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Renewal of Land Lease & Permission to Deal

System Version 1.0

Renewal Of Land Lease & Permission To Deal
User Manual Version 1.0

TABLE OF CONTENTS

Renewal of Land Lease & Permission to Deal

SYSTEM OVERVIEW

Table Of Contents

1. System Overview

This section provides information on the following topics:

- Introduction
- System Objective
- System Requirement

1.1. Introduction

ePD (Application for Permission to Deal)

ePD is an online application to ease the application of Permission to Deal (PD) by the public to Land and Survey Department Sarawak.

Type of dealing available under ePD is permission to Transfer, permission to Charge, permission to Sublease, permission to Transfer & Charge, permission to Transfer & Sublease, permission to Delete/Rescind Title Special Condition, Extension of Building Condition/Period of Development of Land, permission to Transfer & Extension of Building Condition/Period of Development of Land and permission to Transfer, Extension of Building Condition/Period of Development of Land & Charge.

This application will enable the applicant to keep track the progress of their application and the approval will be convey directly to the applicant via email and eLASIS message.

eRLL (Application for Renewal of Land Lease)

eRLL is an online application for renewal of land lease which enables an immediate past owner or an existing registered proprietor of a piece of land to renew his/her land title's lease, of which the lease is going to expire or has expired (less than 5 years). The registered proprietor (i.e. the Applicant) is required to fill in the online form and submit it, together with the required supporting documents.

Online submission of RLL is not accepted for cases which the lease has been expired for more than FIVE (5) years. Applicant will be referred to the L&S Division Office counter.

This application will also enable the applicant to keep track the progress of their application and the approval will be conveyed directly to the applicant via email and eLASIS message. Instruments are to be downloaded for execution and payment of fees is to be paid online.

1.2. System Objective

eRLL and ePD enables public to do on-line submission for application on renewal of land lease and permission to deal.The system processes these submissions and will electronically submit the case to Land and Survey Department Sarawak if they are found to be in order.

eRLL and ePD are currently offered as an alternative to the manual over-the-counter method. It enables applicant to interact digitally with the Land and Survey Department Sarawak. Applicant can keep track the progress of their application and the approval will be conveyed directly to the applicant via email and eLASIS message.

For Renewal of Land Lease, instruments are to be downloaded for execution and payment of fees is to be paid online.

1.3. System Requirements

The minimum system requirements are as follows:

Item	Requirements
Processor	Core i3 or above
Operating System	Windows 7 with Service Pack 1 or higher
Memory (RAM)	Minimum 4GB Recommended 4GB or above
Browser	a) Mozilla Firefox 25 and above b)Google Chrome 30 and above

Notes :

Make sure you run this system using Mozilla Firefox and Google Chrome (version as specified above), if you are using other Internet Browser, some errors due to browser incompatibilities might occur .

Renewal of Land Lease & Permission to Deal

SYSTEM ACCESS

Table Of Contents

2. System Access

This section provides information on the following topics:

- User Roles
- Login
- Logout

2.1. User Role(s)

Currently, there is only one (1) type of role, namely:-

- Public

Table 1: The table shows the roles and descriptions for the eRLL and ePD application.

Roles	[Descriptions/Responsibilities]
Public	• Create eRLL / ePD request • Submit request • Check eRLL / ePD application status

2.2. Login

To login to the system, follow the step(s) below:

1. Go to eLASIS website, type **https://elasis.sarawak.gov.my/** on your browser.
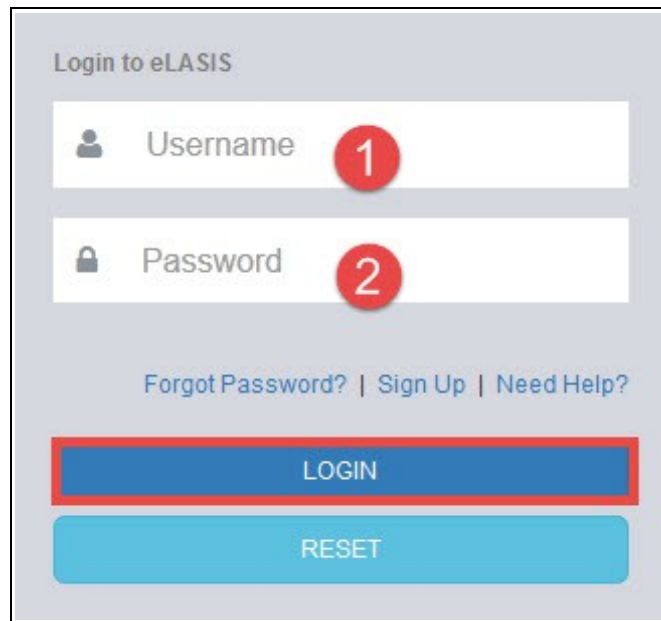

Figure : 1

2. Then click on **Login** link / button as shown below.

Figure : 2

3. To login to the eLASIS, enter your **User Name** and **Password** and then click **Login** button.

Figure : 3

2.3. Logout

To logout from the system, please refer to the step(s) below;

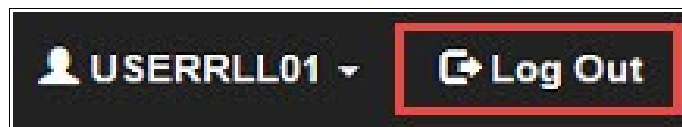1. From the Main Menu screen, click on **Log out** link.

Figure : 4

Renewal of Land Lease & Permission to Deal

USING THE SYSTEM

Table Of Contents

3. Using The System

In this chapter, you will learn how to :

- Create new application , submit and check the application status of eRLL and ePD
- Accept digital offer (Applicable for RLL application only)
- Download and print attachments
- Pay deposit and fees online (Applicable for RLL application only)

3.1. Create New Application, Submit and Check the Application Status.

3.1.1. Online Application of Renewal of Land Lease.

Notes :

Public user require to have a valid eLASIS accounts to access and use this application.

1.   Under **My Application**, click on **Renewal of Land Lease** icon.

Figure : 1

2.   Then click on **Create New Application**.

Figure : 2

3. On the **Apply Renewal of Land** page, fill in all the requirements for affected Title, Registered Proprietor/Executor/Administrator.

Figure : 3

4. Then choose the relevant button as shown below;

Buttons	Descriptions
Apply Renewal	Click this button to proceed with the renewal process.
Reset	Click on this button to remove all the details entered.
Need Help?	Click on this button will help you to find and purchase land title.

