



# BORANG MAKLUM BALAS & ADUAN PELANGGAN

Customer Feedback & Complaint Form

## JABATAN LAUT MALAYSIA - BAHAGIAN OPERASI MARITIM

Marine Department Malaysia - Maritime Operations Division

**Nyatakan urusan spesifik anda. Sila tanda/isi pada kotak berkenaan.**

Identify your specific transaction. Please tick/fill where appropriate.

CAWANGAN PEJABAT URUSAN:-  
Dedicated Branch Office:-

IBU PEJABAT LAUT  
Marine Headquarters

LAUT PEJABAT LAUT/WILAYAH :.....  
Port Office/Region

### PERAKUAN PELAUT

Seafarer Recognition

Permohonan Ketibaan Kapal  
Application of Ship Arrivals

Permohonan Pelepasan Kapal  
Application of Ship Departure

Lain/lain:.....  
Others

### PENYENGGARAAN, PEMBAIKAN DAN PELUPUSAN KAPAL

Ship Maintenance, Repair and Disposal

Penyenggaraan Kapal  
Ship Maintenance

Pembaikan Bot/Kapal  
Boat/Ship Repair

Pelupusan Bot/Kapal  
Boat/Ship Disposal

Lain/lain:.....  
Others

### KESELAMATAN ALUR PELAYARAN

Navigation Channel Security

Ukur Hidrografi  
Hydrographic Measurement

Pengerukan  
Dredging

Lain/lain:.....  
Others

### KUALITI PERKHIDMATAN

Service Quality

#### Skala Penilaian

Evaluation Scale

**1. Kredibiliti & Integriti**

Credibility & Integrity

**2. Masa Menunggu**

Waiting Time

**3. Pengetahuan & Layanan**

Knowledge & Service

**4. Keselesaan**

Comfortability

**5. Jangkamasa Perkhidmatan**

Duration of Service

Amat tidak memuaskan Very not satisfactory	Kurang Memuaskan Not satisfactory	Memuaskan Satisfactory	Baik Good	Cemerlang Excellence
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1 2 3 4 5 6 7 8 9 10

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**Aduan/cadangan anda:**

Your complaint/suggestion:

**Nama anda:**

Your name:

(optional)

**Nama syarikat/organisasi:**

Your company/organisation:

(optional)

**Nombor telefon:**

Telephone number:

(optional)

**Alamat emel:**

Email address:

**Tarikh:**

Date:

**Tandatangan/Cop:**

Your initial/Stamp:
