization need for improvement in productivity while increasing the quality of the output. The 5s concept is one of the most fundamental and widely applied for most of the organization. Its application is simple and involving basic common sense.

First benefit of 5s concept is it can increase the productivity. It can increase the productivity of the organization by reduces lead times thereby improving product delivery times. Times is very important in delivery the product or the services. The short time taken to deliver the product, it can increase the satisfaction of the customer. But it takes a long time just to serve one customer then the organization

will be in trouble because of the long time waiting for customer to be served. It also will reduce the amount of time wasted searching for tools and equipment. Once again it related to time, so when the staff take a long time to search for something it will waste customers time. This kind of habit that need to be discard. So, practicing the 5s concept can deal with this kind of problem. With 5s, all the documents or things are in the placed and easier for the staff to find it if they want to used it. Directly it can reduce the time to searching for the customer. If the staff spend less time looking for the equipment or documents, it can lead to higher workstation efficiency.

Other than that, 5s concept can increases in the quality of the product or the services. It can improve the quality by reducing the amount of errors which is means the accidents and mistakes can be minimized. By following the standard of 5s concept, the organization can prevent giving a false product to the customers. 5s is about everything has its places so by following the concept the staff will not have any problem dealing with mistake in taking the pen or other stationery. When all the things put in their places, easier for the staff to manage and it will lead to smooth working without any obstruction and problems occurs. It also can implement standardization thereby achieving the output consistency. Standardization is one of the element under 5s concept. So, by following the concept, the organization can standardize all the procedure in the workplace and come out with consistent output. Consistent output can lead to the higher quality of the product because the staff easily deals with it because it is so simple and it is become their culture and habit.

Other benefit of 5s is the reduction in cost which is it provides cost savings by reducing the inventory, storage fees and space requirements. It can increase the

space in the workplace. 5s only take the things or tools that needed by the staff so everything that they do not needed will be eliminated. It means that it can reduce the inventory and the storage fees. The storage fees can be reduced because of they do not need much of storage to keep all the unwanted things. For example, the document 10 years ago that did not give any benefit to the organization can be burned so they can give its space to other things that is more important. Other than that, it can improve safety thereby reducing the cost of workers injuries. By sort all the things which the staff put all the things in a better and safer place that can reduce the possibility that it can injured the other workers. By putting all the things in the safer place, it can reduce the injuries of the workers which it will reduce the cost to cure the injuries.

Last but not least, the other benefit of the 5s concept is clean and tidy workplace leads to greater well being and increased motivation. Clean and tidy workplace is comfortable so that the workers comfortable in performing their task and this can lead to quality productivity. It is because the staff will perform well in their task if they work in a comfortable environment without any destruction or obstruction.

If we look in the specific view, the 5s concept minimizes waste and improves efficiency by ensuring that workers are spending time doing productive task rather than looking for the misplaced tools, sorting unnecessary waste material. 5s concept is simple and easy for the staff to understand so it can be done today and everyone or organization can participate in implementing it. All kind of businesses can get the advantages of the 5s system. The benefits or the advantages of the 5s concept can be gained through the implementation of the 5s concept. 5s concept provide the

organization with an effective tool that cost a very little to implement but has the power to change everything to become a better organization that can compete with global organization.

3.4 Implementation 5s in Tawau Road Transport Department (RTD)

There are article saying that on 2013, all Road Transport Department in Sabah including Tawau will implement 5s program. They are implementing the 5s concept starting this year. It is an effort to improve the quality and the efficiency of the services. Mohd Shuhaili Mohd Taufek as a Sabah RTD Director said that the implementation of the 5s concept was the departments commitment to upgrade quality and the productivity. As I started my practical on the 28th January of 2013, Tawau Road Transport Department just started their 5s programs about 4 months. It is means they are still new to this programs but there are more than ten staffs already being send to join the courses for the 5s concept. The courses is about the 5s concept which will explain to them the concept of 5s so that they can applied it to the Tawau Road Transport Department (RTD).

I have conducted my practical for 5 weeks in Tawau Road Transport Department (RTD) and I can see they really put an effort to implement the 5s programs. I can see 5s programs banner or sign everywhere in the workplace. Each of department in Tawau Road Transport Department implement the 5s programs such as the administration unit, financial unit, operation unit and the enforcement unit. They also come up with the organization chart just for the programs of 5s. They come up with zone which is the area that each of team should taking care of. So that

they can supervise all the zone whether they still following and maintaining the standard of 5s so they will not going back to the old ones.

I have been assigned a lot of work that related to the concept of 5s such as filing and arranged the form in the cabinet. Tawau Road Transport Department (RTD) comes out with lots of things in following the standard of 5s. From what I have seen, they work as teamwork and they overtime by make the program of 5s to be successful. They came to the office on weekend and started doing the banner, signs and the cabinet for the programs of 5s. If we enter the office, we can directly see the banner of 5s just beside the door and lots of paper in the board relating to the 5s programs.

As I worked under the administration unit, I can see they really have a division or place for their stationery and they label it based on the name of the stationary such as pen, pencil, sharpener and stapler. Even their cop or stamped also got special place. The places for their stationery made of polystyrene that they cut it exactly follow the shape of the stationery. Not only that, in the administration unit also got a big cabinet for all their files that related to the administration such as the file of invitation letter, memos file, meeting file and etc. The cabinet divided into 4 section and each section consist of more than 50 files and each files consist of different contain. So, when they want to find the file they just have to look at the sticker or label outside of the cabinet. Just by looking at the name of the file then they will know the number of the file and they can directly open the drawer that containing that file.

Not only that, Tawau Road Transport Department (RTD) also have book that record their in and out early from the office such as pick up their children from

school or emergency. This book will be fill- in by the staff and after they finish fill-in they need to put it back in its place. This is related to the 5s concept because they have a specific place for the book and they have to sort it or put it in the place after use it so easy for other staff to find it when they want to use it.

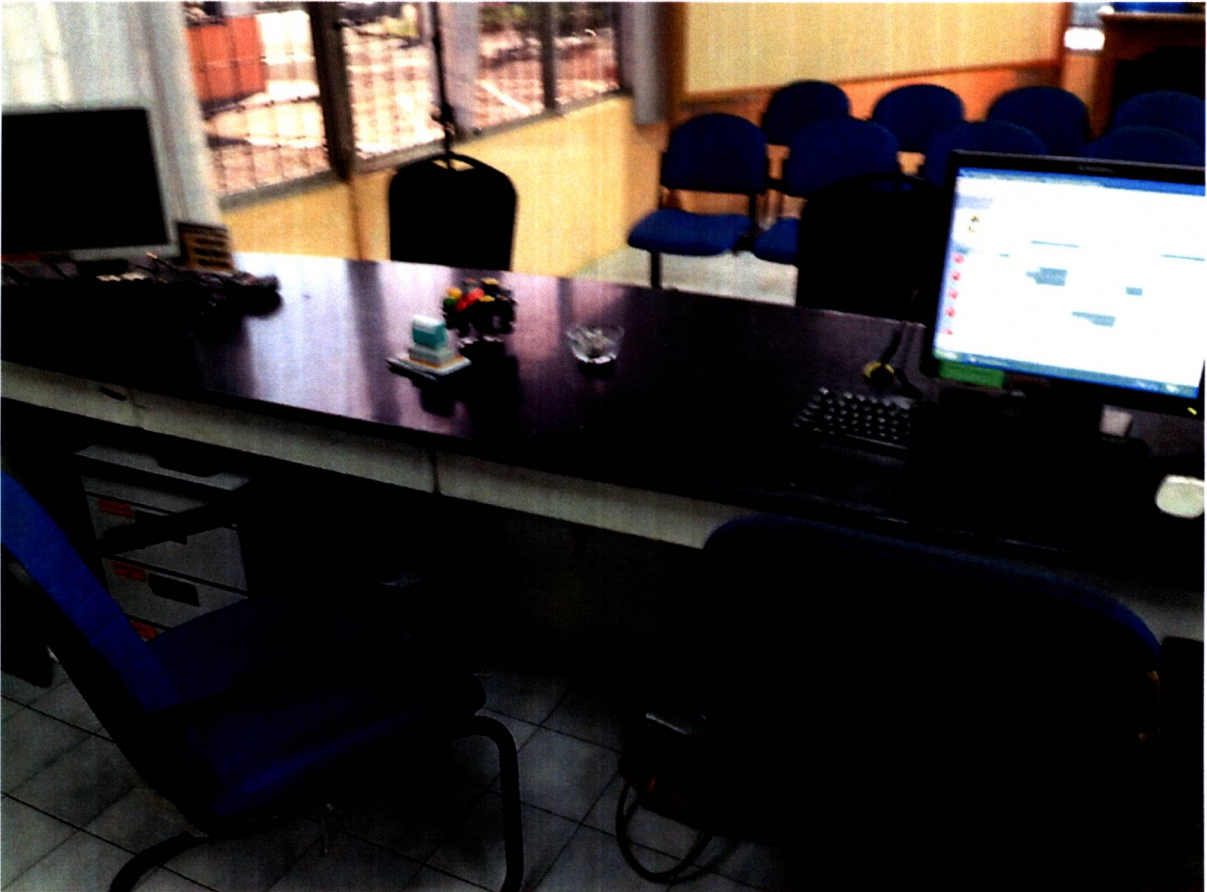
One of my tasks is to create a label for a new file. I do this task in the first day of my practical. They need to put a label on the side or front of the file so that easy for them to detect which file that they want to find. For example, file for the events file. Then need to label it with short word that easy to find and look bigger so with a glance, the staffs can find it. When I enter the filing room, I can see a lot of files with different names and usage. Certain file under the vehicle, file for the administration and the financial file. I can see in the filing store, the file being compiled according to the subject complete with date and year.

