

## Management System Certification Audit Summary Report

<b>Organization:</b>	Jabatan Perpaduan Negara dan Integrasi Nasional		
<b>Address:</b>	Aras 7-10 Blok E2, Kompleks E, Pusat Pentadbiran Kerajaan Persekutuan 62502 Putrajaya		
<b>Standard(s):</b>	ISO 9001:2008	<b>Accreditation Body(s) :</b> Standards Malaysia & UKAS	
<b>Representative:</b>	Mr. Ho Khek Hua / Pn. Suraya Wen		
<b>Site(s) audited:</b>	Putrajaya (HQ), PPD in Kedah, Selangor, Perak and Negeri Sembilan.	<b>Date(s) of audit(s):</b>	15 <sup>th</sup> , 16 <sup>th</sup> and 17 <sup>th</sup> August 2011
<b>EAC Code:</b>	36	<b>NACE Code:</b>	75.12
<b>No. of Employees:</b>	Approx 900	<b>No. of Shifts:</b>	Normal
<b>Lead auditor:</b>	Zaimie Harun	<b>Additional team member(s):</b>	Tay Thain Hou Samsuddin Mustahkim Eddie Fuad
This report is confidential and distribution is limited to the audit team, client representative and the SGS office.			

### 1. Audit objectives

The objectives of this audit were:

- to confirm that the management system conforms with all the requirements of the audit standard;
- to confirm that the organization has effectively implemented the planned management system;
- to confirm that the management system is capable of achieving the organization's policy objectives.

### 2. Scope of certification

The audit covers six sites performing the following certification scope;

**Administration of 'Rukun Tetangga' and Unity Kindergarten (Pengurusan Rukun Tetangga dan Tabika Perpaduan)**

with exclusion made to Standard clause 7.3 (Design & Development), 7.5.2 (validation of process), 7.5.4 (customer property) and 7.6 (control of measuring devices) as justified in Quality Manual.

Has this scope been amended as a result of this audit?

Yes  No

This is a multi-site audit and an Appendix listing all relevant sites and/or remote locations has been established (attached) and agreed with the client

Yes  No

### 3. Current audit findings and conclusions

The audit team conducted a process-based audit focusing on significant aspects/risks/objectives required by the standard(s). The audit methods used were interviews, observation of activities and review of documentation and records.

The structure of the audit was in accordance with the audit plan and audit planning matrix included as annexes to this summary report.

The audit team concludes that the organization  has  has not established and maintained its management system in line with the requirements of the standard and demonstrated the ability of the system to systematically achieve agreed requirements for products or services within the scope and the

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organization's policy and objectives.

Number of nonconformities identified: 0 Major 3 Minor

Therefore the audit team recommends that, based on the results of this audit and the system's demonstrated state of development and maturity, management system certification be:

Granted /  Continued /  Withheld /  Suspended until satisfactory corrective action is completed.

#### 4. Previous Audit Results

The results of the last audit of this system have been reviewed, in particular to assure appropriate correction and corrective action has been implemented to address any nonconformity identified. This review has concluded that:

- Any nonconformity identified during previous audits has been corrected and the corrective action continues to be effective ([Refer to Section 6 for details](#))
- The management system has not adequately addressed nonconformity identified during previous audit activities and the specific issue has been re-defined in the nonconformity section of this report.

#### 5. Audit Findings

The audit team conducted a process-based audit focusing on significant aspects/risks/objectives. The audit methods used were interviews, observation of activities and review of documentation and records.

