



User Guide

Complaint Management System (ADUAN System)

MALAYSIAN COMMUNICATIONS AND MULTIMEDIA COMMISSION

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1. Introduction

ADUAN is a complaint management system, which provides a centralized platform for their users to lodge their complaints via system.

2. General Look & Feel – Public Portal

2.1 How to Access Public Portal

In order to access MCMC's public portal, user can type in the url <http://172.16.16.215/Public/>

The screenshot displays the home page of the MCMC Complaint Management System (ADUAN). At the top, the header includes the MCMC logo, the title "COMPLAINT MANAGEMENT SYSTEM (SISTEM PENGURUSAN ADUAN)", and a link to the "Panduan Pengguna / User Guide". Below the header, there is a central graphic with social media icons and the text "klik bijak". To the right of this graphic are three circular icons representing a lock, a user profile, and a shield, with the URL "https://www.facebook.com/klikdenganbijak" below them.

The main content area features two primary buttons: "+ ADUAN BARU / NEW COMPLAINT" and "SEMAM ADUAN / TRACK COMPLAINT". To the right of these buttons is the "INFOKONSUMER" logo and the website "www.infokonsumer.my".

Below the buttons, there are two main sections. The left section, titled "SELAMAT DATANG KE SISTEM ADUAN SKMM", provides a brief description of the system and lists categories of complaints: Telekomunikasi, Penyiaran, Perkhidmatan pos/kurier, and Perkara berkaitan USP. The right section, titled "WELCOME TO ADUAN MCMC SYSTEM", describes the system as an online complaint communication channel and lists categories: Telecommunications, Broadcasting, Postal/Courier services, and USP Matters.

On the right side of the page, there is a circular diagram illustrating the "Complaint Process". The process starts with a "Consumer Problem / Issue / Complaint" (Step 1), followed by "Problems with telecommunications, postal, internet & radio services? Contact your service provider for resolution". If the issue is "Not Resolved / No Feedback", it moves to "Step 2", which involves the "Communication and Multimedia Consumer Forum of Malaysia (CMCF)". If the consumer is "Not Satisfied", it moves to "Step 3", which involves the "Aduan SKMM" (1800 188 030). The process then loops back to the "Complaint Process" circle.

At the bottom of the page, there are two sections: "HUBUNGI" (Contact Us) and "CONTACT". The "HUBUNGI" section provides the address of the "JABATAN PERLINDUNGAN DAN BIRO ADUAN PENGGUNA Suruhanjaya Komunikasi dan Multimedia Malaysia (MCMC)". The "CONTACT" section provides the address of the "CONSUMER PROTECTION & COMPLAINTS BUREAU Malaysia Communications & Multimedia Commission (MCMC)".

Figure 1: Home page

3. New Complaint

3.1 How to Lodge a New Complaint?

In order to lodge a new complaint, user can follow the steps below:

Click on New Complaint button - a popup will appear stating “Have you already Lodged complaint with Service Provider (SP)?” having two options Yes or No.

ADUAN BARU / New Complaint

Sudahkah anda membuat aduan secara rasmi kepada Pembekal Perkhidmatan? / Have you already Lodged complaint with Service Provider(SP)?

Ya / Yes Tiada / No

<https://www.facebook.com/klikdenganbijak>

ADUAN BARU / NEW COMPLAINT **SEMAK ADUAN / TRACK COMPLAINT**

INFOKONSUMER
www.infokonsumer.my

SELAMAT DATANG KE SISTEM ADUAN SKMM

Sistem AduanMCMC adalah satu saluran komunikasi menerusi Internet untuk pengguna membuat aduan kepada pihak Suruhanjaya mengenai isu berkaitan sektor Komunikasi dan:

- Telekomunikasi
- Penyiaran
- Perkhidmatan pos/kurier
- Perkara berkaitan USP

WELCOME TO ADUAN MCMC SYSTEM

The AduanMCMC System is an online complaint communication channel for the consumers to lodge complaints to the Commission on any issues related to the communications and multimedia sector, which includes:

- Telecommunications
- Broadcasting
- Postal/Courier services
- USP Matters

Complaint Process Diagram:

- Step 1:** Consumer Problem / Issue Complaint. Problems with telecommunications, postal, internet & radio services? Contact your service provider for resolution.
- Step 2:** Communication and Multimedia Consumer Forum of Malaysia (CFM). Complaints not resolved or no feedback.
- Step 3:** Aduan SKMM 1800 188 030. Complaints not resolved or no feedback.
- Complaint Process:** Central hub for the complaint process.
- Not Satisfied:** Path leading back to Step 2.