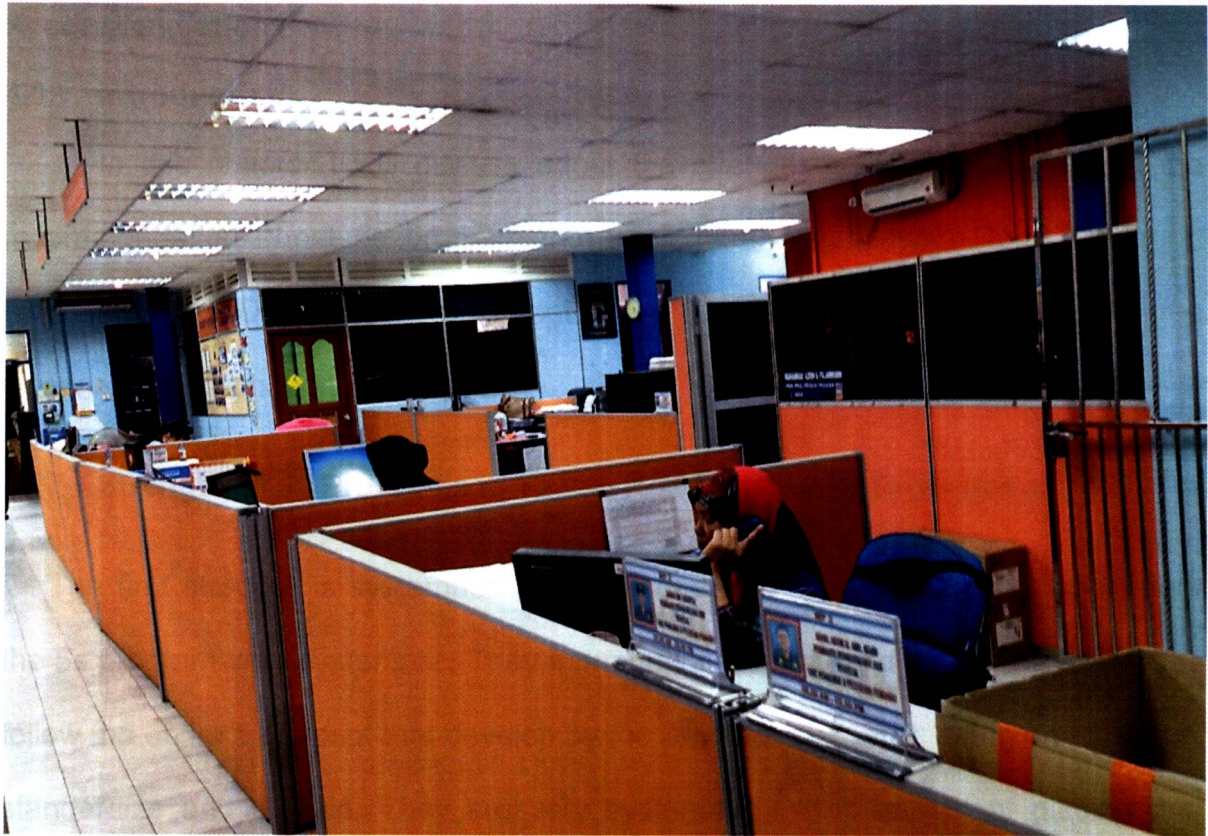
Another task is I need to fill in the minutes which in the office of Tawau Road Transport Department (RTD), there are special cabinet for the file under administration to keep all the letters that they deliver and received. As I fill in the file minutes for each of the letter, I need to arrange the letter according to the number in the minutes form. For example, for the Director's Instruction and memo file for the letter regarding the invitation to talks in conjunction with the program of Maulidur Rasul 1434 H. I need to write a number on the right upper side of the letter. The numbers in the letter need to be same as number that written in the minutes form. So, when they wanted to find for the letter they can search the file with the label then just refer the minutes form in each of the file and find the title of the letter.

Then I have been asked by Madam Nurul Aisa to restructuring the account payable document inside the new file. They change the old file because it is not good

enough for the concept of 5s. They change the file to the hard cover file with label and I need to arrange the document of account payable according to the date of the transaction. It is related to 5s concept because the document need to be set in order so staff can easily find it if they want to use it in the future. There are several times, I have been asked to organizing the department official forms that arranged in the racks provided. The racks placed just behind the administration area which label as rack 1, rack 2, rack 3, and rack 4. I can see that each of rack consist of different types of form.

For the rack 1 it consist form of government or private medical leave, Rack 1 consist form of government or private medical leave, unrecorded leave application form, alternate leave application form, leave application form, application form of use the maternity leave early, form of treatment of government hospitals, form of treatment or government hospitals, form of selection of staggered working hours. While in the Rack 2, it consist the airfare booking form, provincial housing allowance form, application form of fare to hometown, form of private visit to go out of state, form on official duty outstation, form of booking departmental group vehicles and memo of booking the departmental group vehicles. Rack 3 consists of reactive form, update ID form, ID creation form and disposal form. The last rack which is the rack 4 consists of form out of the office, internal memo, form of the examination for “Kenaikan Pangkat Secara Lantikan (KPSL)”, service examination form, minute paper, personal data form, management of the email department form and tax form. From this, we can see that they are following the concept of 5s. Tawau Road Transport Department (RTD) creates a systematic management by arranging the form in the racks provided.





Recommendation

4.0 Introduction

In this chapter I will discuss about the strength and weaknesses also the recommendation about 5s program that implemented by Tawau Road Transport Department (RTD). There are strengths that need to be proud of and also the weaknesses that need to be improve.

4.1 Strength of 5s Programs in Tawau Road Transport Department (RTD)

The first strength is systematic. Tawau Road Transport Department implement the 5s program very systematic. They managed it properly and planned it well. They follow the entire 5 concept that develop by the program such sort, set in order, shine, standardize and sustain. They are very systematic in the aspect of placing and arrange all the things. From what I see, all the things such as papers and all stationeries is placed on the specific place and place that easy for them to reach in order to use it. They can save their time for being systematic in placing their things. They also can work efficiency enhanced due to systematic and organized working place.

Tawau Road Transport Department (RTD) has established a special committee which are responsible in the process of the implementation 5s concept. This committee will lead to plan and organized all the requirements that needed so that the phases of the implementation of 5s will be smooth. From what I can see, they more focus on the importance element that needed changes in the organization then they need to do some improvements by implementing the 5s concept. There are some elements that needed changes and improvements such as their file store, workspaces, form spaces and stationery places.

The committee systematically identified the areas in the organization that needs some changes then they discuss on how they want to arrange all of the files, stationery and etc. They need to arrange all these things complying with the 5s practices and follow all the rules of 5s so they can ensure that they fulfil all the requirements that needed by the implementation of 5s. They have to make sure that all the requirements are successfully applied in Tawau Road Transport Department (RTD). The committee member of 5s implementation is doing it well since they are doing all the labels for files, the arrangements of the cabinet and etc. I think that these process that done by the committee member of 5s in Tawau Road Transport Department (RTD) are very systematic because they do everything step by step and follow all the rules of the implementation.

Another strength that I can see is in the aspect of maintenance. Tawau Road Transport Development (RTD) just implements the concept of 5s and I can see that they are quite slow at first but after that they are quite well. I can see that RTD still maintain their excellent performance in the implementation of 5s whereby all the files and items in the store, all the stationeries in the drawer are still in order even though some of them need changes and updates. But overall all the file stores, file cabinet, form cabinet still in a neat conditions. Not only that, the stationeries also still in its place which is mean the staff of RTD put the stationeries back to its place after used.

