



PB / 12 / 21

May 4, 2021

To: **Managing Directors/CEOs/Managers of FMM Perak Members**

# Infrastructure Maintenance Work

FMM Perak would like to inform members that **Puncak Emas Infra Sdn Bhd** is a concession company under 15 Local Authorities (PBT) that performs **road related maintenance work** in 12 districts throughout the State of Perak since its appointment by the Perak State Government effective August 1, 2019.

**Members can contact Puncak Emas Infra's hotline to raise issues related to potholes, road shoulder grass cutting, fallen trees, signboards, street lights and clogged drains.**

**SKOP KERJA**

**KERJA RUTIN**

- R01 Kerja tampalan lubang
- R03 Kerja pemotongan rumput
- R04 Penyelenggaraan perabot jalan
- R05 Penyelenggaraan pembetung dan jambatan
- R07 Penyelenggaraan longkang
- B Pemeriksaan Rutin

**KERJA BERKALA (Pavement/Bukan Pavement)**

- Menurap & membaik pulih struktur jalan
- Pembaikan perabot jalan
- Membaik pulih bahu jalan dan cerun
- Membaik pulih longkang dan pembetung
- Mengecat semula tandaan garisan jalan
- Penyelenggaraan lampu isyarat
- Lain-lain kerja berkaitan

**KERJA KECEMASAN**

Kerja-kerja luar jangka yang memerlukan tindakan segera, contohnya:

- Pokok tumbang
- Tanah/cerun/tembok penahan runtuh
- Jalan mendap
- Kegagalan benteng
- Pembetung dan perparitan runtuh
- Banjir;
- Tumpahan bahan-bahan kimia, toksik, bahan konkrit atau lain-lain kerja yang melibatkan keselamatan pengguna jalan raya yang terancam secara serius.

**TAHUKAH ANDA SALURAN ADUAN BAGI KERJA PENYELANGGARAAN JALAN RAYA DI BAWAH PIHAK BERKUASA TEMPATAN (PBT)?**

**GUNAKAN SALURAN ADUAN YANG BETUL AGAR TINDAKAN DAPAT DIAMBIL DENGAN SEGERA**

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eaduan@peinfra.com  
1800-88-2772

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The Branch would also like to inform members that Perak State Government has reactivated the **e-complaint system** via **Sistem Pengurusan Aduan Awam (SISPAA)** effective January 4, 2021 for complaints related to the delivery of agency / department services under the state government.

You are encouraged to channel your **complaints on poor infrastructure maintenance** to the state government via SISPAA at <https://perak.spab.gov.my/eApps/system/index.do>

All complaints can be referred via SISPAA such as delay/no action, lack of public facilities, enforcement failure and unsatisfactory quality of service etc. **except** complaints against government policy, matters under the jurisdiction of the Public Accounts Committee MACC, Legal Aid Bureau and Criminal cases.



The banner for SISPAA (Sistem Pengurusan Aduan Awam) features a central illustration of a woman in a blue uniform and headset. To her left, a four-step process is shown: 01. Pergi ke pautan rasmi https://perak.spab.gov.my/ (with a QR code); 02. Pilih Maklum Balas Baharu; 03. Isi maklumat berkaitan (wajib mengisi bagi maklumat bertanda\*); 04. Selepas menghantar aduan, pastikan nombor aduan disimpan untuk rujukan masa hadapan (with a screenshot of a complaint form). The form includes fields for Name, No. Pengesutan, No. Telefon, No. Survei, and Bina. The banner also displays the Perak State Government logo and the text: 'SISPAA Sistem Pengurusan Aduan Awam Kerajaan Negeri Perak Darul Ridzuan' and 'Aduan atas talian boleh diakses bermula: 4 Januari 2021'.

**For more information on SISPAA, please feel free to call me at telephone no: 05-548 8660 or fax no.: 05-548 8221/8331 or e-mail: [mahinder@fmm.org.my](mailto:mahinder@fmm.org.my) or [fmmperak@fmm.org.my](mailto:fmmperak@fmm.org.my).**



**Mahinder Singh  
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