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SARAWAK INFORMATION SYSTEMS SDN BHD

Tribunal Management System (TriMS) e-Filing

System Version 1.0

**Tribunal Officer
User Manual** Version 1.3.5



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Tribunal Management System (TriMS)

SYSTEM OVERVIEW

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1. System Overview

The System Overview provides a high-level description of the Tribunal Management System (TriMS). It outlines the system's main modules, core functionalities, and overall structure to help users understand how TriMS supports the tribunal's operational processes. This section also explains how the system components work together to facilitate registration, filing, case management, communication, reporting, and other key activities within the tribunal environment.

This section provides information on the following topics:

- Introduction
- System Objective
- System Requirement
- System Workflow

1.1. Introduction

The Tribunal Management System (TriMS) is an integrated web-based application designed to streamline and digitalize the tribunal's case management processes. The system enables users to perform key tasks such as e-Registration, e-Filing, case review, approval workflows, and internal communication with improved accuracy and efficiency.

TriMS provides a centralized platform for Tribunal Officers, Secretary Officers, and Public Members to manage cases from initiation to closure. By automating various manual processes, TriMS enhances productivity, reduces processing time, and ensures that all case-related information is properly recorded, tracked, and securely stored.

This user manual consists of six chapters: **System Overview**, **System Access**, **Using the System**, **Report**, **FAQ & Troubleshooting** and **Contact Us**.

Chapter 1 - Provides a general overview of the system.

Chapter 2 - Details how users can obtain access to the system.

Chapter 3 - Provides a detailed description of functions available.

Chapter 4 - Provides a detailed description of the usage of the report and the generation of reports.

Chapter 5 - Lists frequently asked questions and answers to those questions and some troubleshooting guides for common issues of the system.

Chapter 6 - Provides a complete contact information to get help and support for the system.

1.2. System Objective

The objective of the Tribunal Management System (TriMS) is to provide a comprehensive and efficient digital platform for managing tribunal cases. The system aims to:

- Streamline the submission, processing, and approval of e-Registration and e-Filing applications.
- Enhance transparency and accuracy in case management.
- Improve workflow efficiency through automated processes and user-friendly navigation.
- Provide secure and centralized storage for all case-related documents and records.
- Support Tribunal Officers and Secretary Officers in monitoring, updating, and managing case activities effectively
- Offer Public Members a convenient and accessible platform for submitting filings and tracking case progress.

1.3. System Workflow

This section contains the following process workflows:

- Internal Message
- Dashboard
- E-Registration
- E-Filing
- Approval/Rejection of Case
- Acceptance/Rejection of Case
- Interactive Query

