

LAMPIRAN F2 : SYARAT KAWALAN PERKHIDMATAN SKOP TEKNIKAL / PERKHIDMATAN DAN PENALTI

	SCOPE	MEASUREMENT / INSTRUMENT	PENALTY
1.	To ensure minimal downtime of Inspection Equipment - to avoid service disruption and ensure high quality of services to customer, and to ensure sustainability of services.	<p>(i) To monitor, record downtime and any failure of inspection equipment.</p> <p>(ii) Ensure timely recovery from any downtime or equipment failure.</p> <p>Mechanism: Recorded by Licensee:</p> <ul style="list-style-type: none"> • Through automation/system, record any/all downtime occurrences. • Recovery process / intervention to be reported to JPJ directly. • Record to be submitted to JPJ daily/weekly/monthly (raw data in softcopy and summary of the result in hardcopy). <p>Assessment:</p> <ul style="list-style-type: none"> • Audit by JPJ, verify downtime record in real-time for all centre through system. • Periodical audit by MIROS. <p>Instrument: Maintenance records for all equipment (via system and hardcopy).</p>	<p>Downtime for each equipment:</p> <ul style="list-style-type: none"> • RM500 of more than 8 working hours. • Additional RM500 for every 1 working hours continuous delay for each equipment. • Continuous disruption, accumulation more than 5 days in a month may lead to license suspension and subsequent license termination.

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2.	To ensure minimal downtime of Inspection Lane - to avoid service disruption and ensure high quality of services to customer, and to ensure sustainability of services.	<p>(i) To monitor, record downtime and any failure of any inspection lane.</p> <p>(ii) Ensure timely recovery from any downtime or inspection lane failure.</p> <p>Mechanism: Measured by Licensee-</p> <ul style="list-style-type: none"> • Dedicated record (automatic system, or filing); • Through automation/system, downtime occurrences reported to JPJ directly. • Record to be submitted to JPJ monthly (raw data in softcopy and summary of the result in hardcopy); <p>Assessment:</p> <ul style="list-style-type: none"> • Audit by JPJ, verify downtime record in real-time for all centre/MTS; • Periodical audit by MIROS. <p>Instrument: Maintenance records for all equipment</p>	<p>For each lane:</p> <ul style="list-style-type: none"> • RM500 of more than 8 working hours. • Additional RM500 for every 1-working hour continuous delay for each lane • Continuous disruption, accumulation more than 5 days in a month may led to license suspension and subsequent license termination.

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3.	To ensure the reliability and accuracy of all inspection equipment.	<p>Compliance to calibration and maintenance schedule for each equipment.</p> <p>Mechanism:</p> <ul style="list-style-type: none"> • Accredited body to calibrate equipment subject to requirement – monitored by Licensee. • Relevant equipment to be maintained according to OEM manual/requirements/specification. • Calibration/Maintenance record to be stored in the management system. <p>Assessment:</p> <ul style="list-style-type: none"> • Audit by JPJ. • Periodical audit by MIROS. <p>Instrument: Maintenance/ calibration records, Internal and External audit reports.</p> <p>NOTE: Applicable for mandatory equipment which need scheduled calibration.</p>	<p>For every violation:</p> <p>RM10,000 for each equipment per schedule (calibration and maintenance).</p>

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4.	To ensure inspection service provided to customer are according to specified time, conducted in high quality, efficient and effective manner.	<p>Client charter : Inspection Time per Vehicle, calculated from the time the vehicle enters the PPKM to the time when the result of inspection produced by the system, according to duration specified below:-</p> <ul style="list-style-type: none"> (i) Initial Inspection: 8 hr; (ii) Routine inspection : 1 hr; (iii) Any Re-Inspection : 1 hr. (iv) Special Inspection : 1 hr; (v) change ownership Inspection : 1 hr; (vi) Accident Inspection : 3 working days. <p>At every centre, 95% of vehicles must be inspected within the client charter above, per category.</p> <p>Mechanism:</p> <ul style="list-style-type: none"> • Inspection record stored in the system (monthly). • 95% of vehicles per category per month. <p>Assessment:</p> <ul style="list-style-type: none"> • Audit by JPJ. • Periodical audit by MIROS. <p>Instrument:</p> <p>Inspection records (system generated), Internal and External audit reports.</p>	In the event of failing to achieve a compliance rate of 95% per center/inspection category, a penalty of RM5,000 per center.

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5.	Service performance : To ensure customer satisfaction, where all complaints and suggestions are recorded, attended and resolved.	<p>(i) ISO9001:2015 [Quality management systems Requirements] must be achieved/received by Licensee in 1 year after licence approved.</p> <p>(ii) Number of complaints (daily/weekly/monthly/yearly) and time to be attended and resolved.</p> <p>Mechanism:</p> <ul style="list-style-type: none"> • Planning and progress reports for the ISO implementation to be submitted annually to JPJ, • Report recorded and generated by system. • Each complaint must be attended/responded in 1 working day, and resolved in 7 working days. <p>Assessment:</p> <ul style="list-style-type: none"> • Periodical audit by MIROS. <p>Instrument: Records (system generated), Internal and External audit reports.</p>	<ul style="list-style-type: none"> • RM500 for any complaints not attended in 1 working day. • RM1,000 for any complaints not resolved in 7 working days. • RM5,000 penalty if ISO certification not received in the period specified, and may lead to suspension and termination of license if not achieved after additional time given (subject to consideration/discretion by MOT).