HUBUNGI

JABATAN PERLINDUNGAN DAN BIRO ADUAN PENGGUNA
Suruhanjaya Komunikasi dan Multimedia Malaysia (MCMC)
MCMC Tower 1, Jalan Impact, Cyber 6, 63000 Cyberjaya Selangor Darul Ehsan, Malaysia

Talian Aduan : 1800 – 188 – 030
Faksimili : 03 – 8688 1880
SMS : SKMM ADUAN [Complaint Details] SMS to 15888
Email: aduanskmm@cmc.gov.my
Laman Web: http://www.skmm.gov.my

CONTACT

CONSUMER PROTECTION & COMPLAINTS BUREAU
Malaysia Communications & Multimedia Commission (MCMC)
MCMC Tower 1, Jalan Impact, Cyber 6, 63000 Cyberjaya Selangor Darul Ehsan, Malaysia

Complaint Hotline : 1800 – 188 – 030
Facsimile : 03 – 8688 1880
SMS : SKMM ADUAN [Complaint Details] SMS to 15888
Email: aduanskmm@cmc.gov.my
Website: http://www.skmm.gov.my

Figure 2: New Complaint - Popup of Already Lodged Complaint

3.2 Types of Complaint

There are two types of complaints.

- Complaint lodged with Service provider already
- New Complaint.

3.2.1 Complaint lodged with SP already.

If there is an existing complaint lodged with service provider, user click on “Yes” button and the following fields will appear.

- Service Provider
- Complaint ID
- IC Number/Passport Number
- Phone Number

Aduan Baru / New Complaint

Sudahkah anda membuat aduan secara rasmi kepada Pembekal Perkhidmatan? / Have you already Lodged complaint with Service Provider(SP)?

Pembekal perkhidmatan / Service Provider* ID Aduan / Complaint ID*

- Sila pilih / Please select -

Untuk Pengesahan / For Verification*

Nombor Kad Pengenal/Nombor Pasport / IC Number/Passport Number Nombor Telefon / Phone Number

Atau / OR

SELAMAT DATANG KE

Sistem AduanMCMC adalah satu saluran pengguna membuat aduan kepada pihak Suruhanjaya mengenai isu berkaitan sektor Komunikasi dan:

- > Telekomunikasi
- > Penyiaran
- > Perkhidmatan pos/kurier
- > Perkara berkaitan USP

WELCOME TO ADUAN MCMC SYSTEM

The AduanMCMC System is an online complaint communication channel for the consumers to lodge complaints to the Commission on any issues related to the communications and multimedia sector, which includes:



- > Telecommunications
- > Broadcasting
- > Postal/Courier services
- > USP Matters

Complaint Process Flowchart:

- Step 1:** Problems with telecommunication, postal, internet & radio services? Contact your service provider for resolution.
- Step 2:** Complaints to the Commission (CMCF) or the Commission (CFM).
- Step 3:** Aduan SKMM 1800 188 030. Email: skmm@skmm.gov.my. Portal: http://aduan.skmm.gov.my.
- Not Satisfied / Not Resolved / No Feedback:** Leads back to Step 1 or Step 2.

Figure 3: New Complaint - Popup of Already Lodged Complaint with SP

User shall enter values in all mandatory fields and click on Track button. Complaint will be tracked and the user will land on Complaints Detail page.