The management system documentation demonstrated conformity with the requirements of the audit standard and provided sufficient structure to support implementation and maintenance of the management system.  Yes  No

The organization has demonstrated effective implementation and maintenance / improvement of its management system.  Yes  No

The organization has demonstrated the establishment and tracking of appropriate key performance objectives and targets and monitored progress towards their achievement.  Yes  No

The internal audit program has been fully implemented and demonstrates effectiveness as a tool for maintaining and improving the management system (except for a minor CAR raised)  Yes  No

The management review process demonstrated capability to ensure the continuing suitability, adequacy and effectiveness of the management system.  Yes  No

Throughout the audit process, the management system demonstrated overall conformance with the requirements of the audit standard.  Yes  No

Certification claims are accurate and in accordance with SGS guidance  N/A  Yes  No

#### 6. Significant Audit Trails Followed

The specific processes, activities and functions reviewed are detailed in the Audit Planning Matrix and the Audit Plan. In performing the audit, various audit trails and linkages were developed, including the following primary audit trails, followed throughout:

- Relating to Previous Audit Results:  
No noncompliance detected in last visit but the organisation has taken appropriate corrective actions to all observations raised in last audit. However, it was learnt that corrective action still not recorded for several customer complaints although it has been notified in last visit.

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- Relating to this Audit :

System document	System document comprises of Quality Manual, operating procedures and interaction with related work instructions.
Result of document review	No changes is made to quality manual or its mandatory procedures however it was learnt that several new operational procedures will be introduced to cover core processes of JPNIN other than its function under the scope of this certification.
Record of management review	A meeting was held on 19 <sup>th</sup> July 2011, meeting the requirement for conducting management review at least once a year. The meeting that was chaired by the Director General covers all agendas required by the standard and appears to represent a satisfactory review by the Top Management in confirming the suitability and effectiveness of the QMS system implementation.
Record of internal audit	There were 92 non-conformances recorded during an annual internal quality audit performed from 11 <sup>th</sup> to 30 <sup>th</sup> May 2011. A group of 95 experienced internal auditors and trainee auditors have successfully covered 17 District offices in all States. Corrective actions were taken to all the issues and have been verified for effectiveness during recent follow up. An analysis on the findings has lead to a conclusion that human factor is the contributing factor for NC. This internal audit and its results appear to have represented an acceptable tool in measuring organization's management system performance which is implemented and properly maintained by internal resources.
Comments on 1. Corrective and preventive action and Complaints. 2. Product Re-call & Customer Satisfaction records 3. Progress of planned activities aimed at continual improvement	<p>1. Baling, Kuala Selangor, Larut Matang/Selama/ Kerian - There was no official issue being encountered / reported from local resident to Jabatan Perpaduan (both on Tabika Perpaduan &amp; Rukun Tetangga). However, the head office has recorded 20 customer complaints from all States since January 2011. Investigation on each issue by the State office or its PPD is recorded in correspondence with the head office. Actions were taken where relevant however in some cases, corrective action and results from the action taken were not recorded (see section 7 on non-conformance)</p> <p>2. Baling - Surveys forms were distributed to customers twice a year for Tabika Perpaduan. Latest survey conducted in Jan 2011 &amp; Oct 2010. E.g. TP Pekan Kg. Lalang, TP Taman Sri Aman, Taman Sri Wangi, Taman Pekan Kuala Pegang. Customer satisfaction of Rukun Tetangga (RT) was still in progress for compilation in the State office. Kuala Selangor &amp; Larut Matang/Selama/Kerian - performed bi-annually i.e. in June &amp; December of each year via surveys only to Tabika Perpaduan clients. Results for both regions were noted satisfactory, analyzed and reported to the state level.</p> <p>3. Appropriate analysis conducted on relevant data for monitoring departmental set objectives / targets / KPIs which also lead to improvement activities, i.e. via daily, monthly or yearly reporting.</p>

In summary, based on files reviewed and access to records of complaints and/or accident report, the organization has investigated its own systems and procedures and taken appropriate corrective action which include measures for but not limited to the followings: *(tick where appropriate)*:

Notification to appropriate authorities if required by regulation :  N/A  Yes  No

Restoring conformity as quickly as practicable  N/A  Yes  No

Preventing recurrence  N/A  Yes  No

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- Evaluating and mitigating any adverse product quality risks  N/A  Yes  No
- Ensuring satisfactory interaction with other components of the ISO 9001 based system  N/A  Yes  No
- Assessing the effectiveness of the corrective / preventive measures adopted  N/A  Yes  No

Other legible, identifiable and traceable records to the activities audited based on random sampling process were:

- Quality Objectives, Continual Improvement and Analysis of Data – Reviewed respective sections/areas quality objectives accordingly. Monitoring of objectives, analysis of data and continual improvement were verified as well.