Then system will direct you to the ***Application for Renewal of Land Lease (for non-expired land titles) or Re-alienation by Replacement of Expired Titles** (for land titles that have expired for less than five (5) years)* screen.

Under *Particulars of Application* tab, there are four(4) sections ;

1.   Registered Proprietor / Executor / Administrator

Fill in the required applicant details.

•   To add new applicant , click on **Add Applicant** button.

•   To remove applicant from the list, tick on the checkbox of unwanted applicant, then click on **Delete Applicant** button.

Figure : 4

2.   Description of Land Applied

Details of land applied will appear as retrieved from Land and Survey records.

Figure : 5

3. Present Development on Subject Land.

Details on present development on the subject land must be filled in in this section. Multiple choices are provided in the drop down list. You are required to choose **ONE** for each **COMPULSORY** field.

Figure : 6

4. Term Applied.

Refer to the period of activation of land that applicant wants to apply for.

Figure : 7

Notes :

Fields with asterisk (*) are COMPULSORY to be filled in.

5. Click on **Save** button upon completion. If you wish to remove all of the details filled, click on **Reset** button.

6. A message will appear on the top of the screen upon saving.

> • Updated successfully.

7. If all compulsory fields has been field in and saved, this submission status shall be shown on the top left of the screen.

Submission Status   APPLICATION ENTRY - NEW & INCOMPLETE (Supporting Document)

Under the *Supporting Document* tab, you are required to attach particular files as stated by the system.

• Click on **Browse** button to select files in your PC and click on **Save** button to attach the selected files.

• Enter the **File Description** on the provided fields of each file attached.

• To remove wrongly attached file, click on the **Remove File** button.

• Click **Add** button to add a new row for a new file to be attached.

• Tick on the checkbox of unwanted attachment row and click on **Delete button.**

Figure : 8

8. After all files are uploaded, click on **Save** button to save the files.

A message will appear on the top of the screen upon saving.

> • Updated successfully.

If all the compulsory fields has been field in and saved, this submission status shall be shown on the top left of the screen.

> **Submission Status**   **APPLICATION ENTRY - COMPLETED (Pending Declare & Submit)**

System will lead you to the declaration screen. All the details entered display in a form as shown below.

Figure : 9

9. You are required to declare the information before submit to Land and Survey. Click on the check box at the **bottom of the screen** and click on **Declare & Submit to Land and Survey Department Sarawak** button.

> ☑ * I/We hereby declare that the above information is correct and the original copy of title is available.

10. A confirmation dialog will pop up. Click on **Declare & submit now** to proceed with the submission as shown below.
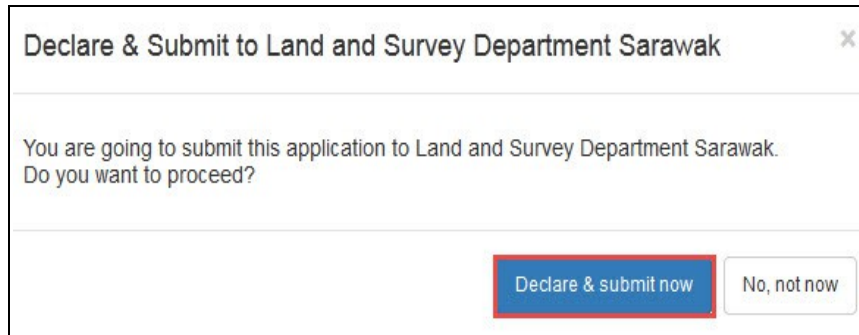
Figure : 10

11. A message will appear on the right top of the screen to notify that your renewal application is successfully submitted.

12. This submission status shall be shown on the top left of the screen upon successful submission of the application.

Figure : 11

Notes :

Upon declared and submitted, system will update the Section F Declaration By the Applicant(s) (inside the report) which contained applicant's name , user id and date submitted.

3.1.2. Online Application of Permission to Deal.

1. Under **My Application**, click on **Permission to Deal** icon.

Figure : 12

2. Then click on **Create New Application**.

Figure : 13

3. Under **Apply Permission to Deal** page, tick on **Dealing Type** check box that you wish to apply. For example : Transfer + Sublease or vice versa.

Figure : 14

4. Fill in all the required fields in the **Affected Title** and **Registered Proprietor / Executor / Administrator**. Then , click on **Search & Add** button.

Figure : 15

5. Tick on the check box of the affected land(s) that you wish to choose and click on **Apply Permission to Deal.**

Figure : 16

6. If you wish to do the same dealing type on another land lot, you may repeat step 4.
7. Then system will lead you to the ***Permission to Deal*** screen.
8. If you wish to add a new dealing type, click on +Add button as shown below.

Notes :

Noted that the permitted combination of Permission to Deal are Transfer & Charge, Transfer & Sublease, Transfer & Extension of Building Condition/Period of Development of Land, or Transfer, Extension of Building Condition/Period of Development & Charge.

Under *Particulars of Application* tab, there are two(2) sections ;

A. Registered Proprietor / Executor / Administrator

9.   Fill in the required applicant details.

•   To add new applicant , click on **Add Applicant** button.

•   To remove applicant from the list, tick on the check of unwanted applicant, then click on **Delete Applicant** button.

Figure : 17

10. Section **B. Agent Particular** is an optional, If applicant applies via Law Firm then this section need to be filled. If not, applicant can proceed with the application without filling this section.

Figure : 18

11. After all of the requirements filled, click on **Save** button to save the details.

A message will appear on the top of the screen upon saving.

If all compulsory fields has been field in and saved, this submission status shall be shown on the top left of the screen. This is an example of Permission to Transfer application.

Under the **Affected Title Detail – Transfer** tab,

1. Fill in the required fields.
2. Click on **Save** button.
3. Select affected title from the drop down list.
4. Click **Do Transfer** button.

Refer Figure below:

1. Fill in the **Improvement on Land**.

2. Click on **Save** button.

3. Select affected title from the drop down list.

4. Click **Proceed** button.

Figure : 20

12. Fill in the Shares to be transferred.

13. If you wish to remove Transferor, tick on the check box of unwanted transferor and click on **Delete Transferor.**

Figure : 21

14. Click on **Add Transferee**, fill in the required fields and click on **Save** button.

15. If you wish to remove Transferee, tick on the check box of unwanted transferee and click on **Delete Transferee**.

Figure : 22

A message will appear on the top of the screen upon saving.
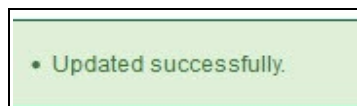
If all compulsory fields has been field in and saved, this submission status shall be shown on the top left of the screen.