1.3.1. Internal Message

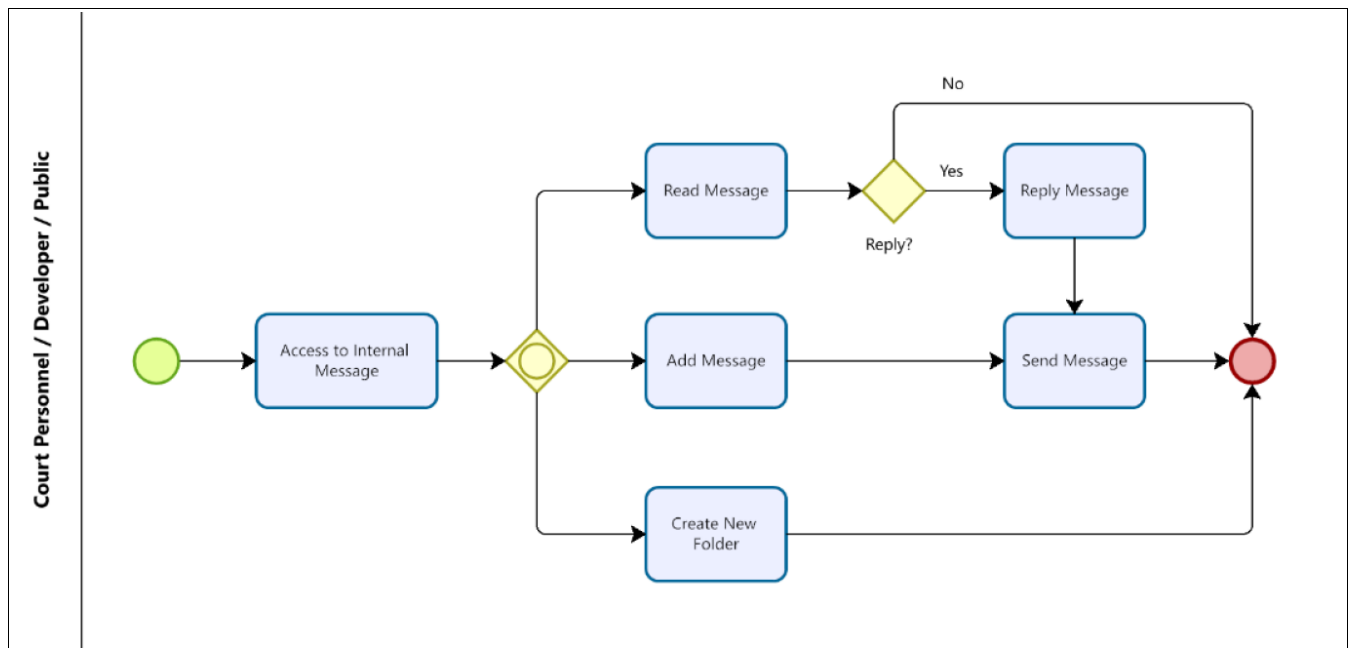


Figure : 1

1.3.2. Dashboard

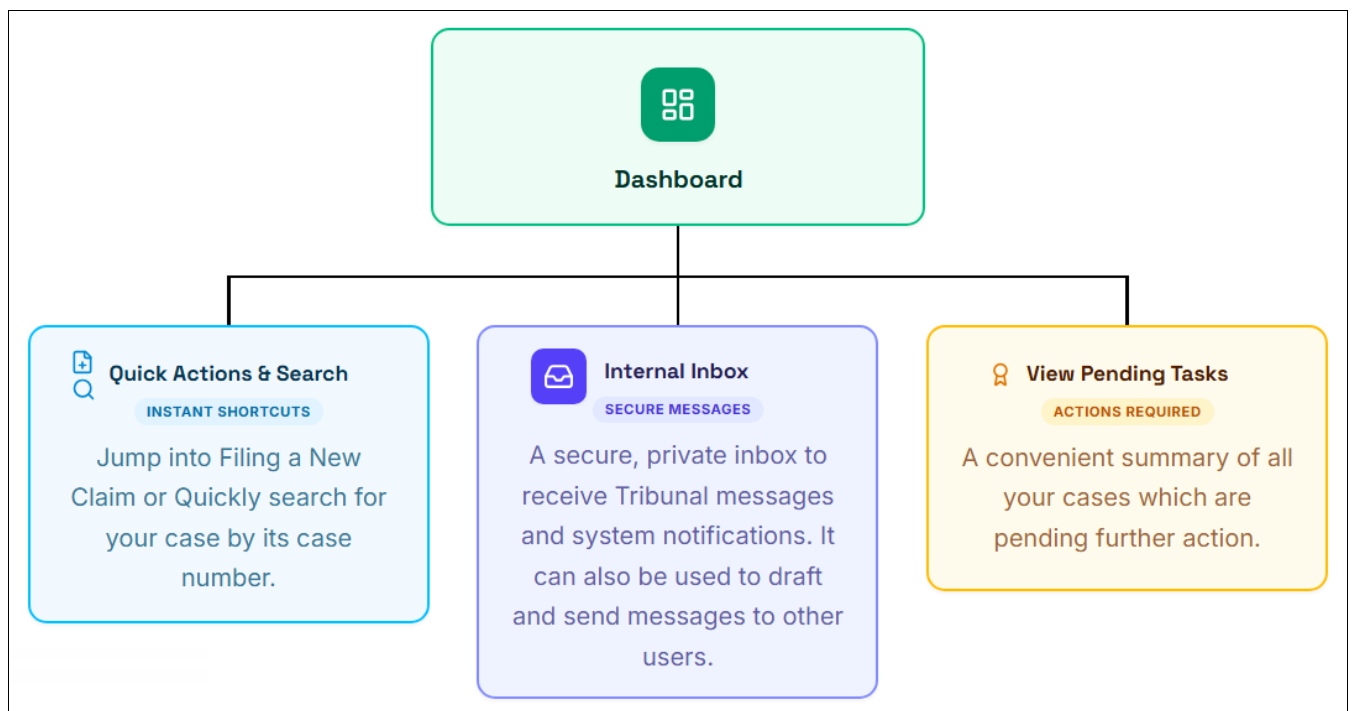


Figure : 2

1.3.3. E-Registration

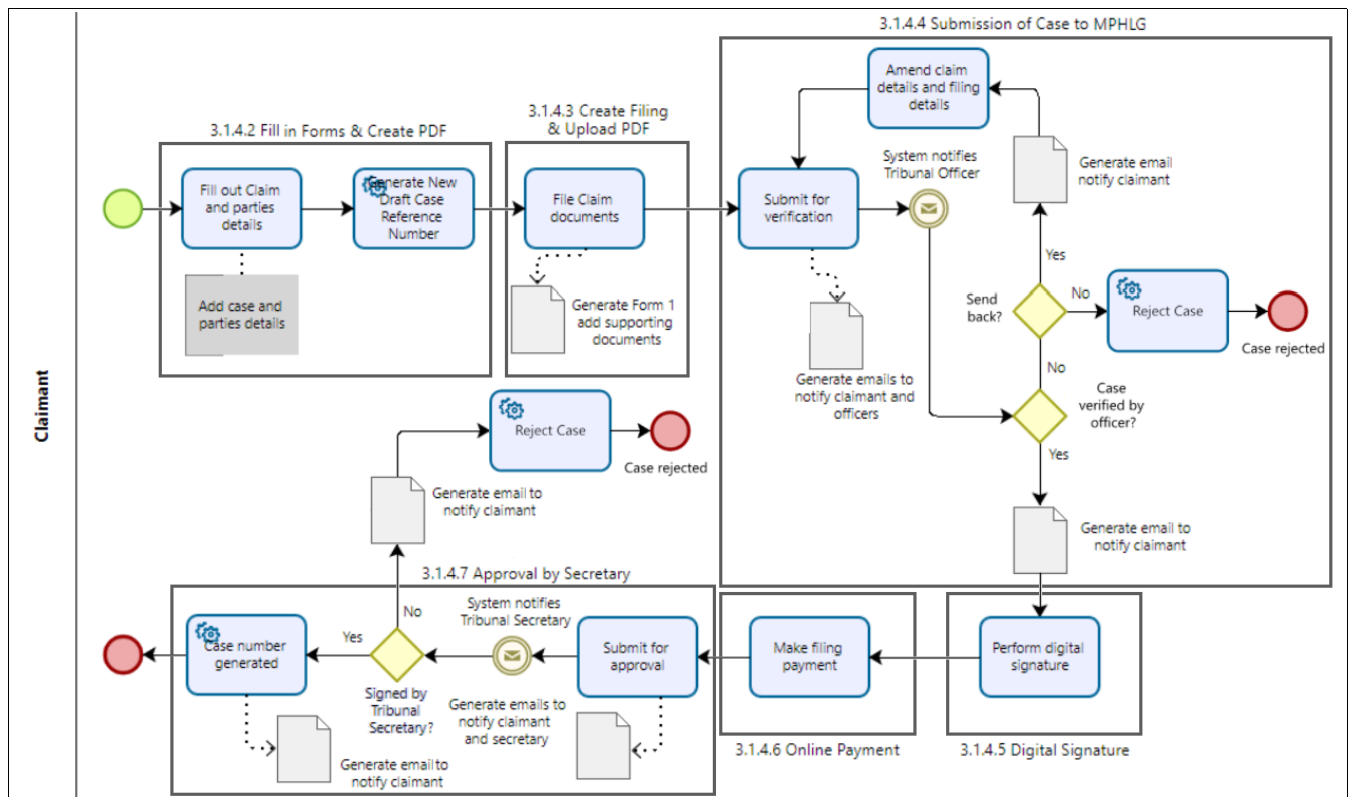


Figure : 3

1.3.4. E-Filing

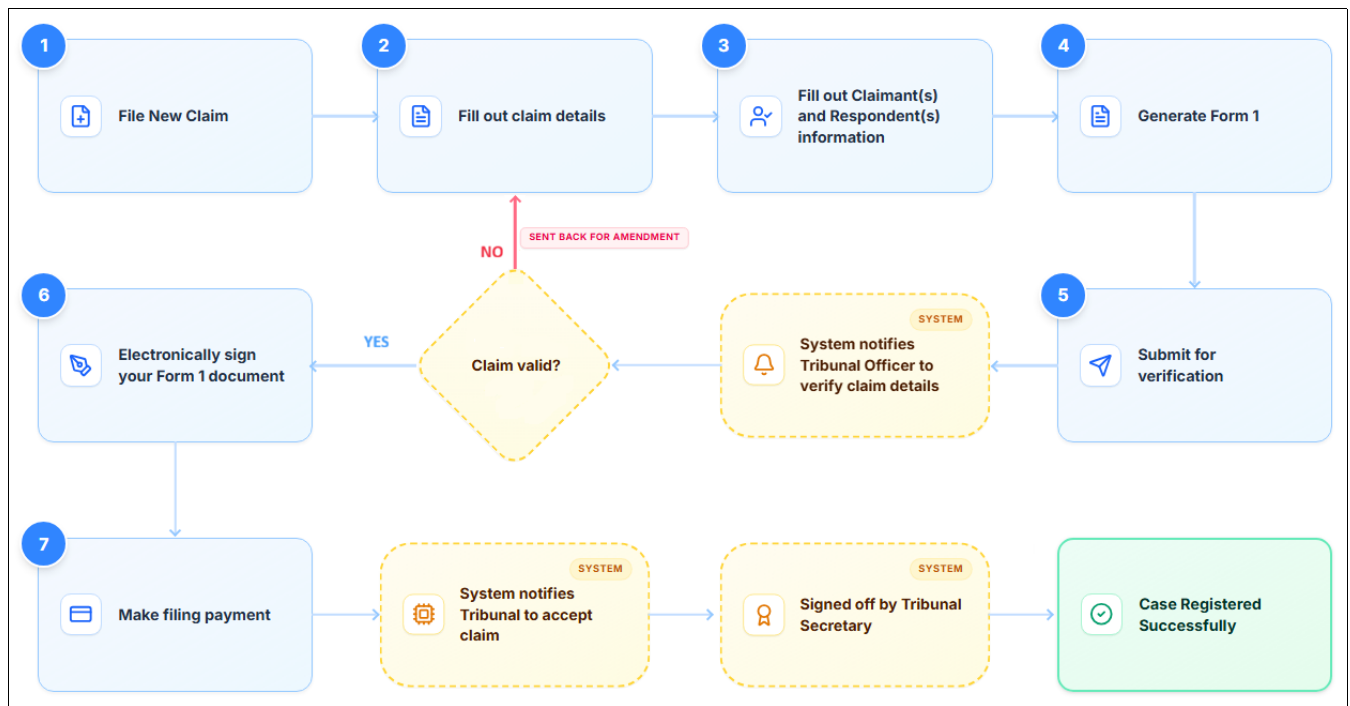


Figure : 4