As I explained before this, the last element of 5s is sustain. Sustain is the hardest thing to do in the concept of 5s. Usually people will use the stationeries then will not put it back in its placed. This usually happen because sometimes they will get tired with all the things around them and hard for them to maintain the implementation. But in Tawau Road Transport Department (RTD), I can see that they are managed to do well in the implementation of 5s. They are very neat in arrange back all the things

that they used such as the file or the stationeries. The staff of Tawau RTD can maintain the tidiness and can keep the cleanliness environment on the office. I can see that they will close back the cabinet in the file store after getting and putting back the file that they used. It is shown their awareness towards the implementation of the 5s.

Lastly is the cooperation between the staff in make sure that the implementation of the concept of 5s is a success. It is one of the things which is very important in fulfilling the implementation of the concept of 5s. In Tawau Road Transport Department, they have a special committee that will lead the implementation of the concept of 5s. But I can see that, not only the committee of 5s concept that making the implementation but also the other staffs too. The others staffs also cooperate with the committee member played an active role during the process of implementation of 5s. Strong cooperation from the staffs and the committee member of 5s will result with a successful implementation of 5s concept. Without the cooperation between them, it is hard to implement and sustained the concept of 5s because it need a lot of support from the others too.

4.2 Weaknesses and Recommendation

Tawau Road Transport Department (RTD) not only has the strengths, it also has its own weaknesses in dealing with the implementation of 5s concept. The first weakness is the arrangement such as the arrangement of files in the file stores. Since Tawau Road Transport Department (RTD) deal with road tax, summons and etc, it used lots of important document. All the important document will be keep in the file that already being labelled. Since it the store got a lot files, they need to pun a divider between the all the files. They need to label the cabinet too. I can see that

they only put label in the side of the file and put it in the cabinet but they did not put a label in the cabinet. This can slow down the process of finding a needed document. They just arrange it according to the year and put the date on the side of the file. I think that they should put label in the cabinet too so they can easily find the file. Tawau Road Transport Department (RTD) deal with lots of things and not only focus on one transaction, so they should label the file according to the name of the transaction such as the road tax or etc. It will reduce the time and easier for them to find the file.

Another weakness that I see from Tawau Road Transport Department (RTD) in implementing 5s concept is in the aspect of time. Time is one of the most important thing in the organization. Their time is worst when it come to arranging all the things such as the boxes contain of road tax, yellow card, files, and etc. This usually happen in the early of the month because usually at that time, all these things will arrive from the Kuala Lumpur Road Transport Department. It comes in a big portion because it needs to be divided to other branch RTD too such as Semporna and Lahad Datu. During that time, the boxes will block the walking path and hard for the staffs to shuttle back and forth in the office. I recommend them to distribute the boxes to Lahad Datu and Semporna as soon as possible so it did not disturbing the work space of the organization. This problem will slower their working system.

Conclusion

5.0 Introduction to the organization

In the first chapter I had explained a little bit about the history or the background of Road Transport Department in Malaysia and a little bit about Tawau Road Transport Department (RTD). Road Transport Department (JPJ) was established in 1937 under the Traffic Enactment 1937. The administration was then known as the Road Transport Board that works by regulating and licensing of public enterprises. On 1 April 1946, the Road Transport Department (JPJ) has been established which aims to coordinate all the aspects of the transportation across the country. In the regard with the establishment of the Road Transport Department (JPJ), various related acts have been enacted related to the road transport such as the Road Traffic Ordinance 1958 and the Road Transport Act 1987. This is intended to regularize the laws of the country's transportation as well as a platform for the Road Transport Department (JPJ) to carry out their responsibilities.

Road Transport Department (JPJ) is one of the departments under the Land Division in the Ministry of Transport Malaysia. It is responsible in providing the counter services for licensing of vehicles and drivers also the enforcement of the Road Transport Act 1987 to ensure the safe of the vehicles and the drivers.

Their vision is to become the Road Transport Enforcement Management Organization World Class in the Year of 2020. Their mission is to regulating motor vehicles, drivers and road safe and efficient in a way to ensure that the enforcement and efficient service delivery, integrity and high technology to meet with the customer needs and the country also the welfare of citizens and develop professionals capabilities. For Tawau Road Transport Department there are five main activities

such as automotive engineering, financial administrative unit, registration and licensing of motor vehicles, testing and licensing of drivers and enforcement of law.

The Road Transport Department has some objectives to be achieved which are to establish and regulate the registration and licensing of motor vehicles systematically, integrity and innovative, establish and administer the training system, testing and licensing of drivers that is effective to produce competent drivers of motor vehicles and comply with regulations and prudent; enforce and administer the law with the road transport that is integrity and committed in creating a society that has a culture of adherence to the rules of the road and lastly is to regulating and governing motor vehicle safety standards with efficiency and integrity to meet the needs of the environment and the country's automotive industry.

5.1 Schedule of Training

During my 1st week of practical training, I have been introduced to all the staffs in Tawau Road Transport Department (RTD) and briefing about all the departments in RTD. For the first week, I learned how to record all the incoming and the outgoing letter from and to Tawau Road Transport Department. Not only that, I do the label for file which is for the 5s concept. I also learned on how to fill in the file minutes for each of the file that related with Tawau Road Transport Department. I have been instructed to arrange all the form by following the label.

For the second week of my practical training, I learned about summons and all the data. I have been instructed to compile all the data that related to summons into a specific file under Court of Tawau. Then I learn filing which I need to filing all the reports for the branch collection according to the operator into the daily report of the operator collection file. I have been asked by Puan Almah to prepare the reports

for the minutes of the meeting on the matter that been discussed such as the faulty of the air conditioner and the practices of 5s concept. On the second week also, I need to an inspection towards the log book of the vehicle department. Then, I learned on how to check the vehicle log book every month and check all the receipts of the car fuel consumption.

While for my third week of practical training, I learn on how to check the book of the control registers receipts and learn on how to do the cash book and arrange it according to the date and send the file to the Department of the National Accounts for checking.

For my fourth week of practical training, as usual I will record the incoming and outgoing letter from and to Tawau Road Transport Department (RTD). I learned on how to fill in the book for CDL , LDL and GDL license on orders and production of stock. I need to typing a memos for the charity fund and the memo that will be distributed to all the members of the charitable fund. On the fourth week of practical training, I learn on how to record the description of the stationery stock into the card box that already been labelled according to the name of stationery.

My last week of practical training, I have been transferred to customer service counter and I learned on how to use the ALIS system which is to check the customer data through their identification number. I was being introduced to various types of forms that related to the transactions. In this week also I need to explain to the customers about each of the transaction to them. And sometimes I need to help the customer in filing the form.

5.2 Analysis of Training

In chapter three, I have made an analysis regarding on specific area in Tawau Road Transport Department. Therefore, I choose to analyse the implementation of 5s concept in Tawau RTD. 5s concept was implemented by Hiroyuki Hirano. It is more focused on the effective workplace organization and standardized work procedures. It will simplifies the work environment, reduces waste and non-value activity while improving quality, efficiency and safety. It is a program that will achieve total organization, cleanliness and standardization in the workplace.

5s or the 5 pillars is a systematic process for the workplace organization. Many organizations in Malaysia using 5s concept because of the concepts are easy to understand. The implementation of 5s concepts has many benefits such as higher quality, lower costs, and more faster than before. The aim of 5s is for the organization to have only what they need available in the workplace, a designed place for everything, a standard way of doing things and the discipline of the staff to maintain it. As I mention before this, it was created in Japan and name as Seiri, Seiton, Seiso, Seiketsu and Shitsuke. But if we translate it to English, it called as sort, set in order, shine, standardize and sustain. From the 5s concept, the organization can create a superior working environment.

The first "S" in 5s concept is sort which is use to distinguish what are the things that needed. It is require staff to throw away all the things that they not needed and used it. All the staffs need to eliminate all the unnecessary things that they do not want to use. They have to keep only the essential items and keeping them in easily in the accessible places. All the things that not used can be stored or

discarded. It will help to keep the work area tidy, improves searching and clear most of the space that consumed by the unnecessary items.

The second “S” is set in order or straightens which are the staffs in the organization need to arranging needed items so that they are easy to find and put away. All the things that used often by the staff need to placed closer to the staff. Set in order requires the staff to organize things so that they are easy to use the things and label them so that anyone can easily find, use and return them to the correct place easily. There are requirement for setting in order include the equipment and tool organization which is simple, organized storage with visual confirmation which is means if your things or tools missing you will know just with a glance. It is more to proper arrangement where it is about putting things to its assigned place so that it can be accessed easily and quickly.

The third “S” is shine or clean which is means to make everything is clean, functioning and ready to go. It is involves bringing the workspace back to proper order by the end of each of the day. After go through with cleaning in implementing 5s, the staffs need to daily follow up cleaning up in order to sustain the improvement. Regular cleanliness is very important because it will help the staffs in identifying damages to the equipment such as the breakages and leakages. Not only that, shine help in protecting the equipments failure and loss of the production. After the working hours, staff should clean the work area and make sure everything put in its place so that, the workstation is ready for the next user.