16. Under *Dependant* tab,

• If applicant has dependant click on **Add Dependant** , fill in dependant details and click **Save** button.

• If has not , click on the check box of no dependant acknowledgment and click on **Save** button.

Figure : 23

A message will appear on the top of the screen upon saving.

• Updated successfully.

If all compulsory fields has been field in and saved, this submission status shall be shown on the top left of the screen.

Submission Status — APPLICATION ENTRY - NEW & INCOMPLETE (Supporting Document)

17. Under **Supporting Document** tab, you are required to attach particular files as stated by the system.

• Click on **Browse** button to select files in your PC and click on **Save** button to attach the selected files.

• Enter the **File Description** on the provided fields of each file attached.

• To remove wrongly attached file, click on the **Remove File** button.

• Click **Add** button to add a new row for a new file to be attached.

• Tick on the checkbox of unwanted attachment row and click on **Delete button.**

	No.	File Description *		Attach File *	
☑	1	GOH		Browse...	Koala.jpg
☑	2	NISA ABDUL (B 123210-13-1222) (Transferee)		Browse...	Jellyfish.jpg
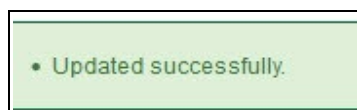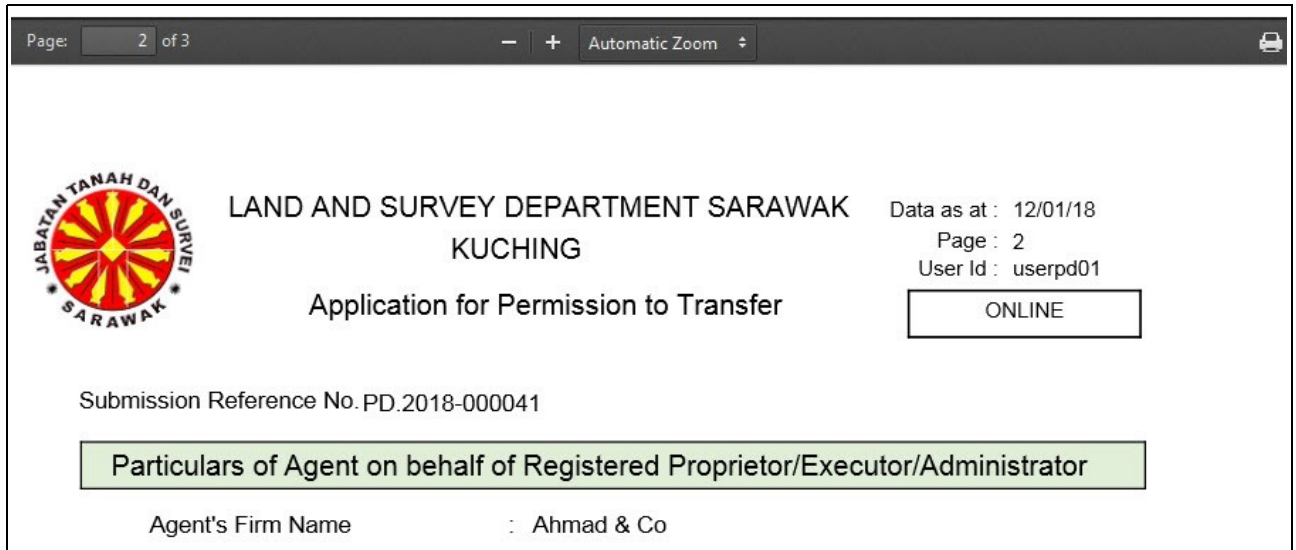
Copy of Identification Card *
You are required to attach copy of IC.   Add   Delete

A message will appear on the top of the screen upon saving.

• Updated successfully.

If all compulsory fields has been field in and saved, this submission status shall be shown on the top left of the screen.

Submission Status — APPLICATION ENTRY - COMPLETED (Pending Declare & Submit)

System will lead you to the declaration screen. All the details entered shall be display in a report as shown below.

Figure : 24

18. You are required to declare the information before submit to Land and Survey. Click on the check box at the **bottom of the screen** and click on **Declare & Submit to Land and Survey Department Sarawak** button.

Figure : 25

A message will appear on the right top of the screen upon successful submission.

This submission status shall be shown on the top left of the screen upon successful submission of the application.

F.	Declaration By the Applicant(s)

I/We hereby declare that the above information is correct and the original copy of title is available.

Applicant(s)	:	APPLICANT 1
Submitted By	:	applicant01
Date Submitted	:	09/01/2018 4.43 PM

Notes :

Upon declared and submitted, system will update the Section F Declaration By the Applicant(s)

(inside the report) which contained applicant's name , user id and date submitted.

3.1.3. Check Application Status of eRLL & ePD.

1. Under **My Application**, click on **Renewal of Land Lease / Permission to Deal** icon under **My Application.**

Figure : 26

2. Click on **My Application List** icon.

Figure : 27

3. On the **My Application List | Manage** screen, enter the details of application to filter the search. Then click on **Search** button.

Figure : 28

4. Click on the application **link** to retrieve the application.

Submission Ref No ▲	Application ⬦
RL.2018-000316	Re-Alienation By Replacement of Expired Titles
RL.2018-000323	Re-Alienation By Replacement of Expired Titles
RL.2018-000347	Re-Alienation By Replacement of Expired Titles

Figure : 29

5. Application status will be displayed as below.

Submission Ref. No.	RL.2018-000323
Submission Status	**APPLICATION RECEIVED & REGISTERED**
Division	KUCHING

Figure : 30

3.2. Query Application.

1. *'Query Application'* occurred if any incomplete of **details entered** or **file attached** by the applicant or any appropriate reason by Land and Survey.

2. Applicant will receive a message and an email to notify that their application has been returned by Land Officer for follow-up actions.

Subject : Application for Renewal of Term of Title Submission - Returned

Attachment	: *No Attachment*
Message	The Submission Ref. RL.2017-000372 has been RETURNED by the KUCHING Divisional Office of the Land and Survey Department Sarawak.

