



USER MANUAL

E-ADUAN SYSTEM PERAK STATE SECRETARIAT

SUBMITTING COMPLAINTS

1. Enter the URL system i.e. <http://aduan.perak.gov.my/>.
2. The system frontage will be shown as image below.



Sekiranya anda ingin membuat sebarang aduan, sila klik di [sini](#).
If you wish to make a complaint, please click [here](#).

Sebarang pertanyaan, sila hubungi:
Talian Hotline : 05-522 5194 Hotline

Memeriksa status atau cetak aduan
Check or print complaint status

Emel: aduan@perak.gov.my
Email

No. Rujukan Aduan : SUK-
Complaint Reference No.

ATAU
OR

No. Kad Pengenalan :
Identity Card No.

3. To submit new complaints, click on the link as shown below.

Sekiranya anda ingin membuat sebarang aduan, sila klik di [sini](#).
If you wish to make a complaint, please click [here](#).

4. Complaint forms will be shown as below.

Hantar Aduan Anda
Submit A New Complaint

No. KP <i>IC No</i>	<input type="text"/>	* Contoh: 650712085444
Nama <i>Name</i>	<input type="text"/>	* Contoh: Ahmad bin Abu
Telefon <i>Telephone</i>	<input type="text"/>	Contoh: 0129876543
Emel <i>Email</i>	<input type="text"/>	Contoh: ahmad@yahoo.com
Alamat <i>Address</i>	<input type="text"/> * Contoh: No 18, Laluan Barat 3, <input type="text"/> * Contoh: Taman Indera Mulia, <input type="text"/> Contoh: Off Jalan Utama, <input type="text"/>	
Poskod & Bandar <i>Postcode & City</i>	<input type="text"/>	* Contoh: 30000 Ipoh
Negeri <i>State</i>	Perak <input type="text"/>	*
Perkara <i>Subject</i>	<input type="text"/> <input type="text"/>	

5. Fill in all information with an *. Once completed, click on the Submit Complaint Ticket button.

CHECKING COMPLAINT STATUS

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If you wish to make a complaint, please click [here](#).

Sebarang pertanyaan, sila hubungi:
Talian Hotline : 05-522 5194 Hotline

Memeriksa status atau cetak aduan
Check or print complaint status

Emel: aduan@perak.gov.my
Email

No. Rujukan Aduan : SUK-
Complaint Reference No.

ATAU
OR

No. Kad Pengenalan :
Identity Card No.

2. To check complaint status, enter Complaint Reference No. or Identity Card No. and click on the Submit button as shown below.

Memeriksa status atau cetak aduan
Check or print complaint status

No. Rujukan Aduan : SUK-
Complaint Reference No.

ATAU
OR

No. Kad Pengenalan :
Identity Card No.

3. Complaint record will be shown as image below.

PAPARAN REKOD ADUAN PENGADU (DISPLAY OF COMPLAINT RECORDS)					
Tindakan (Action)	No Aduan (Complaint No.)	Tarikh Aduan (Complaint Date)	Tajuk (Topic)	Status (Status)	Agih Kepada (Forwarded to)
Lihat	SUK-144126	04/11/2015 07:07:13	Banjir	Selesai	MBI

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4. To view complaint information details, click *Lihat*.
5. The complaint information details will be shown as image below.



**PEJABAT SETIAUSAHA KERAJAAN NEGERI
PERAK DARUL RIDZUAN**

Sistem e-Aduan

MAKLUMAT TERPERINCI ADUAN
COMPLAINT DETAILS

No Aduan	SUK144126
Tarikh Aduan	04/11/2015 07:07:13
Tajuk Aduan	BANJIR
Daerah	Kinta
Kategori	Khidmat Nasihat
Status Terkini	Selesai

[CETAK](#) [KEMBALI](#)