**Tabika Perpaduan (TP), Baling**

- TP administration including opening, managing, changing and allocating the TP, students registration, developing the organizing committee, and also allocating grants. Sample verified in Kedah (Baling) for TP Pekan Kg. Lalang, TP Taman Sri Aman, Taman Sri Wangi, Taman Pekan Kuala Pegang
- No new Tabika Perpaduan applied at Kedah (Baling)
- Teaching training program for Cikgu Laili, Cikgu Norhafiza (3 weeks training program from Education Dept.), Cikgu Rojemah, Cikgu Darunee (2 days Class English Languages)

**Rukun Tetangga (RT), Baling**

- Management and administration of Rukun Tetangga (RT) was verified during audit of which including setting-up, appointments, grant allocation (based on the evaluation of the activeness of the respective RT in yearly basis) and training for member of RT. Samples of RT verified for Kedah (Baling) included RT Teluk Teduri – official open in Nov 2010, RT Sungai Limau – official open in Nov 2009. Trails were conducted from new application of RT or new proposed establishment of RT. Other activities follow up included follow up on activities organized by RT Desa Anggerik (Rehabilitation for teenagers under 16 years old), RT Pekan Malau (Cleaning Gotong Royong for Mental Rehabilitation Unit), to give supporting administration processes.
- Monitoring of RT activeness was found performed as accordingly (e.g. RT Desa Anggerik 90%, RT Pekan Malau 80%, RT Charuk Nau 82%, Pekan Kg. Lalang 85%).
- Training coordinated for new RT included Administration and Management Course for New RT 2011 (participants attended from RT Teluk Teduri – evaluation conducted at state level).
- Registration of “Rondaan Sukarela” – records sampled included list personnel involve. Related registration forms and approval on the application of SRS were sighted e.g. RT Pekan Kg. Lalang, RT Kg Limau, and RT Desa Anggerik.

**JPNIN Daerah Kuala Selangor and Daerah Larut Matang/Selam/Kerian, Perak**

- Administration of “Tabika Perpaduan” and “Rukun Tetangga” processes – Administration processes were verified e.g. for TP Pasir Penambang, TP Sg. Janggut, TP Taman Sg. Buloh, TP Taman Mewah, TP Taman Serai Jaya, TP Jln. Kampung Dew Brat II, TP Rumah Hijau, TP Desa Aman, RT Simpang 3 Telok Piah, RT Taman Seri Pristina Fasa I, RT Taman Paduka Setia & RT Taman Palma Puteri.

**JPNIN Daerah Kuala Pilah, Negeri Sembilan.**

- Administration of Rukun Tetangga (RT) were verified. Randomly selected files were reviewed e.g. records on RT management and administration including application, approval, appointments, grant allocation and training management. Samples verified for Negeri Sembilan (Kuala Pilah district) including RT Juasseh Tengah & Tanjong Ipoh. Trails were conducted from new application of TP or new proposed establishment of RT to corresponding supporting administration processes within the examined files, including relevant records.
- TP administration including opening, managing, changing and allocating the TP, students

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registration, developing the organizing committee, and also allocating grants. Sample verified in Negeri Sembilan (Kuala Pilah district) e.g. TP Taman Bahagia Delima & Taman Fatimah.

- Training & Competency – Teachers and RT members training for records were verified as sampled for the above TP and RT.

