



User Manual for Sistem e-Aduan/Pertanyaan MPOB

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LOG IN

1. Log In

<http://e-aduan.mpob.gov.my/webapp/login.php>

M P O B Bahasa Melayu | English

Welcome to
e-Aduan/Inquiries System

Malaysian Palm Oil Board

IC No. / Passport

Email

<< No account? Register [here](#) >>

Aduan/pertanyaan yang dihantar akan diberi maklumbalas dalam
masa 7 hari waktu berkerja

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MyID initiative In an effort to further improve the government delivery system and is consistent with the concept of "1 Malaysia, People First, Performance Now," the government under the leadership of YAB Dato' Seri Mohd Najib bin Tun Haji Abdul Razak, Prime Minister of Malaysia, has introduced initiatives called MyID. MyID is an initiative that uses the Identity Card number as a single reference number for Malaysian citizens as individuals dealing with government agencies.

Screenshot 1.0 : User Interface (Log In)

- 1.1. Choose your language for usage – Bahasa Melayu or English (Screenshot 1.0).
- 1.2. Key-in the following information:

IC No. / Passport : (Enter IC No. / Passport as registered)

Email : (Enter Email as registered)

- 1.3. If user has not signed up (new user), click on ① to register.
- 1.4. The Registration Form will be displayed (Screenshot 1.1).

MPOB

Bahasa Melayu | English
Return to login page

Complete the form to register as a user in e-Aduan/Inquiries System

REGISTRATION FORM

Name * :

IC No / Passport * : (example for IC No: 880818-14-5555 or 880818145555)

Email * :

Tel No * : (example: 0322228888 or 0152115645, without dash)

Address * :

COMPANY INFORMATION

Company Name :

Company Address :

Company Background :

SECURITY CODE

Security Code * :

1
Submit

* Mandatory field

Information submitted is deemed confidential. MPOB shall investigate and take necessary actions on valid complaints.

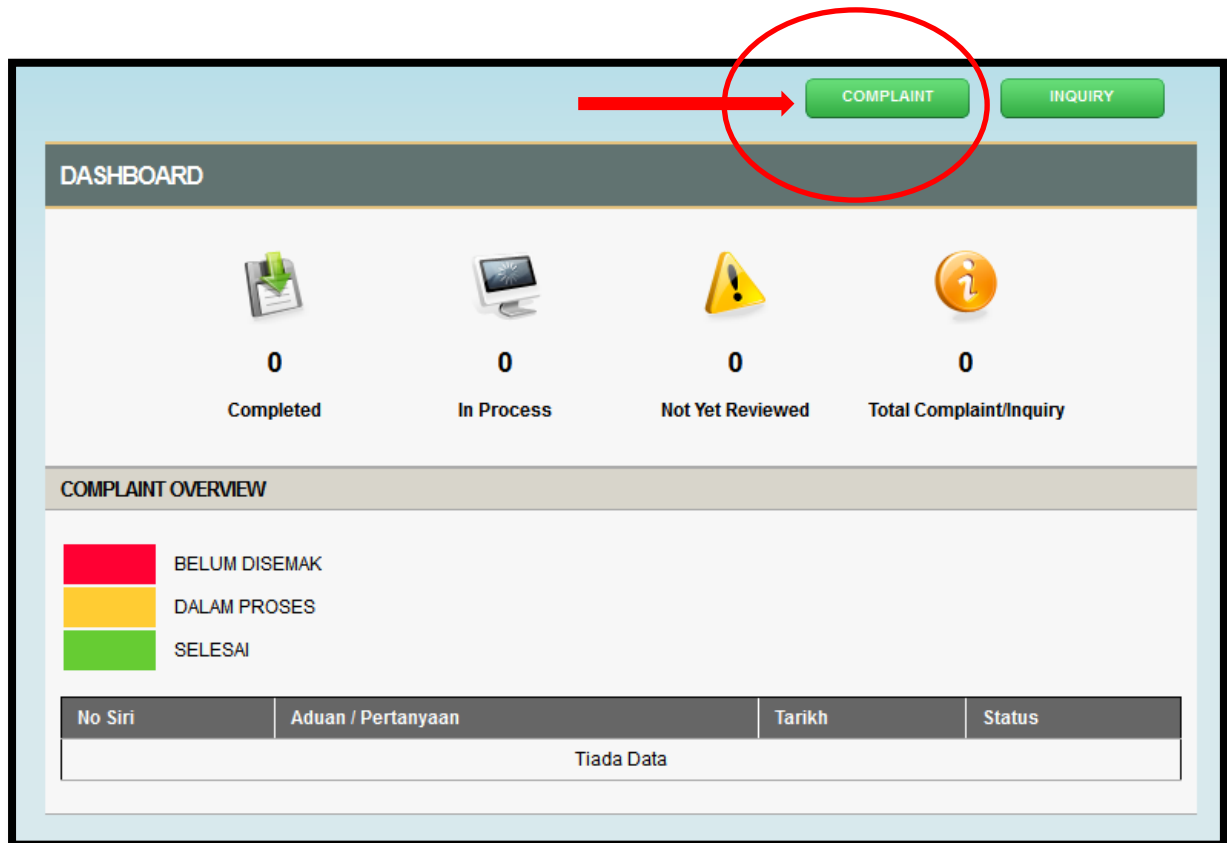
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Screenshot 1.1 : Regostration Form