COMPLAINT MANAGEMENT SYSTEM
 (SISTEM PENGURUSAN ADUAN)

[Laman Utama / Home page](#)
[Cetak / Print](#)

Maklumat Aduan / Complaint Detail For **0416-01-0000424-AST12**

Pembekal perkhidmatan/ Service Provider Astro
Tarikh penciptaan / Date Created 27/04/2016 - 02:15 PM

Internet frequently disconnecting after every 5 - 10 minutes and DSL light change to red

Now

Tutup / Close

Sejarah status / Status History

New: 27/04/2016 - 02:15 PM
Ditugaskan untuk / Assignee : N/A

kategori / Category Connectivity	Subkategori / Subcategory Frequent Disconnection	Ditugaskan kepada / Assigned To Astro
--	--	---

Remedy / Remedy

It has survived not only five centuries, but also the leap into electronic typesetting, remaining essentially unchanged.

Resolusi / Resolution

N/A

Maklumat Aduan / Complaint Information

Jenis Aduan / Complaint Type Complaint	Ditugaskan untuk / Assignee Astro	Jenis Perkhidmatan / Type of Service Broadband
Industri Forum / Industry Forum	Jabatan dalaman / Internal Department CCB	Kerumitan / Complexity Non complex
SP Aduan ID / SP Complaint ID	Model telefon / Phone Model Amazon Fire	

Maklumat Pelanggan / Customer Information

Nama / Name Harlen	Warganegara / Malaysian Citizen Yes	Nombor Kad Pengenalan / IC Number 233-456-951
Jantina / Gender Male	Emel / Email testing.gcs.sqa+6647@gmail.com	Tarikh lahir / Date Of Birth 27/04/1997
Nombor Telefon / Phone Number 00601112226647	Nombor Telefon Alternatif / Alternate Contact Number 00601112226647	Alamat / Address Johor, Malaysia
Negeri / State Johor	Bandar / City Bakri	Poskod / Postcode 1234

Lokasi Masalah / Problem Location

Alamat / Address Johor, Malaysia	Negeri / State Johor	Bandar / City Bakri
Lokasi Poskod / Location Postcode 1234	Latitud / Latitude 3.20700	Longitud / Longitude 101.72300

Tambah Komen/ Add Comment

+ Tambah / Add

Figure 4: Complaint Details Page.

3.2.1.1 What if the Complaint doesn't match the values entered while finding the complaint lodged with SP already.

User will get a validation message if the complaint doesn't match the details and will be guided to make a new complaint with those details

The screenshot displays the 'COMPLAINT MANAGEMENT SYSTEM (SISTEM PENGURUSAN ADUAN)' interface. At the top left are the logos of the Malaysian government and MCMC. At the top right is a 'Rumah / Home' link. A red notification box at the top center states: 'The details of your complaint are currently not in ADUAN. Please provide details to create a complaint in ADUAN'. Below this, a section titled 'Buat Aduan Baru / Lodge New Complaint' contains a form with four dropdown menus, each labeled with a red asterisk indicating a required field. The labels are: 'Jenis Aduan / Complaint Type', 'Jenis Perkhidmatan / Type of Service', 'Kategori / Category', and 'Subkategori / Subcategory'. Each dropdown menu currently shows the text '- Sila pilih / Please select -'.

Figure 5: Validation on finding complaint that doesn't match with details provided.

3.2.2 New Complaint to be lodged

User can Lodge a New complaint by taking the following steps:

- a. User shall click on “No” button from the popup window.

