Public

Steps to use eAduan

1. Main Page

To make new complaint, please click "Send New Complaint" or "New Complaint", your will be directed to make complaint page.
2. Send New Complaint Module

Please complete the information below to submit complaints of environmental pollution. Only completed information will be replied.

Note: Fields marked with * are mandatory.

**COMPLAINTANT INFORMATION**

Name: 
MyCard No./Passport: Example: 6666662244444
Age: 
Race: Please Choose
Nationality: Please Choose
Tel. No.: Example: 035447892
Email: 
Complainant's Address: 

**COMPLAINT INFORMATION**

Referred State: Please Choose
Complaints Title: 
Type of Pollution: Please Choose
Cause by: Please Choose
Location:
Coordinat[e][if exist]: Malaysia
Date/Time Of Occurrence: Google Map: Lat : Long:
Place Description Of Occurrence: Example: Adjacent to the school building / in front of the main road
Complainant's Description: 
Attachment: Can upload more than one file. Maximum File Size is 10MB
File: Format that is accepted: jpg, gif, png, doc, docs, xls, xlsx, ppt, ppts, pdf.

All personal information and details of complaint submitted by me are correct and I am responsible for it. If the Department finds that your complaint is false, the Department have the right to make a police report upon it.

I have read and agree to the matters specified.

Verification Code: hxxgbh

Submit
• Email inserted need to be valid due to it will be used as your "username" to the system
• Submit complaint by clicking **Send** button, the submission status page will be shown

Dear Sir/Madam,

Thank you for the complaint. For your information, this complaint has been forwarded to our DOE office in Selangor for their investigation and action.

Should you need further clarification and feedback, please do not hesitate to contact them at 03-55214000.

Or email [enforcement@doe.gov.my](mailto:enforcement@doe.gov.my) by referring the code in your email: **481000**

Thank you,

Compliance Officer

Environment Division

Department of Environment Putrajaya

• Complaints submitted will be processed. Complainant will get a notification via email registered.

• Please take note for information below

a. Department of Environment phone number (refer to state DOE)
b. Department of Environment email address (refer to state DOE)
c. Complain reference code.
3. To check complaint status

To view the status of your complaint, please login with your email and IC number / Passport below. If this is the first time you make a complaint, please click here to make a new complaint.

![Authentication Required](Image)

| IC Number / Passport: | [View Status] |

User need to insert registered Email and also Identification Card Number, then click button

**Check Complain Status**

*User can also check complain status via Email*

**Complaint List**

![Complaint List](Image)

Above image shows the list of complaint that has been submitted. User can view more details of complaint when clicking the **Complaint No.** or complaint’s **Title**.

User can also send feedback/question through the system.
Steps to make enquiry

To submit query, user need to click button "Send Query to Department Of Environment", user will be directed to Send Query page.
1. Send Query to Department Of Environment

<table>
<thead>
<tr>
<th>Please select the type of question</th>
<th>Select Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td></td>
</tr>
<tr>
<td>MyCard No./Passport:</td>
<td></td>
</tr>
<tr>
<td>Email:</td>
<td></td>
</tr>
<tr>
<td>Tel. No:</td>
<td></td>
</tr>
<tr>
<td>Title:</td>
<td></td>
</tr>
<tr>
<td>Description:</td>
<td></td>
</tr>
</tbody>
</table>

Please insert the code for verification: 6xd2rc

For checking purposes, user can view the feedback via

a. Registered email

b. At check complain status area (Please refer the steps at no 3. To check complaint status)

- Fields that marks with * are compulsory to be filled.
- Email inserted need to be valid due to it will be used as your "username" to the system
- Submit query by clicking Send button, the submission status page will be shown