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6.	<p>Compliance to ISO/IEC 17020:2012 [Conformity assessment Requirements for the operation of various types of bodies performing inspection] - General criteria for the operation of various types of bodies performing inspection).</p>	<p>All Licensee (all inspection centres) must be received/accredited and fulfilled ISO17020:2012* criteria.</p> <p>Mechanism:</p> <ul style="list-style-type: none"> • 2 years given to achieve certification after date of approved license. • Planning and progress reports for the ISO implementation to be submitted annually to JPJ. <p>Assessment:</p> <ul style="list-style-type: none"> • Audit by JPJ. • Periodical audit by MIROS. <p>Instrument: Report to JPJ.</p>	<p>RM5,000 penalty if ISO certification is not received in the period specified, and may lead to suspension and termination of license if not achieved/accredited after additional time given (subject to consideration/discretion by MOT).</p>

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7.	To ensure roadworthy of vehicles on the road - vehicles operating on roads are safe and reliable (Technical Performance).	<p>(i) Sampling (random re-evaluation of every 25 vehicles, selected randomly by system).</p> <p>(ii) Selected vehicle to undergo re-test, re-evaluated by quality supervisor.</p> <p>Mechanism:</p> <ul style="list-style-type: none"> • Re-evaluation of randomly selected vehicles. <p>Assessment:</p> <ul style="list-style-type: none"> • Report submitted to JPJ by system • Audit by JPJ. <p>Instrument:</p> <p>Inspection records (system generated), Internal and External audit reports.</p>	<p>Penalty:</p> <ul style="list-style-type: none"> • RM1,000 for each inconsistency of result by JPJ audit. • Accumulation of 5 cases per day/week, may result in suspension of license. • Accumulation of 10 cases per day/week, may result in termination of license.

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8.	Performance of internal technical audit by Licensee: To ensure vehicles are safe and reliable (Technical Performance).	<p>Measured by non-conformity to any inspection standard/procedures and to the check list by JPJ.</p> <p>Mechanism: At least once a month, technical audit by Licensee, report to be submitted to JPJ.</p> <p>Assessment:</p> <ul style="list-style-type: none"> • Report submitted to JPJ by system • Audit by JPJ monthly/weekly. <p>Instrument: Report submitted to JPJ.</p>	RM1,000 for each violation discovered by JPJ.
9.	To ensure data and information submitted to JPJ in time and format specified.	<p>Measured by non-conformity to standard set by JPJ.</p> <p>Mechanism: Recorded in the system.</p> <ul style="list-style-type: none"> ▪ Time for report to be submitted to JPJ-HQ : maximum 1 hour; ▪ Mobile unit: Time for report to be submitted to JPJ-HQ : maximum 12 hours; ▪ Visiting sites/manual: Time for report to be submitted to JPJ-HQ : maximum 24 hours. ▪ 95% of the time, data submitted within specified time period. <p>Assessment:</p>	In the event of failing to achieve a compliance rate of 95%, a penalty of RM5,000 / month / center.

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		<ul style="list-style-type: none"> ▪ Report submitted to JPJ by system ▪ Audit by JPJ monthly/weekly. <p>Instrument: System generated report to be submitted to JPJ.</p>	
10.	To ensure the integrity of the inspection data and information submitted to JPJ.	<p>(i) Measured by non-conformity to standard set by JPJ - comparison of actual against submitted data.</p> <p>(ii) Achieved <i>MS ISO 27001: 2022* Information security, cybersecurity and privacy protection Information security management systems Requirements</i> certification. Must be achieved/received by Licensee in 1 year after licence approved.</p> <p>Mechanism:</p> <ul style="list-style-type: none"> • Recorded in the system and actual inspection data. • Planning and progress reports for the ISO implementation to be submitted annually to JPJ. <p>Assessment:</p> <ul style="list-style-type: none"> • Report submitted to JPJ by system • Audit by JPJ-TD monthly/weekly. <p>Instrument:</p> <ul style="list-style-type: none"> • System generated report to be submitted to JPJ. • Physical record stored at location. 	<ul style="list-style-type: none"> • RM10,000 for each violation discovered by JPJ. • RM5,000 penalty if ISO certification is not received in the period specified, and may lead to suspension and termination of license if not achieved after additional time given (subject to consideration/discretion by MOT).

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11.	To ensure service centres are conducive and safe for employee and customers.	<p>Number of health and safety incidence occurred at centres and reported by the victim.</p> <p>Mechanism:</p> <ul style="list-style-type: none"> Recorded by the Licenses; Complaints by the public. <p>Assessment:</p> <ul style="list-style-type: none"> Monthly report submitted to JPJ. Report by external sources and by relevant authorities – aduan pelanggan. Audit by JPJ monthly/weekly. Periodical audit by MIROS. <p>Instrument:</p> <p>Monthly operational report to be submitted to JPJ.</p>	<p>RM500 for each medium and major incident, as per OSHA guidelines</p>
12.	To ensure Licensee conduct operation per licensing condition, criteria, Rules, SOP, equipment maintenance schedule and all other instructions by MOT and JPJ.	<p>Number of violations for any of the offences stipulated in the License.</p> <p>Mechanism:</p> <p>Recorded by JPJ and/or MIROS.</p> <p>Assessment:</p> <ul style="list-style-type: none"> Report by external sources and by relevant authorities. Audit by JPJ and/or MIROS. 	<ul style="list-style-type: none"> RM500 for each violation and first warning. Accumulation of RM1,000 penalty - suspension of License for 3 months. Accumulation of RM5,000 - suspension of License for 6 months. Accumulation of RM10,000 - may lead to termination of License.

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		Instrument: Audit / inspections / enforcement / reports by public.	
13.	Payment of License Fee (including Fee for centres).	Payment to be made before 31 st January of each year. Mechanism: Recorded by JPJ. Assessment: <ul style="list-style-type: none"> • Audit by JPJ. Instrument: System generated and audit by JPJ.	RM1,000 for each day of late payment.