The fourth “S” is standardize which is the method that we use to maintain the first 3s. Once the first 3s have been in place, it should be set as a standard so to keep the best practices in place. Without it, the situation will be the same and back to

the old condition. The seiketsu or standardize can help to turn it into the natural, standard behaviour and habit. It will assure that everyone knows what is expected. There are steps in standardizing under 5s which is establish a routine check sheet for each unit of the organization to show what the team should check during self-audits.

Last but not least is sustain or in Japanese known as shitsuke. Sustain is to develop an attitude to maintain the other 4s alive. The staff need to create a discipline in whatever you are doing. It will help in ongoing improvement and be expanded beyond the limit. The importance of sustain is to eliminate the bad habit and keep on doing the good habit only. It is also making habit of properly maintaining correct procedures. It allows the organization to sustain its 5s implementation. The implementation of the final "S" is where most of the companies failed to implement the 5s and they back into their old ways. To make 5s work, the organization must measure the performance of the staff and the top management need to be committed in doing things.

I have conducted my practical for 5 weeks in Tawau Road Transport Department (RTD) and I can see they really put an effort to implement the 5s programs. I can see 5s programs banner or sign everywhere in the workplace. Each of department in Tawau Road Transport Department implement the 5s programs such as the administration unit, financial unit, operation unit and the enforcement unit. They also come up with the organization chart just for the programs of 5s. They come up with zone which is the area that each of team should taking care of. So that they can supervise all zone whether they still following and maintaining the standard of 5s so they will not going back to the old ones.

I have been assigned a lot of work that related to the concept of 5s such as filing and arranged the form in the cabinet. Tawau Road Transport Department (RTD) comes out with lots of things in following the standard of 5s. From what I have seen, they work as teamwork and they overtime by make the program of 5s to be successful. They came to the office on weekend and started doing the banner, signs and the cabinet for the programs of 5s. If we enter the office, we can directly see the banner of 5s just beside the door and lots of paper in the board relating to the 5s programs.

5.3 Recommendations

After analyzing the 5s implementation in the Tawau Road Transport Department (RTD), then I will give some recommendations on how Tawau RTD can maintain the implementation of 5s concept. Firstly, I will identify the strength of the implementation of 5s in Tawau RTD. The first strength is systematic. Tawau Road Transport Department implement the 5s program very systematic. They managed it properly and planned it well. They follow the entire 5 concept that develop by the program such sort, set in order, shine, standardize and sustain. They are very systematic in the aspect of placing and arrange all the things. Next strength is maintenance which Tawau RTD still maintain their excellent performance in the implementation of 5s whereby all the files and items in the store, all the stationeries in the drawer are still in order even though some of them need changes and updates. But overall all the file stores, file cabinet, form cabinet still in a neat conditions. Not only that, the stationeries also still in its place which is mean the staff of RTD put the stationeries back to its place after used. Last strength is the cooperation within the staff in order to make sure the implementation is a success. In

Tawau Road Transport Department, they have a special committee that will lead the implementation of the concept of 5s. But I can see that, not only the committee of 5s concept that making the implementation but also the other staffs too. The other staffs also cooperate with the committee member played an active role during the process of implementation of 5s.

Meanwhile for the weaknesses and the recommendation, I can see that the arrangement such as the arrangement of files in the file stores. Since Tawau Road Transport Department (RTD) deal with road tax, summons and etc, it used lots of important document. All the important document will be keep in the file that already being labelled. Since it the store got a lot files, they need to put a divider between the all the files. I think that they should put label in the cabinet too so they can easily find the file. Tawau Road Transport Department (RTD) deal with lots of things and not only focus on one transaction, so they should label the file according to the name of the transaction such as the road tax or etc. It will reduce the time and easier for them to find the file.

Another weakness that I see from Tawau Road Transport Department (RTD) in implementing 5s concept is in the aspect of time. Their time is worst when it come to arranging all the things such as the boxes contain of road tax, yellow card, files, and etc. This usually happen in the early of the month because usually at that time, all these things will arrive from the Kuala Lumpur Road Transport Department. During that time, the boxes will block the walking path and hard for the staffs to shuttle back and forth in the office. I recommend them to distribute the boxes to Lahad Datu and Semporna as soon as possible so it did not disturbing the work space of the organ

5.4 Reflections

During my practical training with Tawau Road Transport Department (RTD), I learned so many things in that field. I also can apply what I learned in class to the real life of working with Tawau Road Transport Department. Subjects in class really help me to adapt with the working environment and give a very good exposure to me before I face the real working environment later. The cooperation given by the members of Tawau Road Transport Department (RTD) affect and motivate me to do my practical training with high spirit and high motivation.

During the practical training, I also had given the opportunity to do the tasks that usually done by the lower level staff. Even though for some these tasks seems to be unsuitable to be assigned to Bachelor practical training students like us but I think it have its own benefits and advantages. Besides that, I also thankful to Tawau RTD because gave me this kind of opportunities to do all those kind of works. I always find that kind of opportunities for me to experience itself how to deal and manage that kind of works.

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APPENDICES

Ketua Pusat Pengajian Sains Sosial
 Fakulti Sains Pentadbiran dan Pengajian Polisi
 Universiti Teknologi MARA Sarawak
 Kampus Kota Samarahan
 Jalan Meranek
 94300 Kota Samarahan
 SARAWAK

(u.p: Encik Fairuz Hidayat Merican Wan Merican
 Penyelaras Latihan Praktikal Program AM223)

Tel: 082-677275
 Faks: 082-677320 / 677300

Tuan

KEPUTUSAN PERMOHONAN PENEMPATAN MENJALANI LATIHAN PRAKTIKAL BAGI PELAJAR UITM DARI FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI (FSPPP)

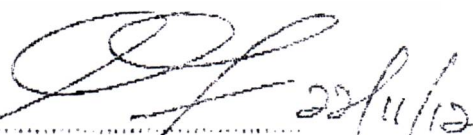
NAMA PELAJAR: MAZUIN BT-AMIR
 NO KAD MATRIK: 2011846626
 KOD PROGRAM: Latihan Praktikal di JPS Pawan Sabal

Dengan hormatnya permohonan tuan menerusi surat bil (100-UITM/13/11420) bertarikh 15-11-2012 mengenai perkara tersebut di atas adalah dirujuk.

2. Adalah dimaklumkan bahawa setelah pertimbangan telah diberikan terhadap permohonan tersebut maka pihak kami ~~BERSITUJU~~ **BERSETUJU*** untuk menerima pelajar berkenaan dari Fakulti tuan bagi menjalani latihan praktikal di organisasi kami mulai 28 Januari 2013 hingga 1 Mac 2013 berdasarkan syarat-syarat yang akan ditentukan oleh kami.

Sekian, terima kasih.

Yang benar


 Tandatangan Pegawai dan Cop Organisasi

(NAZILI BIN KADIR)

b/p PENGARAH

JABATAN PENGANKUTAN JALAN

NEGERI SARAWAK

* Potong mana yang tidak berkenaan



UNIVERSITI
TEKNOLOGI
MARA

FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI
UNIVERSITI TEKNOLOGI MARA
SURAT AKU JANJI PELAJAR LATIHAN PRAKTIKAL

NAMA:	MAZUIN BT. AMIR
NOMBOR PELAJAR:	2011846626
PROGRAM:	SARJANA MUDA SAINS PENTADBIRAN (KEPUJIAN)
SEMESTER:	5

Adalah saya sebagaimana keterangan seperti di atas dengan ini berikrar dan berakujanji kepada Universiti Teknologi MARA (selepas ini disebut sebagai "Universiti") dan juga Fakulti Sains Pentadbiran dan Pengajian Polisi (selepas ini disebut sebagai "Fakulti") akan mematuhi segala perkara-perkara yang dinyatakan kemudian dari ini semasa atau sepanjang saya menjalani latihan praktikal yang berkenaan iaitu seperti berikut:-

- a) Memastikan pematuhan dari aspek disiplin terutama dari segi pakaian, masa, tingkah laku dan kelakuan dengan mengikut peraturan serta sahlah ditetapkan oleh Universiti dan juga tempat di mana saya menjalani latihan praktikal;
- b) Menghormati ketepatan masa dengan hadir ke setiap kelas/perjumpaan dengan pensyarah atau kakitangan Universiti atau pun dengan penyelia atau staf tempat saya menjalani latihan praktikal;
- c) Menghormati segala latihan yang diberikan oleh pensyarah atau staf Universiti serta staf tempat di mana saya menjalani latihan praktikal dengan melakukan segala latihan akademik dan praktikal yang diberikan oleh pensyarah atau staf universiti dan staf tempat latihan praktikal;
- d) Menghormati ilmu;
- e) Menghormati pemindahan ilmu dari pensyarah atau staf Universiti dan juga staf di tempat saya menjalani latihan praktikal;
- f) Menyedari bahawa saya masih tertakluk kepada segala peraturan dan undang-undang yang dikuatkuasakan ke atas saya seperti termaktub di dalam Akta UiTM 1976 dan lain-lain peraturan yang dikuatkuasakan ke atas saya sebagai pelajar dari masa ke semasa;

**BORANG PENGESAHAN
KEHADIRAN PELAJAR LATIHAN PRAKTIKAL**

Ketua Pusat Pengajian Sains Sosial dan Kemanusiaan
Fakulti Sains Pentadbiran dan Pengajian Polisi
Universiti Teknologi MARA
Jalan Meranek
94300 Kota Samarahan
SARAWAK
u.p. Penyelaras Latihan Praktikal AM228/AM225*

Tuan

**PENGESAHAN KEHADIRAN PELAJAR PRAKTIKAL
FAKULTI SAINS PENTADBIRAN DAN PENGAJIAN POLISI
UNIVERSITI TEKNOLOGI MARA, SHAH ALAM- SESI JANUARI-MAC 2013**

Dengan hormatnya perkara tersebut di atas adalah berkaitan dan dirujuk.