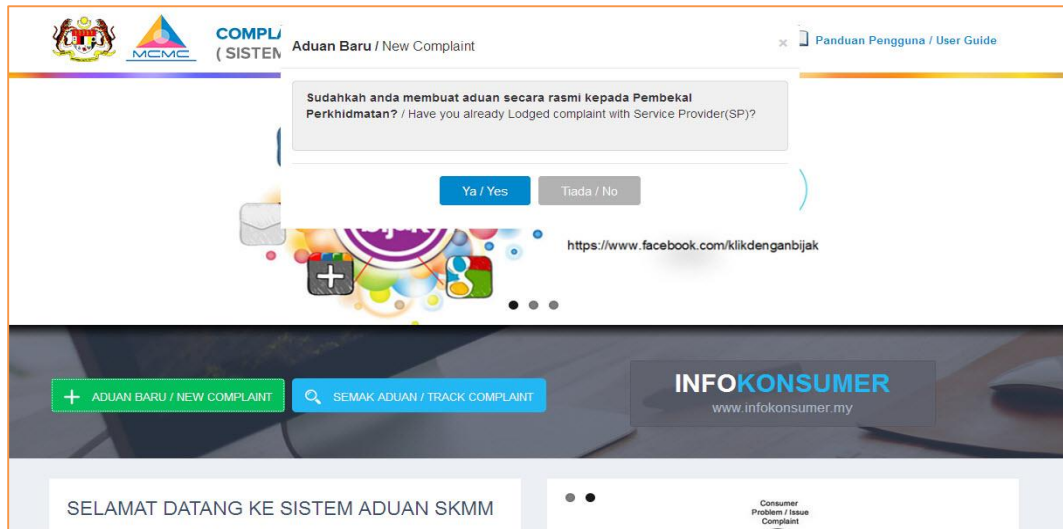


Figure 6: New Complaint

- b. Complete all mandatory fields present in the form.

Jenis Aduan / Complaint Type

Jenis Perkhidmatan / Type of Service

Kategori / Category

Subkategori / Subcategory

Buat Aduan Baru / Lodge New Complaint

Jenis Aduan / Complaint Type *

- Sila pilih / Please select -

Jenis Perkhidmatan / Type of Service *

- Sila pilih / Please select -

Kategori / Category *

- Sila pilih / Please select -

Subkategori / Subcategory *

- Sila pilih / Please select -

Pembekal perkhidmatan / Service Provider *

Select Some Options

Figure 7: New Complaint contd.

Maklumat Pengadu / Complainant Information

Nama / Name *

Warganegara / Malaysian Citizen *
☒ Ya / Yes ☐ Tidak / No

Nombor Kad Pengenalan / IC Number *

Jantina / Gender *
☐ Male ☐ Female

Tarikh lahir / Date of Birth *

Nombor Telefon / Phone Number *

Nombor Telefon Alternatif /Alternate Contact Number

Alamat Emel / Email address *

Alamat / Address

Negara / State *

Bandar / City *

Poskod / Postcode


Figure 8: New Complaint contd.

Maklumat Aduan / Complaint Information

Huraian masalah / Problem Description *

Tuntutan / Remedy *

Telefon / Phone Model


 Refresh
 Input symbols

☐ Dengan ini saya mengesahkan bahawa maklumat yang diberikan di atas adalah benar sepanjang pengetahuan saya. Saya juga membenarkan pihak SKMM menilai dahulu maklumat di atas sebelum menerima atau menolaknya.
 I acknowledge that all the information specified are correct. I shall allow for MCMC to review and verify all the information prior the acceptance or reject the complaint.

Hantar / Submit **Batal / Cancel**

Figure 9: New Complaint contd.

4. Track Complaint

4.1 How to Track a complaint?

User can track a complaint by any of the following.

- Clicking New Complaint and add the existing complaint ID along-with Service Provider and IC Number/Passport Number
- Clicking on Track Complaint button followed by the following steps:

- a. Click on Track Complaint button available on the landing page.

COMPLAINT MANAGEMENT SYSTEM
(SISTEM PENGURUSAN ADUAN)

Panduan Pengguna / User Guide

klik dengan bijak

<https://www.facebook.com/klikdenganbijak>

ADUAN BARU / NEW COMPLAINT **SEMAK ADUAN / TRACK COMPLAINT**

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SELAMAT DATANG KE SISTEM ADUAN SKMM

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- > Postal/Courier services
- > USP Matters

Complaint Process

Consumer Problem / Issue / Complaint

Step 1: Problems with telecommunications, postal, internet & radio services? Contact your service provider for resolution.

Step 2: Communication and Multimedia Consumer Forum of Malaysia (CFM). Complaint On Services. Hotline: 1600 182 222. Complaint Portal: www.complaint.cfm.org.my. Email: aduan@cfm.org.my. Portal: www.cfm.org.my.

Step 3: Aduan SKMM 1600 188 030. Email: adukonsumen@mcmc.gov.my. Portal: <http://aduan.skmm.gov.my>.

CMCF: Communications and Multimedia Content Forum of Malaysia (CMCF). Complaint Related to Content via medium electronic. Hotline: 1600 882 623. Email: skconsumen@cmcf.my. Portal: www.cmcf.my.