- 1.1. Choose your language for usage – Bahasa Melayu or English (Screenshot 1.1).
- 1.2. Fill-in form and click on **Submit (1)** to submit the information (Screenshot 1.1).

MAIN MENU

2. Complaint(s)



Screenshot 2.0 : User Interface (Complaint)

- 2.1. Click on **Complaint** as shown above (Screenshot 2.0).
- 2.2. Complaint Form will be displayed (Screenshot 2.1).

Bahasa Melayu / English
<< Return to Dashboard

Today's Date: 28/04/2014

MPOB strives to enhance its management strength and personnel ethics. You may wish to comment or suggest by filling the form below.

DETAILS OF COMPLAINT

YOU ARE AS

☒ Complainer (You want to make a complaint)
☐ Reporter (You want to give information / report a complaint)

Name : A * IC No. / Passport : 123456789 *
Email : a@gmail.com * Phone : 123456789 *
Address : Malaysia *

* You must fill in this field.

COMPLAINT RELATING TO

☐ Financial (Tender / Quotation / Payment)
☐ Employment / Career / Post
☐ Licensing
☐ Compound / Enforcement
☐ Economy & Industrial Development (Prices / Export / Import / Statistics / Industry Performance)
☐ Biology Research (Planting Materials / Farm Management / Farm Mechanization / Biotechnology)
☐ Advanced Biotechnology & Breeding Research (Functional Biotechnology / Genomics / Breeding & Tissue Culture / Bioinformatics)
☐ Integration Research (Crops & Livestock) & Extension (Advisory)
☐ Product Development Research & Technical Advice (Food / Certification / COD / Analytical Test)
☐ Engineering And Processing Research (Milling / Environment)
☐ Oleochemical Technology (Non-Food Based / Cosmetic & Personal Care / PU / Surfactants)
☐ Information Technology (Commercialization / Royalty / Agreement / Technology Transfer)
☐ Training
☐ Research Stations
☐ Pejabat Wilayah
☒ Others

COMPANY DETAILS

Company's Name:
Company's Address :
Company's Background :
Detail of Complaint :

ATTACHMENT (IF AVAILABLE)

File : No file selected

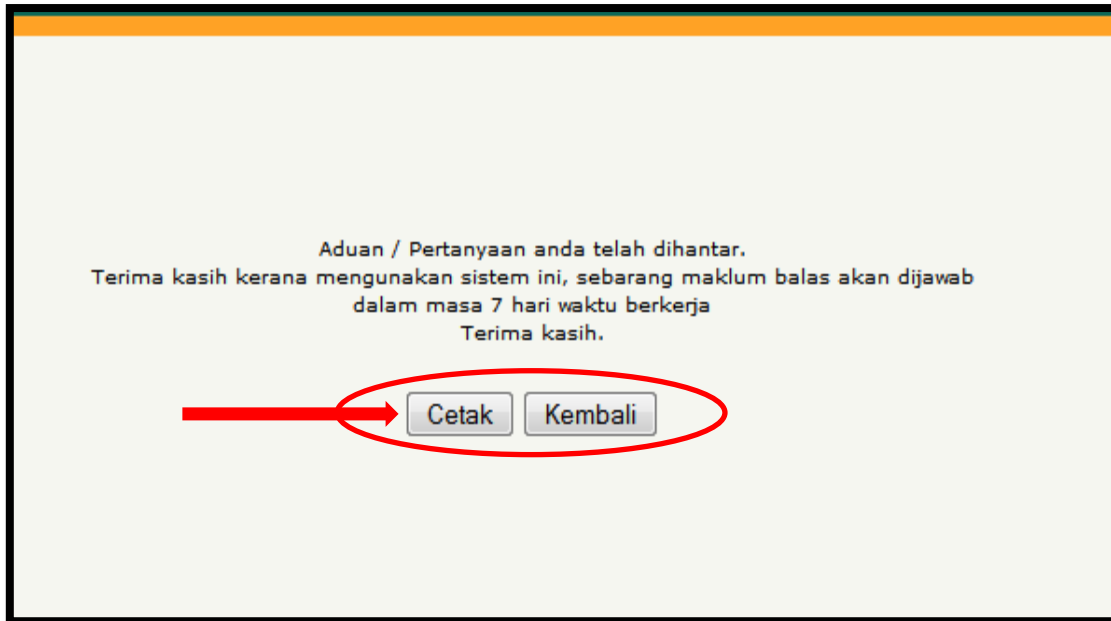
☒ Information submitted is deemed confidential. MPOB shall investigate and take necessary actions on valid complaints.