2. Sukacita dimaklumkan bahawa organisasi kami dengan ini mengesahkan bahawa pelajar-pelajar berikut dari program Ijazah Sarjana Muda Sains Pentadbiran (AM228)/Ijazah Sarjana muda Pentadbiran Korporat (AM225)* telah hadir dan melaporkan diri bagi maksud menjalani Latihan Praktikal di organisasi kami. Ini adalah selaras dengan ketetapan yang dinyatakan di dalam surat kami bil. 100-UM/LS/1(4)(1), bertarikh 13.11.2012 tempohari.

3. Sayugia pelajar ini bakal menjalani latihan praktikal yang disyaratkan untuk tempoh mulai dari 28 Januari 2013 sehingga 1 Mac 2013. Maklumat pelajar yang melapor diri untuk menjalani latihan praktikal adalah seperti berikut -

Bil	Nama Pelajar	No Matrik	Tarikh Lapor Diri
1	MAZUIN BINTI AMIR	2011846626	28/1/2013
2			
3			
4			
5			

6			
7			
8			
9			
10			

4. Sehubungan dengan itu sebagaimana dikehendaki, maka berikut dikemukakan maklumat ini untuk simpanan pihak Fakulti.

Sekian, terima kasih.

Yang benar



29/1/2013

Tandatangan dan Cop Organisasi

Nama: **NAZILI BIN KADIR**

Tarikh: PENOLONG PENGARAH N41
JABATAN PENGANGKUTAN JALAN
TAWAU, SABAH.

*Sila potong mana yang tidak berkenaan.

Pohon difakskan surat ini ke nombor 082-677320 / 677300

u.p: Penyelaras Latihan Praktikal AM228/AM225

*Sebarang kemuskilan sila berhubung dengan

Fairuz Hidayat Merican Wan Merican

Penyelaras Latihan Praktikal AM228

No. Telefon: 082-677275 / 013-8231312

BORANG AKUAN

Saya.....
(nama huruf besar)

No. kad pengenalan / paspot.....beralamat di :
.....
.....

Poskod

Bandar

Negeri

dengan sesungguhnya dan dengan suci hati mengaku dan berikrar bahawa:

- (i) saya dengan ini mengesahkan bahawa saya berhasrat untuk membeli kenderaan bernombor pendaftaran
- (ii) saya bukanlah seorang yang diisytiharkan muflis;
- (iii) saya bersetuju untuk mematuhi segala kepada peruntukan Akta Pengangkutan Jalan 1987 dan apa-apa peraturan-peraturan yang dibuat di bawahnya,

dan saya membuat akuan ini dengan kepercayaan bahawa akuan ini benar, serta menurut peruntukan Akta Akuan Berkanun 1960.

Diperbuat dan dengan sesungguhnya
diakui oleh yang tersebut namanya di atas

.....
.....
di
di Negeri
pada haribulan..... 20.....

Di hadapan saya

.....
(Tandatangan Hakim Mahkamah Sesyen,
Majistret atau Pesuruhjaya Sumpah)

CAP IBU JARI KIRI/ KANAN

&
(Tandatangan Pembeli)

**COP
METERAI**

BORANG AKUAN

Saya.....

(nama huruf besar)

No. kad pengenalan / paspot.....beralamat di :

.....
.....

Poskod

Bandar

Negeri

dengan sesungguhnya dan dengan suci hati mengaku dan berikrar bahawa:

- (i) saya dengan ini mengesahkan bahawa saya adalah pemilik berdaftar bagi kenderaan bernombor pendaftaran dan mengaku bahawa kenderaan ini sentiasa berada di dalam pemilikan saya sehingga akuan ini dilakukan;
- (ii) saya bukanlah seorang yang diisytiharkan muflis;
- (iii) saya mengakui bahawa saya berhasrat untuk menjual kenderaan ini kepada mana-mana pihak yang bersetuju membeli kenderaan ini; dan
- (iv) saya bersetuju untuk mematuhi segala kepada peruntukan Akta Pengangkutan Jalan 1987 dan apa-apa peraturan-peraturan yang dibuat di bawahnya,

dan saya membuat akuan ini dengan kepercayaan bahawa akuan ini benar, serta menurut peruntukan Akta Akuan Berkanun 1960.

Diperbuat dan dengan sesungguhnya diakui oleh yang tersebut namanya di atas

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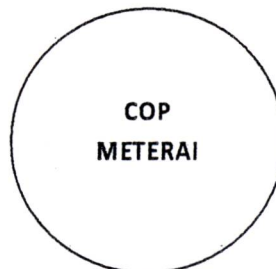
pada haribulan..... 20.....

Di hadapan saya

.....
(Tandatangan Hakim Mahkamah Sesyen,
Majistret atau Pesuruhjaya Sumpah)



&
(Tandatangan Penjual)





JABATAN PENGANGKUTAN JALAN MALAYSIA
PEMBERITAHUAN PINDAAN BUTIR-BUTIR LESEN MEMANDU

(JPJL7)

- i) Sila baca panduan di muka sebelah sebelum mengisi borang ini
ii) Gunakan HURUF BESAR

(BORANG INTERNET)

A. JENIS PINDAAN

B. BUTIR-BUTIR PEMEGANG LESEN

No. KP / Pasport / Polis / Tentera

Kategori

C. PINDAAN BUTIR-BUTIR PEMEGANG LESEN

1. Untuk Pindaan Butir Pemegang Lesen

Nama

Jantina (L / P)

Tarikh Lahir

Hari Bulan Tahun

2. Untuk Pindaan Alamat

Alamat

Poskod

Bandar

Negeri

3. Untuk Pindaan No. Kad Pengenalan

No. KP / Pasport / Polis / Tentera Baru

Kategori

D. PINDAAN BUTIR-BUTIR LESEN

Tarikh Luput Lesen Memandu/Vokasional

Hari Bulan Tahun

No. Lencana Lesen Vokasional

Kelas

Kod Kegunaan Lesen Vokasional (Untuk kegunaan pejabat)

Jenis Lesen Yang Dimiliki (Tandakan dalam petak berkenaan)

<input type="checkbox"/>	C	Lesen Memandu	<input type="checkbox"/>	G	Lesen Kenderaan Barangan
<input type="checkbox"/>	P	Lesen Memandu Perkhidmatan Awam	<input type="checkbox"/>	K	Lesen Konduktor Kenderaan Perkhidmatan Awam

E. PENGAKUAN

Saya mengaku bahawa segala maklumat yang diberikan di atas adalah benar.

Tarikh

.....
Tandatangan Pemohon

KEGUNAAN PEJABAT



JABATAN PENGANGKUTAN JALAN MALAYSIA
BORANG PERMOHONAN LESEN MEMANDU

(JPJL1)

- i) Sila baca panduan di muka sebelah sebelum mengisi borang ini
ii) Gunakan HURUF BESAR

(BORANG INTERNET)

A. JENIS PERMOHONAN

B. BUTIR-BUTIR PEMOHON

1. No. KP / Pasport / Polis / Tentera

2. Kategori

3. Nama

4. Alamat

5. Poskod

6. Bandar

7. Negeri

8. Jantina (L / P)

9. Tempat Lahir (untuk PMA sahaja)

10. Tarikh Lahir

Hari Bulan Tahun

C. BUTIR-BUTIR LESEN

1. Untuk Permohonan Lesen Memandu Baru, atau Tambah Kelas sahaja

Kelas	Tarikh Lulus			Siri DL 18 / JPJL 3		
i.						
ii.						
iii.						

Hari Bulan Tahun

2. Untuk Pertukaran Lesen sahaja

Kod Negara / Agensi yang mengeluarkan Lesen Asal

Jika negara asing, Nyatakan

3. Untuk Permohonan Salinan atau Permit Memandu Antarabangsa sahaja

No. Siri Lesen

Kelas Lesen

4. Tarikh Luput Lesen (jika berkenaan)

Hari Bulan Tahun

5. Tempoh Permohonan (jika berkenaan)

D. PENGAKUAN (Untuk Permohonan Lesen Belajar Memandu Baru, Lesen Memandu Baru atau Tukar Lesen Sahaja)

Adakah anda mengalami perkara-perkara seperti berikut? Jika YA, tandakan dalam petak berkenaan.

<input type="checkbox"/>	A
<input type="checkbox"/>	B
<input type="checkbox"/>	C

Hukuman Mahkamah

Penyakit Gila Babi

Cacat anggota

<input type="checkbox"/>	D
<input type="checkbox"/>	E
<input type="checkbox"/>	F

Pitam dan Pengan

Kesukaran membaca sejauh 23m pada masa cuaca terang

Penyakit Lain, Nyatakan

No. Pendaftaran Kenderaan (Untuk cacat anggota sahaja)

Saya mengaku bahawa segala maklumat yang diberikan di atas adalah benar.

Tarikh

Tandatangan Pemohon

KEGUNAAN PEJABAT



JABATAN PENGANGKUTAN JALAN MALAYSIA
BORANG PERMOHONAN PERTUKARAN ALAMAT
 [Seksyen 58, Akta Pengangkutan Jalan 1987]

SILA GUNAKAN HURUF BESAR SAHAJA

A. BUTIR-BUTIR PEMEGANG LESEN MEMANDU / PEMUNYA BERDAFTAR KENDERAAN MOTOR

1. Nama:
2. Kategori: Individu / Perniagaan / Syarikat / Pertubuhan / Agensi Kerajaan
3. No. *K.P. (*Awam/Polis/Tentera) /Paspor/Perniagaan/Syarikat/Pertubuhan:

B. ALAMAT SURAT MENYURAT BARU

1. Alamat:
2. Poskod: 3. Bandar:
4. Negeri:

C. PENGAKUAN PEMEGANG LESEN MEMANDU / PEMUNYA BERDAFTAR KENDERAAN MOTOR

1. Saya, (nama) No. *K.P. (*Awam/Polis/Tentera)/Pasport: adalah "pemegang lesen memandu / pemunya berdaftar kenderaan motor / orang yang mempunyai kuasa dalam * Perniagaan / Syarikat / Pertubuhan / Agensi Kerajaan yang merupakan pemunya berdaftar kenderaan motor untuk membuat permohonan ini.
2. Saya telah bertukar ke alamat yang dinyatakan dalam Bahagian B borang ini mulai Hari Bulan Tahun
3. Saya mengaku dan mengesahkan bahawa butiran yang saya nyatakan dalam Bahagian A, B, dan C borang ini adalah benar dan tidak mengandungi maklumat yang palsu, tidak betul atau mengelirukan.
4. Saya faham dan sedar bahawa memberikan alamat yang tidak lengkap atau alamat yang tidak betul adalah menjadi suatu kesalahan di bawah Seksyen 58(5) Akta Pengangkutan Jalan 1987. Saya juga faham dan sedar bahawa memberikan maklumat yang sebahagian atau keseluruhannya tidak benar, palsu atau mengelirukan adalah suatu kesalahan di bawah Seksyen 108(1) Akta Pengangkutan Jalan 1987 yang boleh membawa kepada hukuman denda tidak kurang daripada RM5,000.00 (lima ribu ringgit) dan tidak lebih daripada RM20,000.00 (dua puluh ribu ringgit) atau penjara selama tempoh tidak kurang daripada satu tahun dan tidak melebihi lima tahun atau kedua-duanya.

Tarikh:

Tandatangan:

No. Faksimili:
 (jika permohonan dikemukakan melalui faksimili)

Cop Nama dan Jawatan (jika pemunya berdaftar kenderaan motor adalah Perniagaan / Syarikat / Pertubuhan / Agensi Kerajaan)

No. Telefon:

- Nota : 1. Sila sertakan satu salinan fotostat K.P./Pasport jika permohonan melalui pos berdaftar prabayar atau faksimili
 2. Pemunya Berdaftar Sesuatu Kenderaan Motor/ Pemegang Lesen Memandu atau Wakil perlu hadir ke JPJ Negeri / Cawangan yang berhampiran untuk mengemaskini pada JPJK2 atau mendapatkan gantian lesen memandu JPJL4/JPJL5/JPJL6 dalam tempoh 14 hari daripada suatu pengakuterimaan penerimaan.

D. KEGUNAAN PEJABAT

Permohonan pertukaran alamat telah disemak dan didapati *lengkap / tidak lengkap.

Cop akuan tenma sekiranya permohonan lengkap

Tandatangan:

Tarikh:

Cop Nama dan Jawatan



JABATAN PENGANGKUTAN JALAN MALAYSIA
BORANG PERMOHONAN SAMBUNGAN PERAKUAN PENDAFTARAN KENDERAAN

SILA GUNAKAN HURUF BESAR SAHAJA

A. MAKLUMAT KENDERAAN

1. Nombor Kenderaan :

2. No. Siri Perakuan Pendaftaran Kenderaan :

B. PENGAKUAN PEMOHON

1. Saya, (nama) No. K.P. (Awam/Polis/Tentera)/Pasport:
adalah pemilik berdaftar kenderaan yang bernombor pendaftaran hadir sendiri membuat permohonan sambungan
Perakuan Pendaftaran Kenderaan.

Tarikh:

Tandatangan :

CAP IBU JARI
KIRI / KANAN
PEMILIK
BERDAFTAR

2. Saya, (nama) No. K.P. (Awam/Polis/Tentera)/Pasport:
adalah WAKIL pemilik berdaftar kenderaan yang bernombor pendaftaran hadir untuk membuat permohonan
sambungan Perakuan Pendaftaran Kenderaan bagi pihak pemilik berdaftar-kenderaan.

*Wakil perlu mengemukakan satu (1) salinan identiti/pengenal diri.

Tarikh:

Tandatangan :

CAP IBU JARI
KIRI / KANAN
WAKIL

C. PEGUNAAN PEJABAT

Saya telah menyamak permohonan adalah lengkap dan memenuhi syarat yang ditetapkan.

Tarikh :

Tandatangan :

Cop Nama dan Jawatan Petugas Kaunter


JABATAN PENGANGKUTAN JALAN MALAYSIA
BORANG TEMPAHAN NOMBOR PENDAFTARAN KENDERAAN SECARA PILIHAN (Pindaan 1/2009)

 Pengarah
 Jabatan Pengangkutan Jalan
 Negeri

Tuan/Puan,

TEMPAHAN NOMBOR PENDAFTARAN SIRI

Saya memohon untuk memilih Nombor Pendaftaran di atas dan dikemukakan bersama bayaran perkhidmatan sebanyak RM 10.00.

2. Bersama-sama ini dikemukakan butir-butir peribadi dan dokumen yang berkaitan:

 Nama :
 No. Kad Pengenalan / Pendaftaran Syarikat :
 Alamat :

 No. Telefon :

Pengakuan Pemohon:

Saya faham dan sedar bahawa saya perlu mematuhi syarat-syarat yang telah ditetapkan. Saya juga akan bertanggungjawab dan menerima pembatalan tawaran nombor pendaftaran ini sekiranya saya gagal mematuhi syarat-syarat yang telah ditetapkan oleh JPJ.

Tandatangan : Cop Syarikat :

PERHATIAN :-

1. Sila sertakan sesalinan kad pengenalan pemohon / identity pengenalan syarikat.
2. Sila kemukakan sesalinan surat permohonan untuk mendapatkan nombor pendaftaran tersebut.
3. Bayaran perkhidmatan RM10.00 bersama bayaran penuh dilakukan di Pejabat JPJ negeri yang menawarkan nombor pendaftaran tersebut.
4. Bayaran penuh dan pendaftaran nombor yang telah ditawarkan hendaklah dilaksanakan dalam tempoh 30 hari dari tarikh Permohonan nombor pendaftaran diluluskan..
5. Nombor pendaftaran yang telah ditawarkan akan ditarik balik sekiranya permohonan gagal untuk menjelaskan bayaran dan mendaftarkan kenderaan dalam tempoh yang ditetapkan.
6. Nombor pendaftaran hendaklah didaftarkan atas nama pemohon sahaja..