**Head office, Putrajaya:**

- Training – Numbers of training has been organised by IKLIN (a department responsible to plan and organize training) and several training directly organised by Human Resources. Among the training attended by officers and staff from last year were the e-Procurement on 17/1/2011, training on TNA and KPI Setting on 1<sup>st</sup> to 3/9/2010, training on Management of Variable Assets, Store and Rental on 12<sup>th</sup> to 15/11/2010 and training on General Induction for Management, Professional and Support Staff on 6<sup>th</sup> to 13/10/2010, Basic Accounting, Filing Management, and Formal Reporting. Training record is either updated in the system by HR or manually by IKLIN depending on training coordination. However, it was noted that training effectiveness evaluation was not consistently carried out (see section 7 for details).
- Procurement – the following procurement process were trailed; JPNIN 03/2010 for JPN(S)01/5451 01 Jld 6 for the supply and commissioning of EG Net and Internet for Peninsular Malaysia, JPNIN(SH)02/2011 for JPN(S)01/545/01 Jld 9 for Billboard advertisement service and JPNIN(SH)01/2011 for JPN(S)01/545/01 Jld 7 on renting of photocopier machines for head office. Process for quotation committee, invitation, vendor selection, evaluation, award and assessment were found in order.
- Tabika perpaduan – process for evaluating and approving application of new classes for 2011 from all States were trailed and found meeting the relevant work procedures.

Others secondary interaction processes as per the audit plan was followed through and where appropriate the activities and functions were reviewed and highlighted as either as non-conformities and/or opportunities for improvement points.

- Relating to Client Proposed Action to Address Minor Non-Conformances Raised at this Audit

Non conformity description	Comments on proposed corrective action
Refer to section 7 for details	To be advised when response from JPNIN is received.

## 7. Nonconformities

<b>Non-Conformity</b>	N° <u>1</u> of <u>3</u>	<input type="checkbox"/> Major	<input checked="" type="checkbox"/> Minor
Department / Function:	IKLIN / Training	Standard Ref.:	ISO9001:2008 (6.2.2)
Document Ref.:	Training procedure	Issue / Rev. Status:	present
Details of Nonconformity:	Evaluation on training effectiveness was not effectively implemented. No evidence that evaluation was carried out on all participants who attended training on e-Procurement on 17/1/2011, training on TNA and KPI Setting on 1 <sup>st</sup> to 3/9/2010, training on Management of Variable Assets, Store and Rental on 12 <sup>th</sup> to 15/11/2010 and training on General Induction for Management, Professional and Support Staff on 6 <sup>th</sup> to 13/10/2010. Local procedure requires the evaluation to be carried out within 6 months after the training.		

<b>Non-Conformity</b>	N° <u>2</u> of <u>3</u>	<input type="checkbox"/> Major	<input checked="" type="checkbox"/> Minor
Department / Function:	IKLIN / Records control	Standard Ref.:	ISO9001:2008 (4.2.4)
Document Ref.:	Records control procedure	Issue / Rev. Status:	present
Details of Nonconformity:	The control on use of latest document was less effective. Noted two version of Training Effectiveness Evaluation forms (JPNIN(ISO)/LATIHAN/F.03) were used by participants following a training on Account Management on 27 <sup>th</sup> to 28/4/2011. In both versions, document revision reference is zero (0).		

<b>Non-Conformity</b>	N° <u>3</u> of <u>3</u>	<input type="checkbox"/> Major	<input checked="" type="checkbox"/> Minor
Department / Function:	Customer complaint / corrective action	Standard Ref.:	ISO9001:2008 (8.5.2)
Document Ref.:	Customer Complaint procedure	Issue / Rev. Status:	present
Details of Nonconformity:	The implementation of corrective action procedure was less effective. No corrective action and results of action taken is recorded for several customer complaints e.g. Complaint No.15/2011 in February 2011, Complaint No. 10/2011 in March and Complaint No. 25/2011 in July 2011.		

Nonconformities detailed here shall be addressed through the organization's corrective action process, in accordance with the relevant corrective action requirements of the audit standard, including actions to analyse the cause of the nonconformity and prevent recurrence, and complete records maintained.