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Screenshot 2.1 : Complaint Form

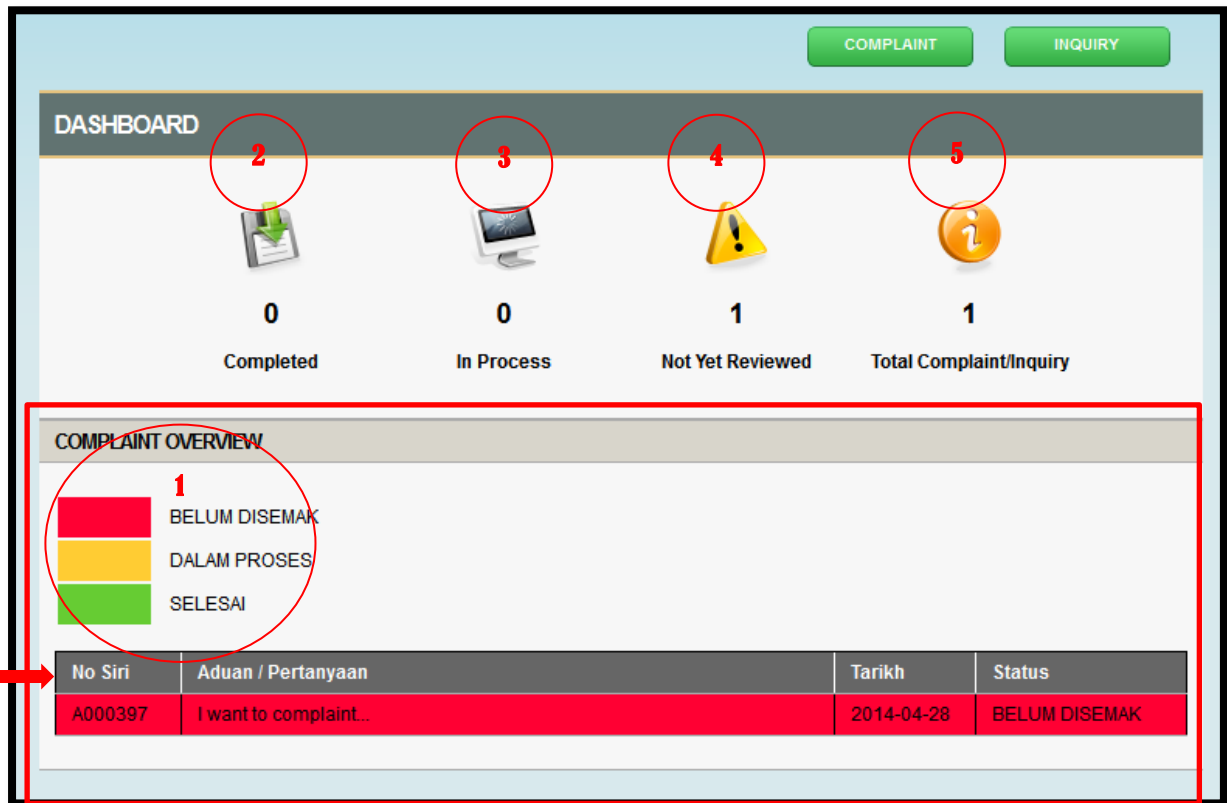
- 2.3. Choose your language for usage – Bahasa Melayu or English (Screenshot 2.1).
- 2.4. Information on ① will be displayed automatically from as being registered.
- 2.5. Click on ② to verify the informations prior to send.

