USER MANUAL

E-ADUAN SYSTEM
PERAK STATE SECRETARIAT
SUBMITTING COMPLAINTS

1. Enter the URL system i.e. http://aduan.perak.gov.my/.

2. The system frontage will be shown as image below.

3. To submit new complaints, click on the link as shown below.

4. Complaint forms will be shown as below.

5. Fill in all information with an *. Once completed, click on the Submit Complaint Ticket button.
CHECKING COMPLAINT STATUS

1. Enter the URL system i.e. http://aduan.perak.gov.my/. The system frontage will be shown as image below.

![System Frontage](image1)

To check complaint status, enter Complaint Reference No. or Identity Card No. and click on the Submit button as shown below.

![Submit Button](image2)

2. Complaint record will be shown as image below.

![Complaint Record](image3)
4. To view complaint information details, click *Lihat*.

5. The complaint information details will be shown as image below.