Remarks from AR Kuching 01 :
returned application. incomplete data. |

Back   Delete 🗑

Figure : 31

3. Applicant has to log in their eLASIS account to do correction, upload or replace attachment and submit application to Land and Survey Department Sarawak. Applicant should act according to the **Remarks** by Land and Survey.

3.3. Submission Rejected.

1. Submission is rejected if applicant's application does not meet the requirement / condition applied.

2. Applicant will receive a message and an email to notify that their application has been rejected by Land Officer.
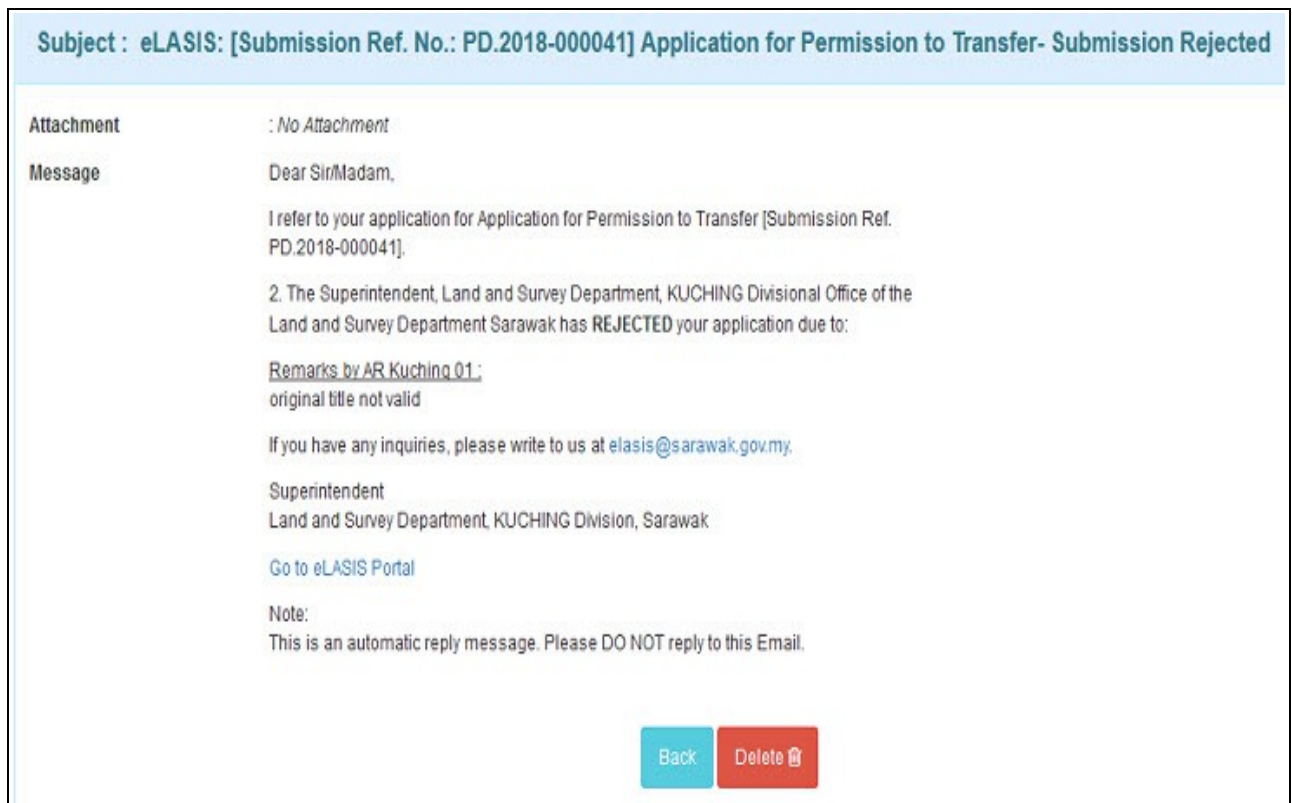
Figure : 32

3. Applicant may have to create and submit a new application upon rejection. Should applicant have any inquiries, applicant may contact Land and Survey divisional office.

3.4. Accept Online Formal Offer and Make Payment for Renewal of Land Lease.

Upon approval, applicant will receive a message and email to notify that their application has been approved.

Figure : 33

Applicant log in into their eLASIS account to accept the offer letter and proceed with payment.

1. Under **My Application**, click on **Renewal of Land Lease** icon.

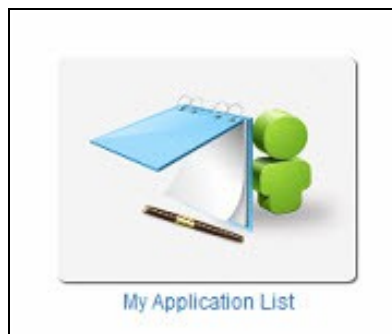Figure : 34

2. Click on **My Application List** icon.
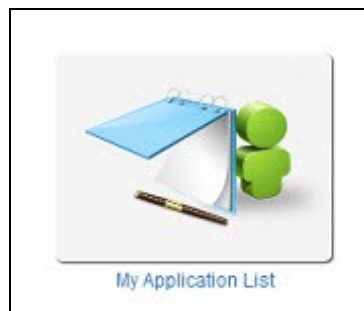
Figure : 35

3. On the **My Application List | Manage** screen, enter the details of application to filter the search. Then, click on **Search** button.

Figure : 36

4. Click on the application **link** to retrieve the application.

Figure : 37

5. Digital offer screen will appear, after checking the details of offer , click on **Accept Offer** to accept the offer. To decline the offer, click on **Decline Offer**.

Figure : 38

6. A confirmation dialog will pop up, click **Okay , I accept offer** button to proceed with the next process.

Figure : 39

7. Attachment download link shall appear upon accepting offer. To download attachment(s) , click on file name **link**.

Figure : 40

8. You will then lead to screen 5: payment screen.

Figure : 41

9. Scroll down to **Available Payment Channel** section**.** To proceed, click on **Okay, proceed to make payment** button.

Figure : 42

10. A confirmation dialog will pop up. To proceed with payment, click **Okay,proceed to pay** button. Applicant will then lead to payment method screen. Choose payment channel and finish the payment as usual.

You are going to make payment through **Bank Account Direct Debit or Credit Card via Sarawak Government Official Secured Payment Gateway, PayBills Malaysia**.

Do you want to proceed?