- 2.6. Click on **Submit (3)** to submit the complaint form.
- 2.7. Interface as shown below will be displayed (Screenshot 2.2).



Screenshot 2.2 : Interface once submission of complaint form

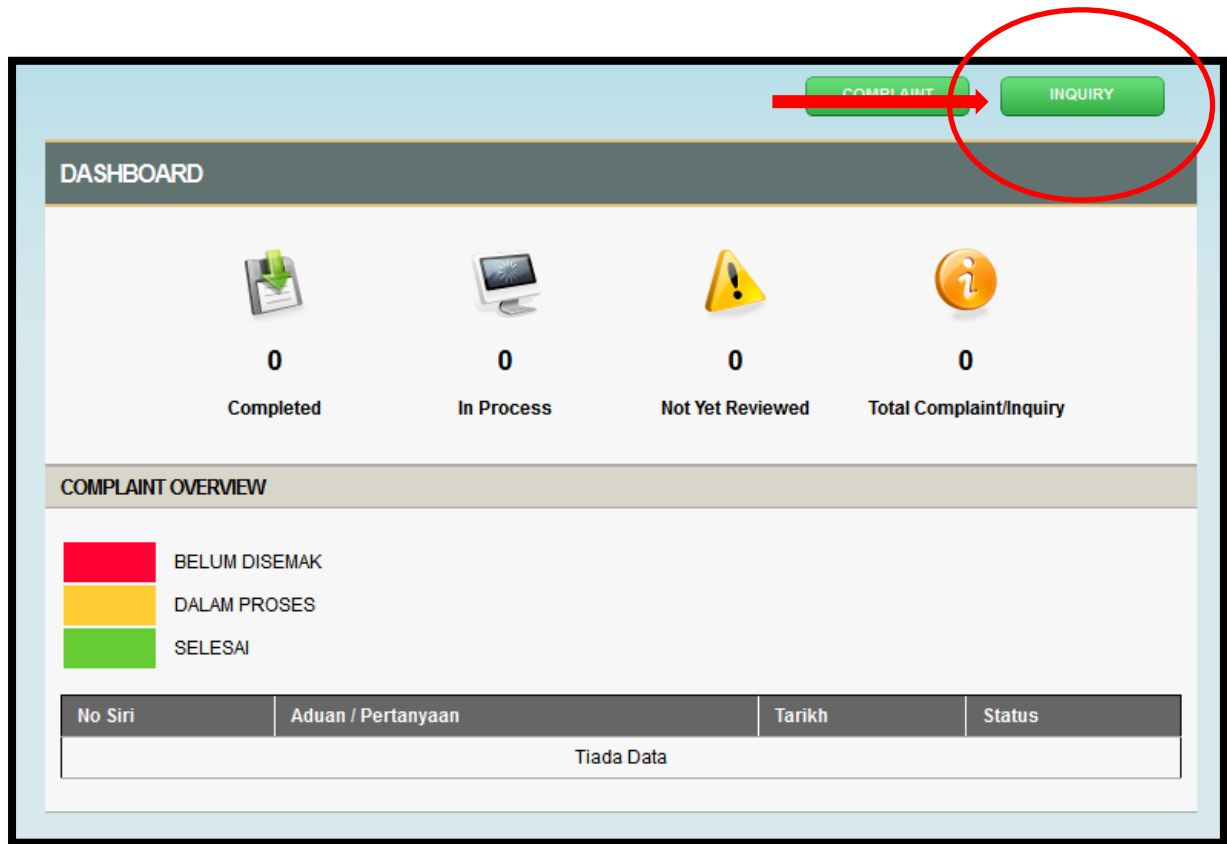
- 2.8. Click on **Cetak** to print the complaint details.
- 2.9. Click on **Kembali** to return to **Dashboard**.
- 2.10. Sent complaint information will be displayed on the table as shown in Screenshot 2.3.



Screenshot 2.3 : Complaint Table

- 2.11. Colour indicator of a complaint is based on Status at **1**.
- 2.12. No **2** shows the **number of complaint(s) / inquiry(s)** sent by user with the Status **Completed**.
- 2.13. No **3** shows the **number of complaint(s) / inquiry(s)** sent by user with the Status **In Process**.
- 2.14. No **4** shows the **complaint(s) / inquiry(s)** sent by user with Status **Not Yet Reviewed**.
- 2.15. No **5** show **Total Complaint(s) / Enquiry(s)** sent by user.