(KELULUSAN PENGARAH JPJ NEGERI)

Permohonan diluluskan / ditolak

No. Pendaftaran :

Harga : RM

(Tandatangan)

Tarikh :

(UNTUK KEGUNAAN PEJABAT)



JABATAN PENGANGKUTAN JALAN MALAYSIA
BORANG PINDAAN / PEMBETULAN BUTIR-BUTIR KENDERAAN DAN PEMILIK BERDAFTAR
SEKSYEN 12 AKTA PENGANGKUTAN JALAN 1987

SILA BACA PANDUAN DI MUKA SEBELAH SEBELUM MENGISI BORANG INI

A. BUTIR-BUTIR KENDERAAN

1. No. Pendaftaran :

B. PINDAAN/ PEMBETULAN BUTIR-BUTIR KENDERAAN (Isikan ruangan yang hendak *dipinda / dibetul sahaja)

2. No. Enjin	<input type="text"/>		
3. No. Casis	<input type="text"/>		
4. Buatan	<input type="text"/>	5. Berat Kerb (kg.)	<input type="text"/>
6. Nama Model	<input type="text"/>	7. B.T.M(kg.)	<input type="text"/>
8. Kuasa Enjin	<input type="text"/>	9. B.G.1. (kg.)	<input type="text"/>
10. Bahan Bakar	<input type="text"/>	11. B.G.2 (kg.)	<input type="text"/>
12. Warna	<input type="text"/>	13. B.G.3 (kg.)	<input type="text"/>
14. Kelas Kegunaan	<input type="text"/>	15. B.G.4 (kg.)	<input type="text"/>
16. Jenis Badan	<input type="text"/>	17. B.G.5 (kg.)	<input type="text"/>
18. Tahun Dibuat	<input type="text"/>	19. B.G.6 (kg.)	<input type="text"/>
20. Tarikh Pendaftaran	<input type="text"/>	21. B.D.M.(kg.)	<input type="text"/>
	Hari Bulan Tahun		
22. B.T.T. (kg.)	<input type="text"/>	23. Status asal	<input type="text"/>
24. Jenis Transmisi	<input type="text"/>	25. No. Siri JPJK2	<input type="text"/>

C. PINDAAN/ PEMBETULAN BUTIR-BUTIR PEMILIK BERDAFTAR (Isikan ruangan yang hendak *dipinda / dibetul sahaja)

1. No. KP / Passport / Polis / Tentera / Syarikat / Pertubuhan	<input type="text"/>	2. Kategori Pemilik	<input type="text"/>
3. Nama	<input type="text"/>		
4. Alamat	<input type="text"/>		
5. Poskod	<input type="text"/>	6. Bandar	<input type="text"/>
7. Negeri	<input type="text"/>		

D. PENGESAHAN PEMOHON / DECLARATION *(Ruangan ini tidak perlu diisi untuk permohonan pembetulan)

1. Saya, (nama) _____ No. K/P. (*Awam / Polis / Tentera) / Pasport: _____
_____ adalah *pemilik berdaftar / orang yang mempunyai kuasa dalam *Syarikat / Perniagaan /
Pertubuhan / Agensi Kerajaan* bagi *kenderaan yang bemombor pendaftaran / plat perdagangan bemombor* _____
memohon untuk meminda butir-butir kenderaan seperti di para *B / C*. *(potong mana yang tidak berkaitan)

2. (Jika BUKAN Plat Perdagangan) Saya juga mengaku bahawa kenderaan tersebut berada dalam kawalan saya dan dalam keadaan baik dan boleh digunakan.

3. Saya mengaku dan mengesahkan bahawa butiran yang saya nyatakan dalam Bahagian A, B, C dan D borang ini adalah benar dan tidak mengandungi maklumat yang palsu, tidak betul atau mengelirukan.

4. Saya mewakilkan penama di bawah hadir ke Pejabat JPJ *Negeri / Cawangan _____ untuk mengemukakan permohonan pindaan data kenderaan seperti di para *B / C* yang bemombor pendaftaran _____

Butir-butir wakil adalah seperti berikut:-

Nama: _____

No. *K.P. (*Awam/Polis/Tentera)/Pasport: _____

Alamat: _____

Hubungan: _____ Telefon: _____

5. Saya juga faham dan sedar bahawa memberikan maklumat yang sebahagian atau keseluruhannya tidak benar, palsu atau mengelirukan adalah suatu kesalahan di bawah Seksyen 108 (1) Akta Pengangkutan Jalan 1987 yang boleh membawa kepada hukuman denda tidak kurang daripada RM 5,000.00 dan tidak lebih daripada RM 20,000.00 atau diperjarakan selama tempoh tidak kurang daripada satu tahun dan tidak melebihi lima tahun.

Tarikh : _____

Tandatangan pemilik berdaftar: _____

Cop Nama & Jawatan (jika pemunya berdaftar adalah Syarikat /
Perniagaan / Pertubuhan / Agensi Kerajaan)

KEGUNAAN PEJABAT

E. SEMAKAN KAD PENGENALAN ASAL (JIKA PEMILIK BERDAFTAR HADIR)

Pengesahan Kehadiran Pemilik Berdaftar

F. STATUS PERMOHONAN

CATATAN:

1. Disemak / Dilapor (Oleh Penyemak / Penyelia / Pelapor)

Tarikh : _____

(Tandatangan / Nama / Cop)

2. Pengesahan (Oleh Pegawai Pelulus) (Permohonan telah disemak dan *diluluskan / tidak diluluskan (nyatakan sebab))

Tarikh : _____

(Tandatangan / Nama / Cop)

3. Pelulus *(Oleh Pengarah / Penolong Pengarah) *(Permohonan telah disemak dan diluluskan / tidak diluluskan (nyatakan sebab))

Tarikh : _____

(Tandatangan / Nama / Cop)



JABATAN PENGANGKUTAN JALAN

Negeri / Cawangan _____

BORANG SENARAI SEMAK PERMOHONAN PEMBETULAN BUTIR-BUTIR KENDERAAN DAN PEMILIK BERDAFTAR PADA PERAKUAN PENDAFTARAN KENDERAAN

BUTIR-BUTIR PEMBAWA DOKUMEN

NAMA : NO. KP : NO. TEL :

ALAMAT :

NO. PENDAFTARAN KENDERAAN

JENIS PEMBETULAN : TANDAKAN (✓) PADA KOTAK YANG BERKENAAN -

- | | | | |
|------------------------------------|--------------------------|---|--------------------------|
| 1. NOMBOR ENJIN DAN KAPASITI ENJIN | <input type="checkbox"/> | 10. STATUS ASAL KENDERAAN | <input type="checkbox"/> |
| 2. TARIKH PENDAFTARAN | <input type="checkbox"/> | 11. KATEGORI PEMILIK | <input type="checkbox"/> |
| 3. WARNA | <input type="checkbox"/> | 12. BUTIR-BUTIR PEMILIK BERDAFTAR | <input type="checkbox"/> |
| 4. BUATAN KENDERAAN | <input type="checkbox"/> | 13. NOMBOR CHASIS | <input type="checkbox"/> |
| 5. MODEL KENDERAAN | <input type="checkbox"/> | 14. NOMBOR SIRI PERAKUAN
PENDAFTARAN | <input type="checkbox"/> |
| 6. TAHUN DIBUAT | <input type="checkbox"/> | 15. KELAS KEGUNAAAN | <input type="checkbox"/> |
| 7. JENIS BADAN | <input type="checkbox"/> | 16. JENIS TRANSMISI | <input type="checkbox"/> |
| 8. BAHAN BAKAR | <input type="checkbox"/> | 17. MUATAN TEMPAT DUDUK | <input type="checkbox"/> |
| 9. BERAT KERB / BDM / BTM / BGK | <input type="checkbox"/> | 18. SYARAT KHAS | <input type="checkbox"/> |

Tandakan (✓) dalam kotak yang berkenaan

1. Satu (1) Borang JPJK8 (pind.1/2011) yang telah diisi dengan lengkap dan teratur
2. Identiti Pengenalan Diri asal Pemilik Berdaftar (jika permohonan oleh pemilik berdaftar kenderaan)
3. Identiti Pengenalan Diri yang asal untuk semakan dan satu (1) salinan dikepikan bersama Borang BETUL - SS8 untuk simpanan pejabat. (jika permohonan oleh Pegawai Agensi Kerajaan/ Syarikat/ Pertubuhan/ Koperasi atau wakil)
4. Satu (1) salinan Identiti Pengenalan Diri pemilik berdaftar kenderaan untuk simpanan pejabat (jika permohonan oleh wakil)
5. Pegawai Agensi kerajaan / Syarikat / Pertubuhan atau wakil perlu mengemukakan surat rasmi dari Agensi kerajaan / Syarikat / Pertubuhan.
6. Perakuan Pendaftaran Kenderaan (JPJK2) asal
7. Laporan pemeriksaan PUSPAKOM (B2 / B5 / PG11A / PG13B) atau JPJ PG10 yang masih berkuatkuasa
8. No. Enjin dan Chasis telah dikemaskini dalam rekod e-insuran (untuk pembetulan no. enjin & chasis)