- Corrective actions to address identified major nonconformities shall be carried out immediately and SGS notified of the actions taken within 30 days. An SGS auditor will perform a **follow up visit** within 90 days to confirm the actions taken, evaluate their effectiveness, and determine whether certification can be granted or continued.
- Corrective actions to address identified major nonconformities shall be carried out immediately and **records with supporting evidence sent to the SGS auditor** for close-out within 90 days.
- Corrective Actions to address identified minor non conformities shall be documented on an action plan and sent by the client to the auditor within 90 days for review. If the actions are deemed to be satisfactory they will be followed up at the next scheduled visit
- Corrective Actions to address identified minor non-conformities have been detailed on an action plan and the intended action reviewed by the Auditor, deemed to be satisfactory and will be followed up at the next scheduled visit.
- [Appropriate immediate action taken in response to each non-conformance as required.](#)

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Note:- Initial, Re-certification and Extension audits – recommendation for certification cannot be made unless check box 4 is completed. For re-certification audits the time scales indicated may need to be reduced in order to ensure re-certification prior to expiry of current certification.

Note: At the next scheduled audit visit, the SGS audit team will follow up on *all* identified nonconformities to confirm the effectiveness of the corrective actions taken.

## 8. General Observations & Opportunities for Improvement

### Positive Observation:

1. Positive observation for both sites, Daerah Kuala Selangor & Matang Larut/Selama/Kerian, Perak: Extra effort in implementing or use of records indexing (i.e. kaedah pemantauan) is commendable. This has enhanced records retrieval and traceability during the course of audit.

### Opportunities for Improvement:

#### JPNIN HQ Putrajaya

1. Personnel in Procurement department refer only to the Treasury circulations (SPP Bil 5/2009, SPP Bil 5/2007 and SPP Bil 6/2008) for tender or quotation document preparation process and not aware that system procedure is in place as published in agency's intranet [4.2.3]
2. Definition for Major non-conformance should be included in the Internal Audit procedure [8.2.2]
3. Some NCRs (Borang Ketidakpatuhan) from the recent internal audit were found not numbered [8.2.2]
4. There was improvement actions being taken against potential issues resulting from data analyses but was not recorded in accordance with preventive action procedure. E.g. a workshop for restructuring responsibilities and competence route map is organised to overcome issue on human factor that is known to contributing to most non-compliances during internal audits [8.5.3]
5. Meeting input on status of corrective and preventive action should be clearly recorded in Management Review minute of meeting [5.6]

#### JPNIN Daerah Baling Kedah

6. The Customer Satisfaction Survey form (Borang Maklumbalas Kepuasan Pelanggan) should contain at least information on location to allow priority of action is focussed at affected area upon receiving negative comments (8.2.1)
7. There was some mistakes on pupils name between attendance record and registration (7.5.1)
8. Pupils' graduation certificate should be retained in softcopy (4.2.4)
9. List of members of SRS to be updated in the local JPNIN office instead of at RT level.
10. Description on root cause investigation in NCR form corresponding to internal audit findings need to be improved (8.5.2)

#### JPNIN Daerah Kuala Selangor

11. Data collection or calculation should be reviewed or supervised regularly to minimize error in subsequent reporting, e.g. calculation of customer satisfaction rating / average score and data / information collection (pengumpulan maklumat). [8.2.3, 8.2.4]

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**JPNIN Daerah Larut Matang/Selama/Kerian, Perak**

Nil.

**JPNIN Daerah Kuala Pilah, Negeri Sembilan**

12. Documents received from HQ/State which was used for reference should be registered as external documents. E.g. KSPK [4.2.3].
13. Evaluation of training effectiveness should be extended to include Tabika teachers. [6.2.2]
14. The number of customer satisfaction survey being sent should be recorded in addition to those which were received. [8.2.1]
15. There were suggestions for improvement recorded in the customer survey form but no comments or remarks from PPD officers to indicate follow-up action has taken place [8.2.1, 8.5]
16. The result of Tabika Assessment (Naziran) should be analysed & records of action taken should be documented. [8.4]

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**Multi-site address list** (list all sites audited)