3. Enquiry(s)



Screenshot 3.0 : User Interface (Inquiry)

- 3.1. Click on **Inquiry** as shown above (Screenshot 3.0).
- 3.2. Inquiry Form will be displayed (Screenshot 3.1).

Bahasa Melayu | English
<< Return to Dashboard

Today's Date: 28/04/2014

MPOB strives to enhance its management strength and personnel ethics. You may wish to comment or suggest by filling the form below.

DETAILS OF INQUIRY

Name : A * IC No. / Passport : 123456789 *

Email : a@gmail.com * Phone : 123456789 *

Address : Malaysia *

* You must fill in this field.

INQUIRY RELATING TO

- ☐ Financial (Tender / Quotation / Payment)
- ☐ Employment / Career / Post
- ☐ Licensing
- ☐ Compound / Enforcement
- ☐ Economy & Industrial Development (Prices / Export / Import / Statistics / Industry Performance)
- ☐ Biology Research (Planting Materials / Farm Management / Farm Mechanization / Biotechnology)
- ☐ Advanced Biotechnology & Breeding Research (Functional Biotechnology / Genomics / Breeding & Tissue Culture / Bioinformatics)
- ☐ Integration Research (Crops & Livestock) & Extension (Advisory)
- ☐ Product Development Research & Technical Advice (Food / Certification / COD / Analytical Test)
- ☐ Engineering And Processing Research (Milling / Environment)
- ☐ Oleochemical Technology (Non-Food Based / Cosmetic & Personal Care / PU / Surfactants)
- ☐ Information Technology (Commercialization / Royalty / Agreement / Technology Transfer)
- ☐ Training
- ☐ Research Stations
- ☐ Pejabat Wilayah
- ☒ Others

COMPANY DETAILS

Company's Name:

Company's Address :

Company's Background :

Detail of Inquiry :

☒ Information submitted is deemed confidential. MPOB shall investigate and take necessary actions on valid complaints.

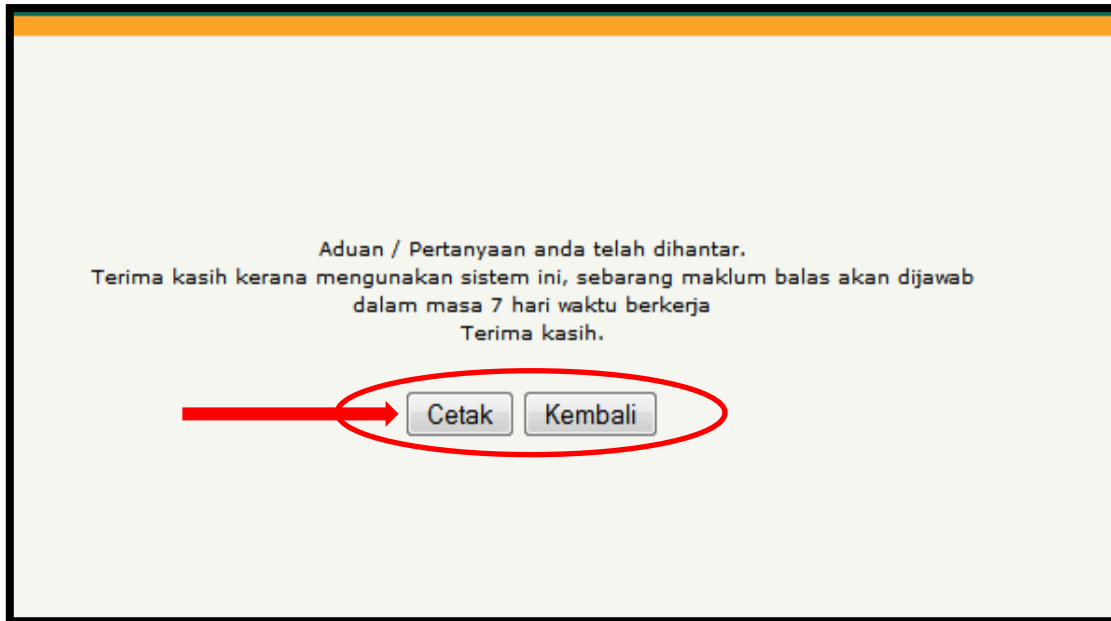
Submit

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Screenshot 3.1 : Inquiry Form