1.3.5. Approval/Rejection of Cases

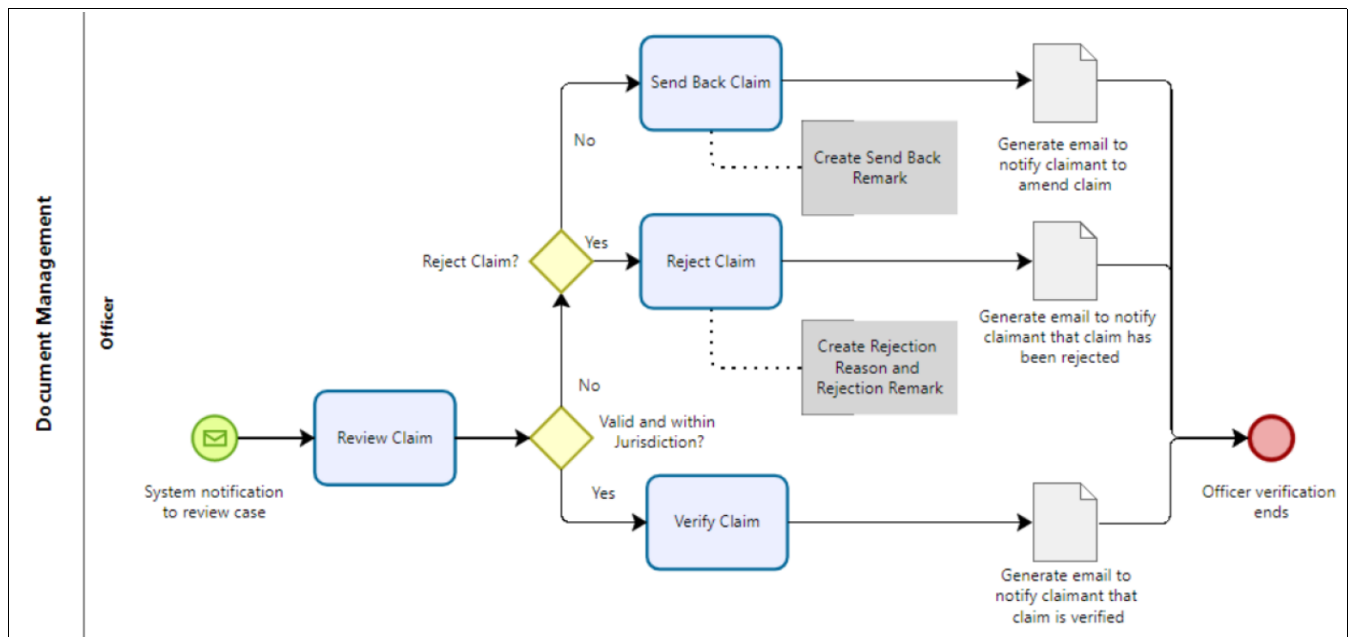


Figure : 5

1.3.6. Acceptance/Rejection of Case

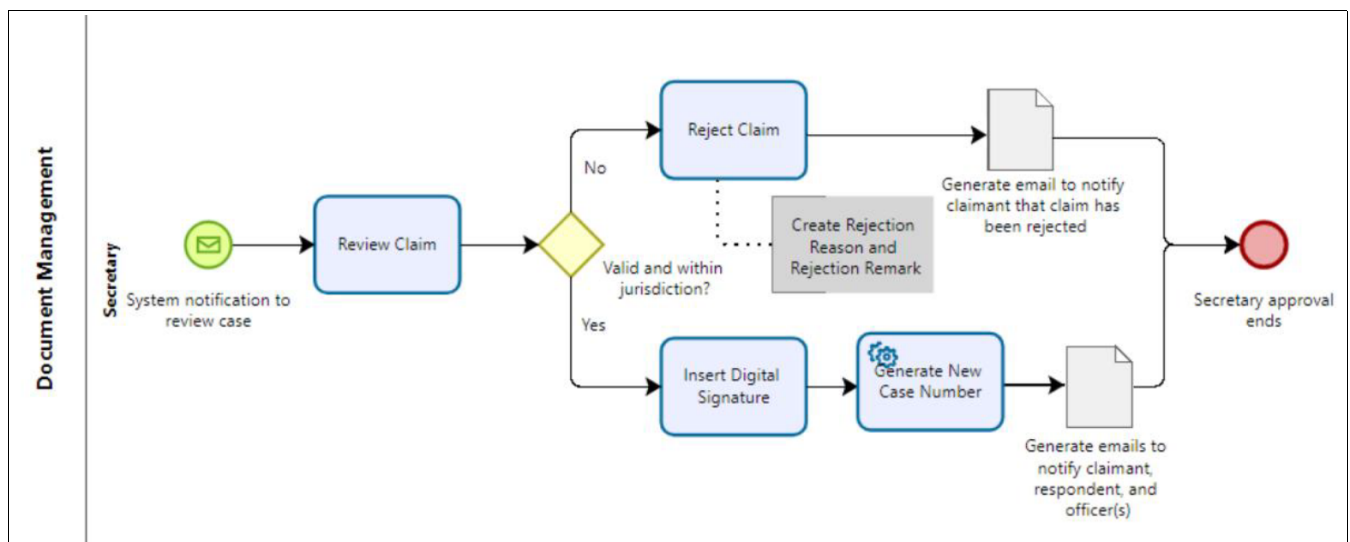


Figure : 6

1.3.7. Interactive Query

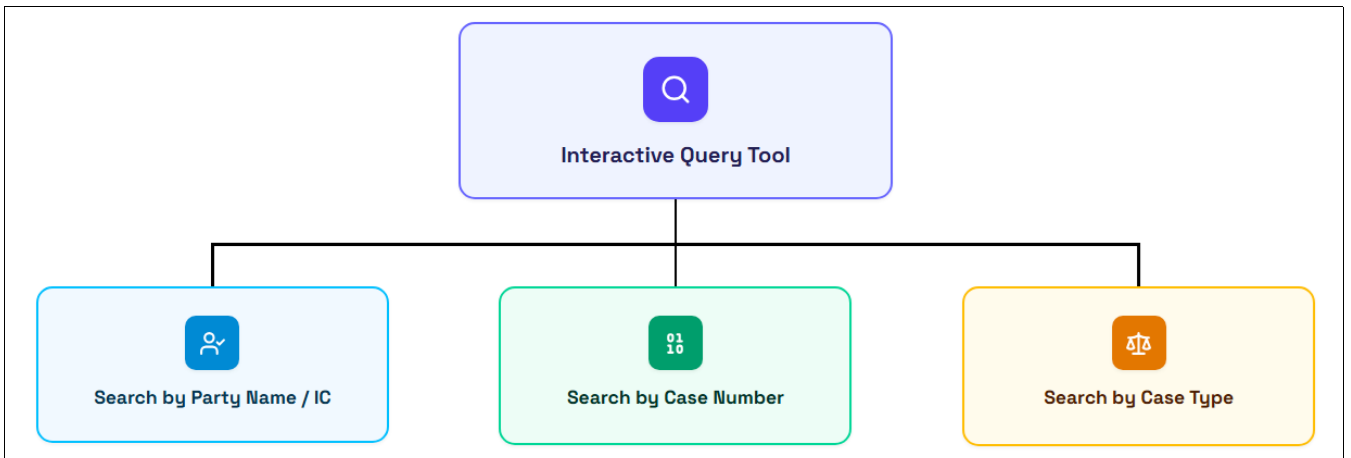


Figure : 7



CHAPTER

2

Tribunal Management System (TriMS)

SYSTEM ACCESS

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2. System Access

This section provides information on the following topics:

- User Role
- Login
- Logout
- User Account Management
- User Role Management
- User Profile Management

2.1. User Role

Currently, there are three (3) types of roles, namely:-

- Secretary Officer
- Tribunal Officer
- Public Member

Table 1: The table shows the roles and descriptions for the TriMS application.

Roles	Descriptions
Secretary Officer	Able to do acceptance/rejection for the case
Tribunal Officer	Able to do approval/rejection for the case
Public Member	Register new Filing, Secondary Filing.

2.2. Login

Tribunal Court are required to log in to TriMS using their SarawakNet/LDAP account.

To login to the system, follow the step(s) below:

1. Go to TriMS website, type <https://trims.sarawak.gov.my/apps/trims/member/share/login> on your browser.
2. Click on the **Login with FIM** button to proceed log in.