Okay, proceed to pay   No, thanks

Figure : 43

11. After payment has been successfully made. Applicant may now download and print the eLASIS Payment Acknowledgement Receipt.

1	205	[01LCLS 00600900874] REGISTRATION FEE FOR INSTRUMENT		30.00	700036
2	309	[01LCLS 00600900874] DEPARTMENTAL DEPOSITS (STATE)		2,050.00	700042
			Total Amount to be Paid	2,080.00	

Print Payment Acknowledgement Receipt

12. An email will be triggered to applicant upon payment received by Land and Survey.

From: donotreply-elasis@sarawak.gov.my
To: stephnieia@sains.com.my
Sent: Friday, 26 January, 2018 18:26:32
Subject: eLASIS: [Submission Ref. No.: RL.2018-000109]- Payment has been received

Dear Sir/Madam,

Your payment had been received.

Submission Ref. No. : RL.2018-000177
Bill Ref. No. : RL_18000003
Payment Amount (RM): 2,080.00
Payment Date : 16 Jan 2018

If you have any inquiries, please write to us at elasis@sarawak.gov.my.

Superintendent
Land and Survey Department, division Division, Sarawak

Go to eLASIS Storefront
Note:
This is an automatic reply message. Please DO NOT reply to this Email

Figure : 44

13. Upon completion of payment, applicant will receive an email to notify that the document (s) is ready for collection.

SUBJECT: eLASIS: [Submission Ref. RL.2018-000220] ER-Application for Renewal of Term Document Ready for Collection

Dear Sir/Madam,

I refer to your application for **ER-Application for Renewal of Term** [Submission Ref. **RL.2018-000220**].

2. Registration is completed. Please come to **KUCHING Divisional** Office of the Land and Survey Department Sarawak to collect your documents.

If you have any inquiries, please write to us at elasis@sarawak.gov.my . You have our thanks.

Sincerely,
Land and Survey Department Sarawak

Go to eLASIS Portal

Note:
This is an automatic reply message. Please DO NOT reply to this Email.

Figure : 45

14. Upon successful payment, Applicant is expected to act according to the formal offer letter.

CHAPTER

4

Renewal of Land Lease & Permission to Deal
REPORT

Table Of Contents

4. Report

This feature is currently made available for the Land and Survey Officers only

4.1. Report

This feature is currently made available for the Land and Survey Officers only

4.2. Audit Trail

This feature is currently made available for the Land and Survey Officers only

Renewal of Land Lease & Permission to Deal
FAQ & TROUBLESHOOTING

Table Of Contents

5. FAQ & Troubleshooting

We hope you can find answers to your questions below. For your convenience, the questions are grouped by categories.

5.1. FAQ

5.1.1. How to take a screen capture?

- How to take a screen capture of the entire screen?
- Method 1: Using "Print Screen"

1. Open the window screen you want to capture.

2. Press **PrtSc** on your keyboard. This will capture an image of your entire screen and copy it to clipboard. The "Print Screen" button may be labelled as "PrtScn", "Prnt Scrn", "Print Scr", or something similar. On laptop keyboard, you may have to press the "Fn" or "Function" key to access "Print Screen".

Figure : 1

3. Open Paint by clicking on the **Start** button , **All Programs**, **Accessories**, and then **Paint**.

4. In Paint, on the **Home** tab, in the **Clipboard** group, click **Paste**.

5. Navigate the mouse pointer to File and click on **Save**.
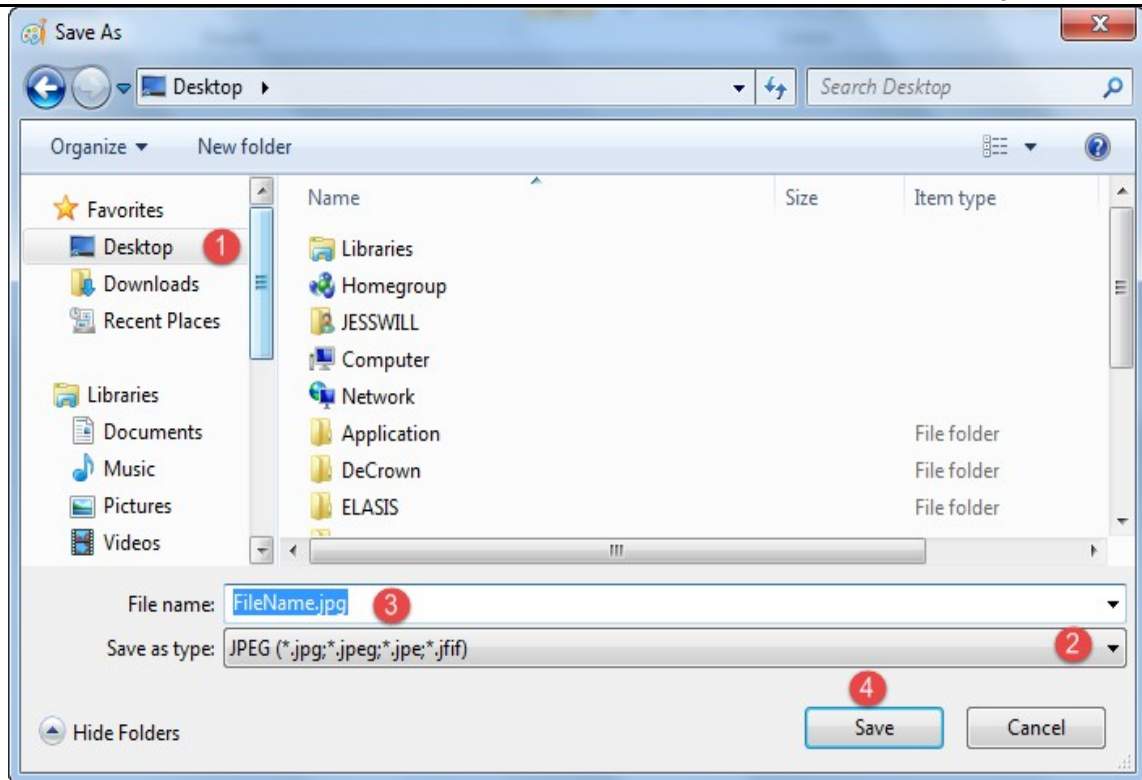
Figure : 2

6. You may save it on your desktop by clicking (1) **Desktop** icon and (2) select "**JPG**" or "**PNG**" file type.

7. Write down your (3) **file name** and click (4) **Save** button.

- Method 2: Using Snipping Tools

1. Open the windows screen you want to capture.

2. Go to **Start** >> **All Programs** >> **Accessories** >>**Snipping Tools**.
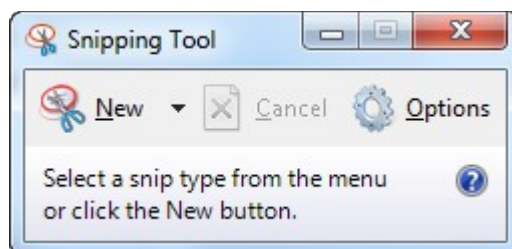
3. Click the "**New**" icon and then drag your cursor on the area you want to capture.