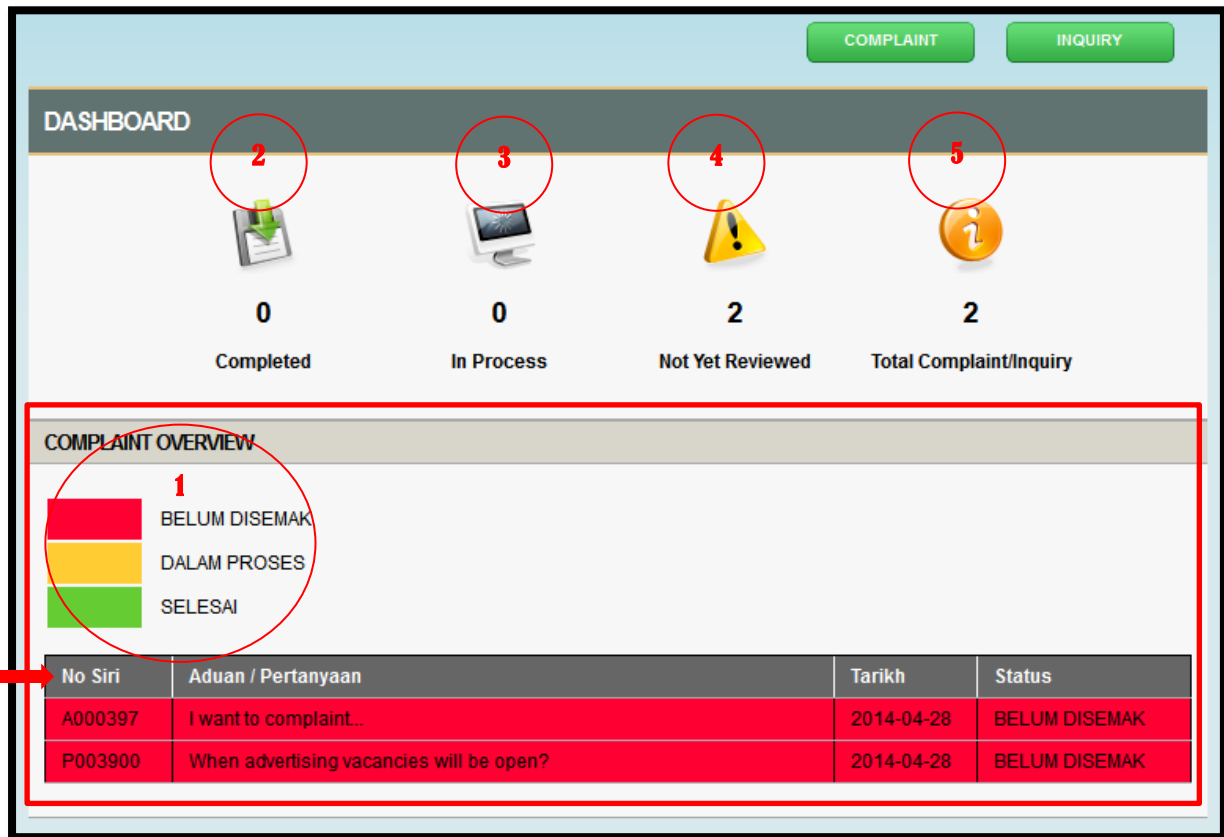
- 3.3. Choose your language for usage – Bahasa Melayu or English (Screenshot 3.1).
- 3.4. Information on ① will be displayed automatically from as being registered.
- 3.5. Click on ② to verify the informations prior to send.

- 3.6. Click on **Submit (3)** to send the inquiry form.
- 3.7. Interface as shown below will be displayed (Screenshot 2.2).



Screenshot 3.2 : Interface after submit the inquiry form

- 3.8. Click on **Cetak** to print the enquiry details.
- 3.9. Click on **Kembali** to return to **Dashboard**.
- 3.10. Inquiry information sent will be displayed on the table as shown in Screenshot 3.3.