Not Satisfied / Not Resolved / No Feedback

Figure 10: How to Track Complaint

- b. Complete the following fields
- Service Provider
 - Complaint ID
 - IC Number/Passport Number
 - Phone Number

COMPL (SISTEM ADUAN MCMC) Semak Aduan Sedia Ada / Track Existing Complaint

Panduan Pengguna / User Guide

Pembekal perkhidmatan / Service Provider*
 - Sila pilih / Please select -

ID Aduan / Complaint ID*

Untuk Pengesahan / For Verification*

Nombor Kad Pengenal/Nombor Pasport / IC Number/Passport Number

Nombor Telefon / Phone Number

Atau / Or

Semak / Track

Tutup / Close

SELAMAT DATANG KE SISTEM ADUAN SKMM

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- > USP Matters

Complaint Process Diagram:

```

graph TD
    A[Consumer Problem / Issue Complaint] --> B[Step 1: Problems with telecommunications, postal, internet & radio services? Contact your service provider for resolution]
    B --> C[Step 2: Not Resolved / No Feedback]
    C --> D[Step 3: Aduan SKMM 1800 188 030]
    D --> E[Not Satisfied]
    E --> A
  
```

Communication and Multimedia Consumer Forum of Malaysia (CFM)

Hotline: 1800 182 222
 Complaint Portal: www.complaint.cfm.org.my
 Email: aduan@cfm.org.my
 Portal: www.cfm.org.my

Communications and Multimedia Content Forum of Malaysia (CMCF)

Hotline: 1800 882 623
 Email: secretariat@cmcf.my
 Portal: www.cmcf.my

Figure 11: How to Track Complaint –complete fields.

- c. Click on Track button after entering mandatory fields, Complaint Details page will appear.

COMPLAINT MANAGEMENT SYSTEM
(SISTEM PENGURUSAN ADUAN)

Laman Utama / Home page Cetak / Print

Maklumat Aduan / Complaint Detail For 0416-01-0000424-AST12

Pembekal perkhidmatan/ Service Provider Astro Tarikh penciptaan / Date Created 27/04/2016 - 02:15 PM Internet frequently disconnecting after every 5 - 10 minutes and DSL light change to red		Now Tutup / Close
Kategori / Category Connectivity	Subkategori / Subcategory Frequent Disconnection	Ditugaskan kepada / Assigned To Astro
Remedy / Remedy It has survived not only five centuries, but also the leap into electronic typesetting, remaining essentially unchanged.		
Resolusi / Resolution N/A		
Maklumat Aduan / Complaint Information		
Jenis Aduan / Complaint Type Complaint	Ditugaskan untuk / Assignee Astro	Jenis Perkhidmatan / Type of Service Broadband
Industri Forum / Industry Forum CCB	Jabatan dalaman / Internal Department CCB	Kerumitan / Complexity Non complex
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Negara / State Johor	Bandar / City Bakri	Poskod / Postcode 1234
Lokasi Masalah / Problem Location		
Alamat / Address Johor, Malaysia	Negeri / State Johor	Bandar / City Bakri
Lokasi Poskod / Location Postcode 1234	Latitud / Latitude 3.20700	Longitud / Longitude 101.72300
Tambah Komen/ Add Comment + Tambah / Add		

Figure 12: How to Track Complaint –complete fields.

4.2 Can we close a complaint?

Yes. Complaints can be closed using the following steps.

- a. Track the complaint
- b. Click on Close button available on the Complaint Detail view page.
- c. Click yes on the confirmation pop up and the complaint will be closed.
- d. A success message will appear for intimating the user that the complaint has been closed.

4.3 What if my complaint is not resolved?

The User can Re-open the complaint if he thinks that it's not resolved but marked as resolved. Complaints can be reopened using the following steps.

- a. Track the complaint
- b. Click on Re-open button available on the Complaint Detail view page.
- c. Add the reason for re-opening the complaint.
- d. The comment will be added in the Complaint detail page.

5. Comments

5.1 Can I Add Comments in the complaint?

The User can add comments in the complaint only if the complaint is NOT in Reject or Closed State.

User can Add Comments by entering comments in the Add Comment section. As soon as the user click Add, comment will be added against the complaint.