4. Go to **File** and click "**Save As**" to save the file as PNG or JPG file type format.

5. Name your file, browse to the desired folder and then click **Save**.

5.1.2. How to update my browser?

A. Update Mozilla Firefox to the latest version.

1. By default, Firefox is set to automatically update itself but you can also do a manual update.

2. To do a manual update, click the menu ☰ button, click help ❓, and select "About Firefox".

3. The **About Firefox** window will open and Firefox will begin checking for updates and downloading them automatically.

4. When the updates are ready to be installed, click "**Restart to Update**".

B. Update Google Chrome to the latest version.

1. Click the Chrome menu ☰ on the browser toolbar and select **About Google Chrome**.

2. The current version number is the series of numbers beneath the "Google Chrome" heading.

3. Chrome will check for updates when you're on this page. Click **Relaunch** to apply any available update.

5.2. Troubleshooting

5.2.1. Access the System

Q: I cannot access the system.

A: Read the following to find out the possible cause of the problem.

Q: Can your colleagues access the system using their PC?

A: If yes, the problem could be your PC.

    If no, could be your area network connection is down.

Q: Can you access your email on Sarawaknet?

A: If no, most likely your network is down, contact SAINS Callcentre.

Q: Are you granted access to the system?

A: If no, apply to the relevant party to get your access.

    If yes, can you try using you colleague's PC?

    If you can access the system using other PC, then likely the problem is with your PC.

Q: Can other people access the system using your PC?

    If yes, then most likely the problem is related to your account.

    If no, it is confirmed that your PC is having the problem.

5.2.2. Printing Problem

Q: Why I cannot print?

A: Read the following to find out the possible cause of the printing problem.

Q: Can you print before?

A: If yes, check your printer, make sure it is turn on and check your PC network or cable connection to the printer.

If you cannot ping the printer IP address, most likely the network cable/wireless connection is down.

If your computer or printer is new, install printer driver in your PC or inform the relevant people to install for you and configure the printer to be used in your application if applicable.

Q: Can you view the document that you want to print?

A: If no, check your Acrobat Reader if it is required for viewing and printing the document.

Install Acrobat Reader with the latest version required by your application.

If yes, check the printer whether it is available under the General tab or Printer name drop-down list. If the printer is not found, install the printer driver.

5.2.3. System Performance

Q: Why my computer is very slow?

A: The most likely causes of your computer slowness are listed below.

- If your computer has not been rebooted recently, make sure to reboot it before following any of the steps below.

- Remove or disable any **background** and **startup programs** that automatically start each time the computer boots.

- Delete temporary files using the Windows Disk Cleanup utility or other similar utility. You may delete manually all the files inside the "temp" folder.

- Make sure your computer hard drive has at least **200** - **500 MB** of free space available for swap and temporary files.

- Run **ScanDisk, chkdsk**, or something equivalent to check the condition of the computer's hard drive.

- Run **Defrag** to help ensure that data is arranged in the best possible order.

- Scan for **spyware** and **malware** using a free version of Malwarebytes.

- Scan for viruses using an antivirus program installed on your computer. You can run Trend Micro's free **Housecall** online utility to check for viruses on your computer and to remove them.

- Check for any hardware conflicts from the **Device Manager**.

- Update your windows security and browser plugins regularly to get all the latest updates.

- Update your computer with the latest drivers, especially the video drivers.

- If you have done any of the above steps but your computer is still slow try rebooting the computer again at this point.

- Upgrade your computer memory. Minimum of **1GB** of memory for **32-bit** system and **2GB** for a **64-bit** system.

- Run registry cleaner on your computer.

- If none of the above solutions resolve your issues, another option is to **reinstall Windows or erase everything** on your computer and then start over. Caution: Make sure you backup your data!

- If your computer continues to be slower than normal after doing all the above recommendations, it is possible that your computer has a hardware failure such as bad **hard drive**, **CPU**, **RAM**, **motherboard** or other component.

- Automatic map drive connection can cause slowness in boot up.

- Multiple anti-virus programs are installed in your computer.

- Close all other applications that you are not using.

- Check your network connection, make sure it is not down. If you cannot open or read your email, most likely your network is down.

- Uninstall unused software.

- Empty your Recycle Bin regularly.

- The "high end" computer purchased as new 5 years ago may run the latest version of Windows, but that doesn't mean that it will do it very well.

- Make sure your computer fan is functioning as overheating computer can slower its performance.

- Delete cookies, cache and internet history from web browsers.

5.2.4. User Account Problem

Q: How can I access the system? (For Public users)

A: Go to the application login page click on the "Sign Up" link and proceed to register new account from there.

Q: How do I request for an account to access the system? (For Land and Survey Users)

A: Fill in the Account Request Form and submit to your Section Head for approval. Once it is approved, notify the relevant personnel to create your account.

Q: My account is locked, what should I do?

A: Go to the application login page, click the "**Forgot Password**" link and follow the required steps to unlock your account or Inform the relevant party to unlock if applicable.

Renewal of Land Lease & Permission to Deal

CONTACT US

Table Of Contents

6. Contact Us

6.1. Contacting SAINS Call Centre

SAINS Call Centre is a customer friendly (24x7) one-stop centre whereby you contact us via various channels listed below for system faults on hardware, software applications, network and on other required services especially the ones covered in our Service Level Agreements (SLA).

With SAINS Call Centre, we will be able to respond to your service request more systematically, quickly and effectively as all the service requests are recorded, tracked and monitored under a centralized Call Tracking System.

If you have any service requests and need help or support, please do not hesitate to contact us via various channels listed below.