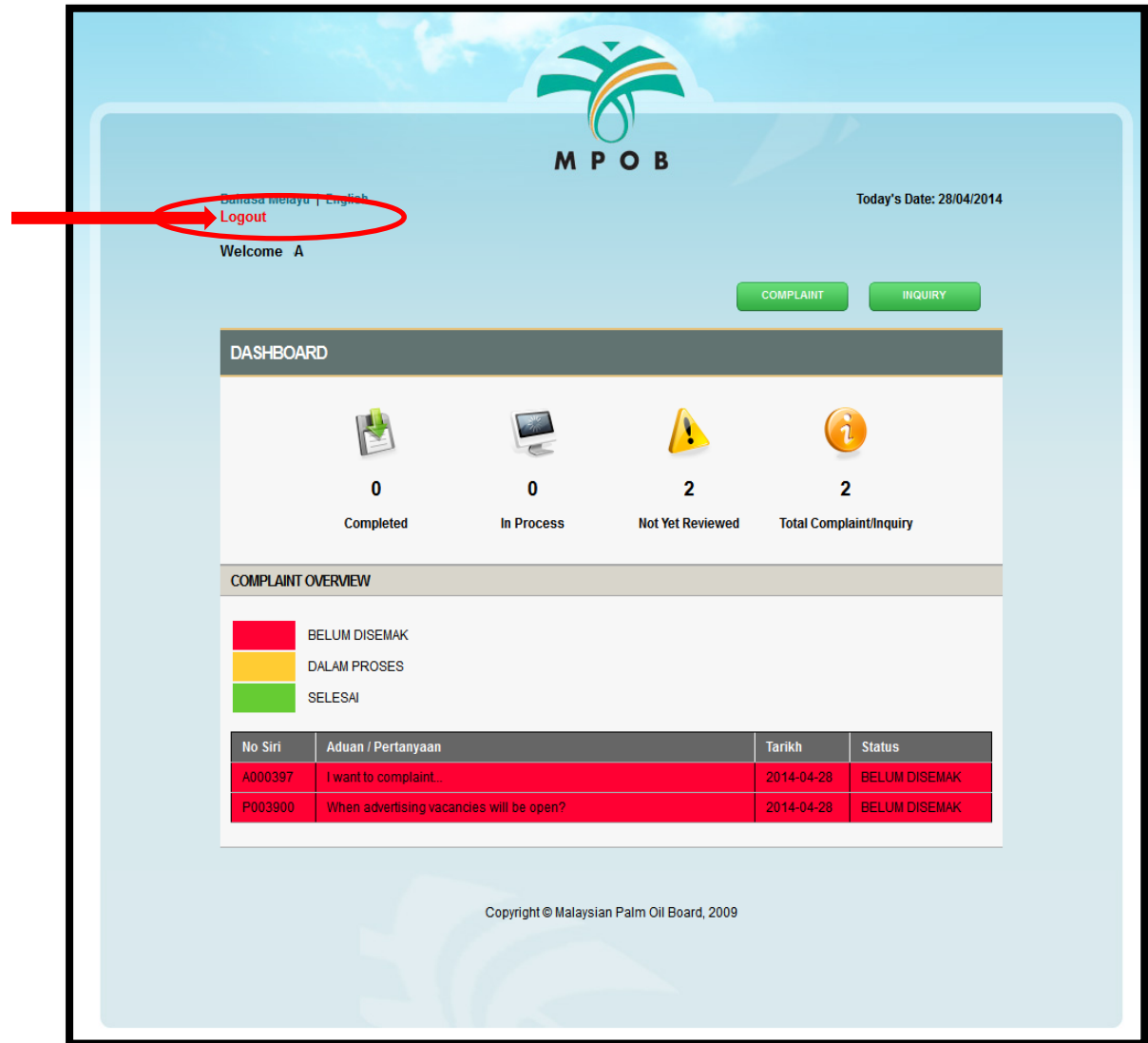


Screenshot 3.3 : Inquiry Table

- 3.11. Colour of inquiry is based on Status at **1**.
- 3.12. No **2** shows the **number of complaint(s) / inquiry(s)** sent by user with the Status **Completed**.
- 3.13. No **3** shows the **number of complaint(s) / inquiry(s)** sent by user with the Status **In Process**.
- 3.14. No **4** shows the **number of complaint(s) / inquiry(s)** sent by user with Status **Not Yet Reviewed**.
- 3.15. No **5** show **Total Complaint(s) / Enquiry(s)** sent by user.

LOG OUT

4. Log Out



Screenshot 4.0 : User Interface (Log Out)

- 4.1. Click on **Logout** (Screenshot 4.0) to exit Sistem e-Aduan / e-Pertanyaan.