KEGUNAAN PEJABAT

Saya mengesahkan dokumen di atas adalah lengkap dan benar Tarikh terima: No. Ruj:

(Tandatangan Pembawa Dokumen)

Permohonan *Diterima / Ditolak

Tarikh:

Tandatangan :
(Cop Nama dan Jawatan Petugas Kaunter)

Nota : Keperluan dokumen di atas tertakluk kepada peraturan Tarikh:
semasa JPJ



JABATAN PENGANGKUTAN JALAN MALAYSIA
BORANG PERMOHONAN SALINAN / GANTIAN PERAKUAN PENDAFTARAN KENDERAAN
ATAU SALINAN / GANTIAN LESEN KENDERAAN MOTOR
ATAU SALINAN LESEN PERDAGANGAN KENDERAAN MOTOR
 [Kaedah 12 dan 24 Kaedah-kaedah Kenderaan Motor (Pendaftaran dan Pelesenan) 1959]

SILA GUNAKAN HURUF BESAR SAHAJA

A. JENIS PERMOHONAN

- *Salinan/ Gantian Perakuan Pendaftaran Kenderaan
- *Salinan/ Gantian Lesen Kenderaan Motor
- *Salinan/ Gantian Lesen Perdagangan Kenderaan Motor

(Tandakan [X] dalam petak yang berkenaan)

B. SEBAB PERMOHONAN

- | | |
|---------------------------------|--|
| Salinan | Gantian |
| <input type="checkbox"/> Hilang | <input type="checkbox"/> Cetakan Pudar/ Kabur / Kesilapan Cetakan |
| <input type="checkbox"/> Rosak | <input type="checkbox"/> Fizikal Dokumen Tidak Sempurna |
| | <input type="checkbox"/> Ditahan Untuk Siasatan/ Pembuktian/ Hilang Dalam Simpanan Jabatan |

(Tandakan [X] dalam petak yang berkenaan)

C. BUTIR-BUTIR PEMILIK BERDAFTAR KENDERAAN

1. Nama:

2. Kategori Pemilik*: Individu /Agensi Kerajaan/ Syarikat / Pertubuhan

3. No. *K.P.(*Awam/Polis/Tentera)/Pasport/Agensi Kerajaan/Syarikat/Pertubuhan:

D. PENGESAHAN KEHADIRAN PEMILIK BERDAFTAR KENDERAAN

4. No. Pendaftaran Kenderaan / No. Plat Perdagangan:

5. Buatan dan Model: (diisi jika BUKAN Plat Perdagangan)

*Potong mana yang tidak berkenaan

E. PENGAKUAN PEMOHON

1. Saya, (nama) No. *K.P. (*Awam/Polis/Tentera)/Pasport: adalah *pemilik berdaftar kenderaan / pegawai yang diberi kuasa dalam *Agensi Kerajaan/Syarikat /Pertubuhan / *waris kepada pemilik kenderaan berdaftar / *kakitangan JPJ yang bertanggungjawab bagi kenderaan yang bernombor pendaftaran untuk membuat permohonan ***salinan / *gantian Perakuan Pendaftaran Kenderaan.**

atau

2. Saya, (nama) No. *K.P. (*Awam/Polis/Tentera)/Pasport: adalah *pemilik berdaftar/ *kakitangan JPJ yang bertanggungjawab bagi kenderaan yang bernombor pendaftaran / plat perdagangan bernombor untuk membuat permohonan ***salinan / *gantian *Lesen Kenderaan Motor / Lesen Perdagangan Kenderaan Motor.** Saya *hadir sendiri / mewakili penama berikut ke pejabat JPJ *Negeri /Cawangan untuk mengemukakan permohonan ini.

Nama wakil :

No. KP/Pasport :

3. (Jika BUKAN LPKM) Saya juga mengaku bahawa kenderaan tersebut berada dalam kawalan saya dan dalam keadaan baik dan boleh digunakan.
4. Saya mengaku telah menyertakan bayaran sebanyak RM (jika berkenaan) bagi tujuan permohonan ini.
5. Saya mengaku dan mengesahkan bahawa butiran yang saya nyatakan dalam Bahagian A, B, C, D dan E borang ini adalah benar dan tidak mengandungi maklumat yang palsu, tidak betul atau mengelirukan.
6. Saya juga faham dan sedar bahawa memberikan maklumat yang sebahagian atau keseluruhannya tidak benar, palsu atau mengelirukan adalah suatu kesalahan di bawah Seksyen 108 (1) Akta Pengangkutan Jalan 1987 yang boleh membawa kepada hukuman denda tidak kurang daripada RM 5,000.00 dan tidak lebih daripada RM 20,000.00 atau dipenjarakan selama tempoh tidak kurang daripada satu tahun dan tidak melebihi lima tahun.

Tarikh:

Tandatangan Pemohon:

.....
Cop Nama dan Jawatan (jika pemilik berdaftar kenderaan adalah Agensi Kerajaan/ Syarikat / Pertubuhan)

.....
Cap jari pemohon (Bagi permohonan salinan Perakuan Pendaftaran sahaja)

*Potong mana yang tidak berkenaan

F. KELULUSAN (*Kegunaan Pejabat*)

Permohonan *salinan/ *gantian *Perakuan Pendaftaran Kenderaan / Lesen Kenderaan Motor / Lesen Perdagangan Kenderaan Motor telah disemak dan *diluluskan/ditolak.
(Jika ditolak nyatakan sebab):

.....

.....

Tarikh:

Tandatangan:

Cop Nama dan Jawatan :

G. PERAKUAN PENERIMAAN

1. Saya, (nama) No. *K.P. (*Awam/Polis/Tentera)/Pasport: adalah *pemilik berdaftar kenderaan / pegawai yang diberi kuasa dalam *Agensi Kerajaan / Syarikat / Pertubuhan / *waris kepada pemilik berdaftar kenderaan yang bernombor pendaftaran mengaku hadir sendiri pada hari ini di pejabat JPJ *Negeri / Cawangan dan telah menerima *salinan/ *gantian Perakuan Pendaftaran Kenderaan bernombor siri daripada Pegawai JPJ.

atau

2. Saya, (nama) No. *K.P. (*Awam/Polis/Tentera)/Pasport: adalah *pemilik berdaftar kenderaan / wakil kepada pemilik berdaftar *kenderaan yang bernombor pendaftaran / plat perdagangan bernombor mengaku hadir sendiri pada hari ini di pejabat JPJ *Negeri / Cawangan dan telah menerima *salinan/ *gantian *Lesen Kenderaan Motor / Lesen Perdagangan Kenderaan Motor bernombor siri daripada Pegawai JPJ.

Tandatangan Pegawai Serahan

Tandatangan Pemohon

Cop Nama dan Jawatan

Cop Nama dan Jawatan (*jika pemilik berdaftar kenderaan adalah Agensi Kerajaan/ Syarikat / Pertubuhan*)

Tarikh:

Masa:

Cap jari pemohon (Bagi permohonan salinan Perakuan Pendaftaran sahaja)

Tarikh:

Masa:

*Potong mana yang tidak berkenaan



JABATAN PENGANGKUTAN JALAN

Negeri / Cawangan _____

BORANG SENARAI SEMAK PERMOHONAN PENDUA PERAKUAN PENDAFTARAN KENDERAAN ATAU PENDUA LESEN KENDERAAN MOTOR ATAU PENDUA LESEN PERDAGANGAN MOTOR

BUTIR-BUTIR PEMBAWA DOKUMEN (DIISI DALAM DUA SALINAN)

NAMA : NO. KP : NO. TEL :

ALAMAT :

NO. PENDAFTARAN KENDERAAN :

Tandakan (\checkmark) dalam kotak yang berkenaan

- | | |
|---|--------------------------|
| 1. Dua salinan Borang JPJK7 (pind.2/2009) yang telah diisi dengan lengkap. | <input type="checkbox"/> |
| 2. Identiti pengenalan diri asal pemilik berdaftar (jika pemilik berdaftar hadir) | <input type="checkbox"/> |
| 3. Salinan identiti pengenalan wakil | <input type="checkbox"/> |
| 4. Surat kebenaran dari institusi kewangan sekiranya kenderaan mempunyai tuntutan hakmilik kurang dari 2 tahun (motosikal sahaja) | <input type="checkbox"/> |
| 5. Bayaran. | <input type="checkbox"/> |

Saya mengesahkan dokumen di atas adalah lengkap dan benar

KEGUNAAN PEJABAT

Tarikh terima: No. Ruj:

Permohonan *Diterima / Ditolak

(Tandatangan Pembawa Dokumen dan cop syarikat)
Salinan Kad Pengenalan disertakan

Tandatangan :
(Cop Nama dan Jawatan Petugas
Kaunter)

Tarikh:

Tarikh:

Nota : Keperluan dokumen di atas tertakluk kepada peraturan semasa JPJ