Email	callcentre@sains.com.my	
Online Submission	http://callcentre.sains.com.my	

Telephone	SAINS Call Centre
	Operational Hours:
	(24 hours x 7 days)
	
	Tel: 1-300-88-SAINS
	     1-300-88-7246
		Sabah Support Centre
		Operational Hours:
		(8.00 am – 5.30 pm; Mon - Fri)
		
		Tel: (60) 88-734550
		     (60) 88-734560

Fax	Fax: (60) 82-442522	Fax: (60) 88-734580

6.2. Online Customer Survey

This online customer survey is our continuous quality improvement initiative for us to collect your feedback and invaluable inputs on the quality of our Customer Care. The feedback will help us to improve our services to you and go a long way in helping us transform your customer experience.

Please take a few moments to fill in this feedback form at http://cats.sains.com.my.

6.3. Application Improvement Feedback

To help us to improve our system, we provide online feedback form for you to raise your comments, suggestions or feedbacks related to applications. As a token of our appreciation, we will give away a fantastic mystery gift every 6 months in June and December to our selected lucky customer who contributed the most innovative and constructive comments on our application(s).

Notes:

Please use this online feedback function/form to send comments/suggestions for the application or service only. If you wish to feedback on any technical problems encountered while using the system, please contact our SAINS Call Centre.

Send us your comment/suggestion by completing the Online Application Improvement Feedback Form or by emailing to us using the following email address : feedback@sains.com.my

The Online Application Improvement Feedback Form is normally found at the System Main Page

for web-based application.

Below are the details on how you can submit your feedback to us:

- Via WAW Feedback Form

- Via Web-based Feedback Form

- Via Sarawaknet Feedback Form

- Via Email

6.3.1. Via WAW Feedback Form

Click [icon] at the toolbar. Click **Save** [icon] once you had completed filling in the form. An email will be automatically sent to us for our further action.

Figure : 1

6.3.2. Via Web-based Feedback Form

Click **Feedback** link normally available at the mainpage of the system and click Submit button once you had completed filling in the Application Feedback Form. An email will be automatically sent to us for our further action.

sains® APPLICATION IMPROVEMENT FEEDBACK

Do you have any comments/suggestions for improvement on the SarawakNet Services?

We are very keen to hear any comments / suggestions you may have about our applications. We would be grateful if you could take a few minutes to fill in this feedback form. We hope through your comments / suggestions, we would be able to enhance our applications to serve you better. Every six months in June and December, the best comment/suggestion for our applications will be awarded a surprise gift.
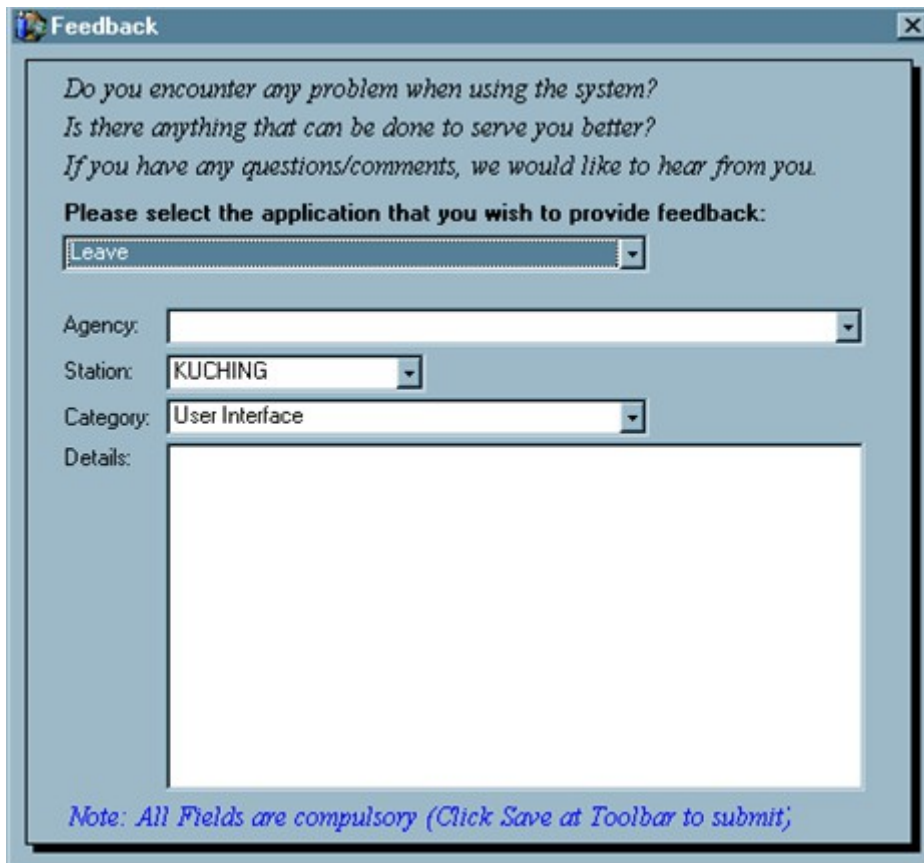
Please contact our Call Center if you wish to make a complaint on any problems encountered while using the system. Please use this form to send comments / suggestions regarding our applications only.

Please note that fields marked with an asterisk (*) must be filled in.

* Feedback Category: [Select One Only ▾]
* Application Name:
* Detailed Description: [Enter your feedback here.]

Your Details

User ID:
* Name: [_____]
* Agency: [Select One Only ▾]
* Station: [Select One Only ▾]
* Telephone No.:   [_____]
Fax No.:   [_____]
Email Address: [_____]
* Verification Code: r w3 v
[_____]
Please enter the verification code as shown.

Privacy Statement
We will treat your feedback with utmost confidentiality and will contact you if necessary.

We thank you for your valuable feedback.

[Submit] [Save] [Print] [Cancel]

Figure : 2

6.3.3. Via Sarawaknet Application Feedback Form

Click **Feedback** link in **mySCS** after you login at Sarawaknet mainpage. Click Submit button once you had completed filling in the form. An email will be automatically sent to us for our further action.

Please refer to Figure 2 above for details.

6.3.4. Via Email

You may also submit your feedback via our email address **feedback@sains.com.my** or contact our **SAINS Call Centre** as listed above.