Site Name / Address	Audit Dates	Activities at this site
Head Office:		
Aras 7-10 Blok E2, Kompleks E, Pusat Pentadbiran Kerajaan Persekutuan 62502 Putrajaya	12/9/08	Management review, Internal Quality Audit, customer complaint and satisfaction, corrective & preventive action, data analysis, document & record control, human resources, purchasing. Rukun Tetangga : approval process for determining locality, members appointment, grant allotment, members training, data collection, maintenance, locality revision and cancellation. Tabika Perpaduan (unity kindergarten): initiation of classes, pupils intake, institution of committee purchasing of furniture & tools, appointment of teacher, teacher's training, class shifting, grant allocation for meal, data collection and maintenance
	7/8/09	
	12/10/10	
	17/8/11	
Site 1 – Kuala Lumpur Suite 105, Tingkat 1, Wisma Mirama, Jalan Wisma Putra 50460 Kuala Lumpur.	11/9/08	Administration of Rukun Tetangga and Tabika Perpaduan at state level (processing application, review, submission to HQ for approval, co-ordination of HQ training and monthly data/report analysis) Handing of customer complaint, satisfaction, correction and preventive action.
Site 2 – Penang Aras 5, Bangunan Persekutuan, Jalan Anson, 10400 Pulau Pinang	8/9/08	- as above -
Site 3 – Sabah Aras 3, Blok A, WDT 433, Kompleks Pentadbiran Kerajaan Persekutuan, Jalan UMS Sulaman Likas, 88400 Kota Kinabalu, Sabah	10/9/08	- as above -
Site 4 – Selangor Tingkat 9, Wisma PKPS, Persiaran Perbandaran, Seksyen 14, 40517 Shah Alam, Selangor	15/8/11 (PPD K.Selangor)	- as above -
Site 5 – Johor Tingkat 20, Bangunan KWSP, Jalan Dato' Dalam, 80000 Johor Bahru Johor		- as above -
Site 6 – Melaka Tingkat 3, Blok Podium, Menara Persekutuan, Jalan Persekutuan MITC, Hang Tuah Jaya, 75450 Ayer Keroh, Melaka	6/8/09	- as above -

Site 7 – Labuan No. 4A1, Blok 4, Tingkat 4, Kompleks Ujana Kewangan, Peti Surat 81279 87022 Wilayah Persekutuan Labuan.		- as above -
Site 8 – Kedah Aras 3 Zon B, Wisma Persekutuan, Pusat Pentadbiran Kerajaan Persekutuan 06550 Bandar Muadzam Shah, Kedah	15/8/2011 (PPD Baling)	- as above -
Site 9 – Terengganu Tingkat 12, Wisma Persekutuan, Jalan Sultan Ismail, 20200 Kuala Terengganu, Terengganu	11/10/10	- as above -
Site 10 – Sarawak Tingkat 9, Bangunan Sultan Iskandar, Jalan Simpang Tiga, Peti Surat 2384, 93250 Kuching, Sarawak	7/10/10	- as above -
Site 11 – Perlis Tingkat 2, Bangunan Tun Abd Razak, 01000 Kangar, Perlis	4/8/09	- as above -
Site 12 – Pahang Tingkat 2, Blok A-B, No. 211, 213, 217 & 218, Bangunan Centre Point, Jln Haji Abdul Rahman, 25000 Kuantan, Pahang	6/10/10	- as above -
Site 13 – Kelantan Tingkat 7, Wisma Persekutuan Jalan Bayam, 15200 Kota Bharu Kelantan	7/10/10	- as above -
Site 14 – Perak Aras 3, Block C, Bangunan Persekutuan Ipoh, Jalan Dato' Ahmad Said, 30450 Ipoh Perak	3/8/09 16/8/11(PPD Larut Matang/ Selama/Kerian)	- as above -
Site 15 – Negeri Sembilan Tingkat 12, Wisma Persekutuan, Jalan Dato' Abdul Kadir 70000 Seremban, N. Sembilan.	16/8/11 (PPD Kuala Pilah)	- as above -
Site 16 – WP Putrajaya Aras 8, Blok E2, Kompleks E, Pusat Pentadbiran Kerajaan Persekutuan, 62502 Putrajaya		- as above -