❶ **SAINS Head Office:**
Tel: (60) 82-444199
Fax: (60) 82-444211
Level 3, Wisma Bapa Malaysia,
Petra Jaya, 93502 Kuching, Sarawak, Malaysia
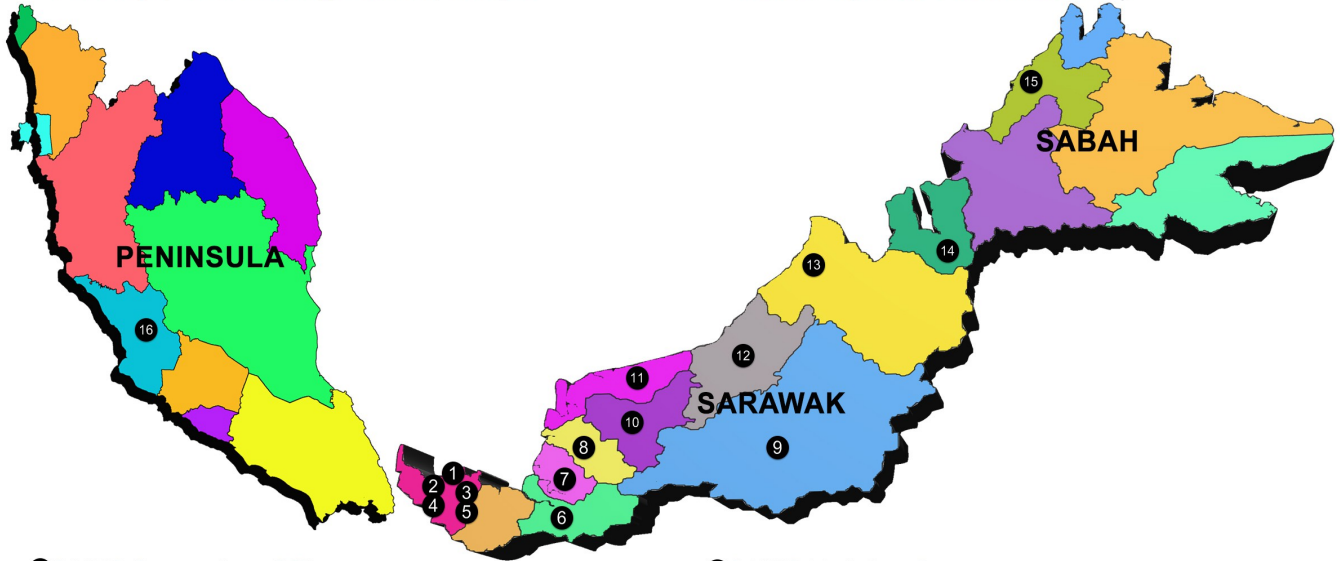
❷ **SAINS Call Centre:**
Tel: 1300-88-7246
Fax: (60) 82-442522
Email: callcentre@sains.com.my
Website: http://callcentre.sains.com.my

PENINSULA

SABAH

SARAWAK

❸ **SAINS Samarahan Office:**
Tel: (60) 82-668668
Fax: (60) 82-668669
Lot 250, Block 25, Kuching Samarahan
Expressway, 93010 Samarahan, Sarawak, Malaysia.

❹ **SAINS Training Centre:**
Tel: (60) 82-668668
Fax: (60) 82-668669
Level 1, Lot 250, Kuching Samarahan
Expressway, 93010 Samarahan, Sarawak, Malaysia.

❺ **Business Enquiries:**
Tel: (60) 82-366499
Fax: (60) 82-360522
Email: salesenquiry@sains.com.my

❻ **SAINS Sri Aman:**
Tel: (60) 83 - 324 423
Fax: (60) 83 - 324 423
Pejabat Residen Sri Aman, Jln Abang Aing
95000, Sri Aman.

❼ **SAINS Betong:**
Tel: (60) 83-472 811
Fax:(60) 83-472 811
Lot 611, 1st Floor, Jln Ah Wee,Betong Town
District,95700 Betong.

❽ **SAINS Sarikei:**
Tel: (60) 84 - 658 793
Fax: (60) 84 - 651 132
1st Floor, Sublot 3, Lot 1799, Block 36
No. 5, Lorong Mutiara 2, Jln Bersatu, 96100 Sarikei.

❾ **SAINS Kapit:**
Tel: (60) 84-789 040
Lot 2141, 1st Floor, Shop Lot 35, Jln Bleteh,
96800 Kapit, Sarawak.

❿ **SAINS Sibu:**
Tel: (60) 84-349 148
Fax: (60) 84-349 149
No.29, 2nd Floor, Taman Damai,Jln Tun Haji Openg,
96000 Sibu, Sarawak.

⓫ **SAINS Mukah:**
Tel: (60) 84-872 987
Fax: (60) 84-873 987
Tingkat Bawah,Bangunan Pejabat Daerah Mukah,
Jln Kubu 1, 96400 Mukah,Sarawak.

⓬ **SAINS Bintulu:**
Tel: (60) 86-314 518
Fax: (60) 86-314 519
No. 67, 1st Floor, Parkcity Commercial Square,
Jln Tun Ahmad Zaidi, 97000 Bintulu, Sarawak.

⓭ **SAINS Miri:**
Tel: (60) 85-431 213 / 426 117
Fax: (60) 85-431 211
Lot 791, 1st & 2nd Floor,Jln Bintang Jaya 4,
Bintang Jaya Commercial Centre,
98000 Miri, Sarawak.

⓮ **SAINS Limbang:**
Tel: (60) 85-211 488
Fax: (60) 85-211 488
Bangunan Limbang Plaza,Tingkat 4 (LDC Office),
98700 Limbang, Sarawak.

⓯ **SAINS Kota Kinabalu (SABAH):**
Tel: (60) 88-734570 (KK office), 734550,
        (60) 88-734560 (KK Call Center)
Fax: (60) 88-734580
2nd Floor, Lot No. D2-2, Grand Plaza Putatan,
88200 Putatan, Kota Kinabalu, Sabah.

⓰ **Silicon Communication Sdn.Bhd. (SELANGOR):**
Tel: (60) 3-8945 8648
Fax: (60) 3-8943 1648
9-2, 2nd Floor, Jalan Prima Tropika Barat 2,
Taman Prima Tropika, 43300 Seri Kembangan,
Selangor Darul Ehsan.

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Envision. Innovate. Advance

SARAWAK INFORMATION SYSTEMS SDN BHD

Head Office:
Tel: (60) 82-444199
Fax: (60) 82-444211
Level 3, Wisma Bapa Malaysia,
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Email: training@sains.com.my
Level 1, Lot 250, Kuching - Samarahan
Expressway, 93010 Samarahan, Sarawak, Malaysia.