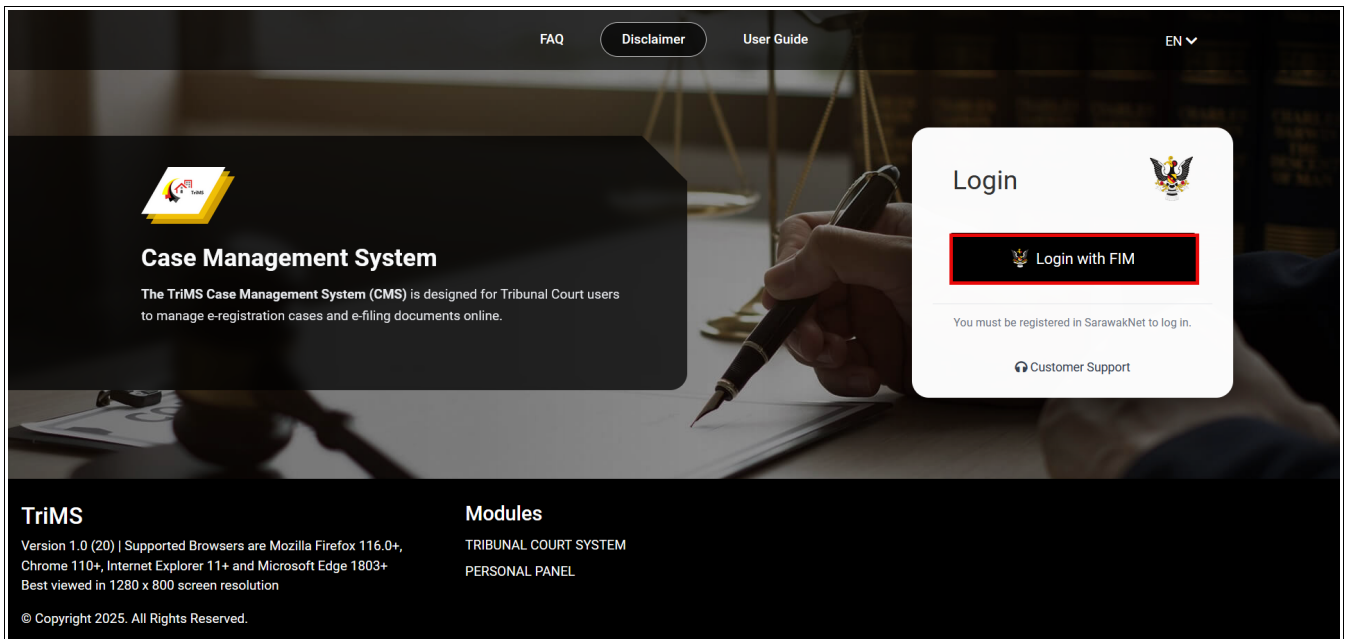


Figure : 8

3. Tribunal Officer can scan the QR code by using *SCS Mobile+* Apps mobile.

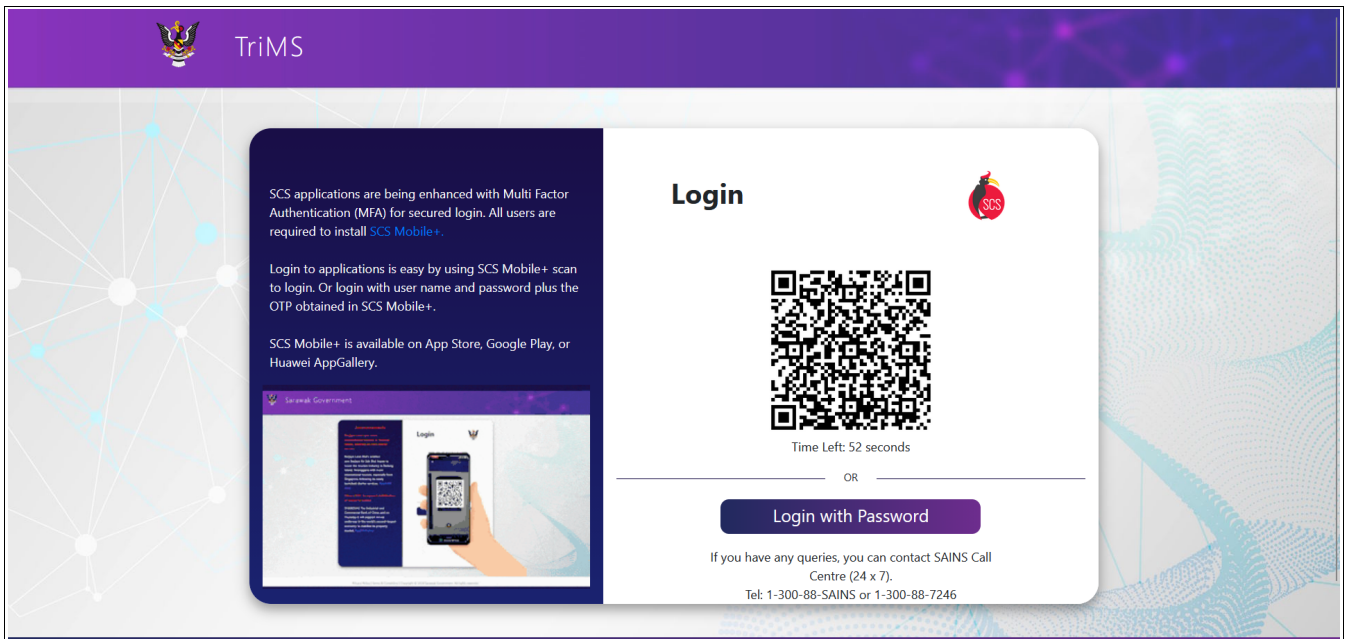
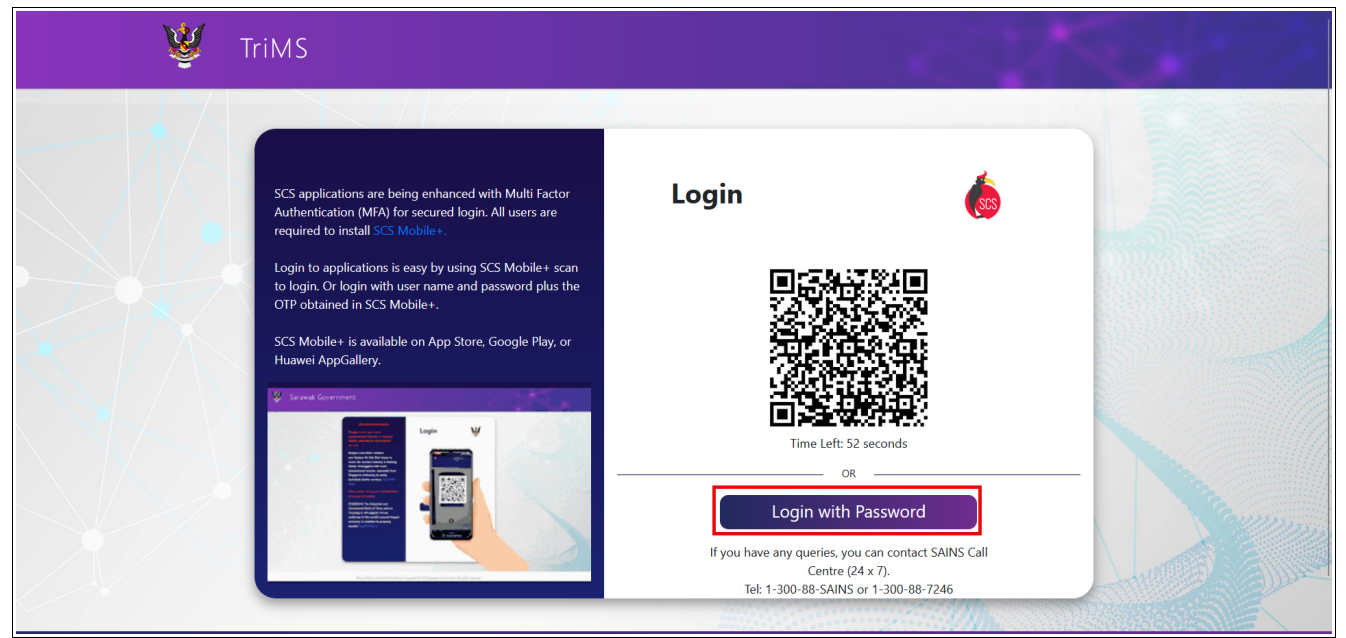


Figure : 9

Notes:

- Tribunal Officer can log in using Password Login by click on **Login with Password** button.



2.3. Logout

To log out from the system, follow the step below:

1. To logout from the system, click on the **Logout** button.

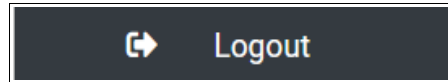


Figure : 10



Tribunal Management System (TriMS)

USING THE SYSTEM

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3. Using The System

This section provides information on the following topics:

- E-Registration
- E-Filing
- Search
- Planner
- Case
- Dashboard
- Preference

3.1. E-Registration

The E-Registration module allows Tribunal Officers to review, approve, or accept primary filing applications submitted by Public Members. This module digitalizes the registration process, ensuring faster processing time, improved accuracy, and reliable tracking of case submissions. Users can search for applications, verify filing details, approve or reject applications, and complete the acceptance process with digital signatures.

3.1.1. Primary Filing (E-Registration) Approval by Tribunal Officer

1. After successfully logging in, click on the **Menu** icon to open the module.

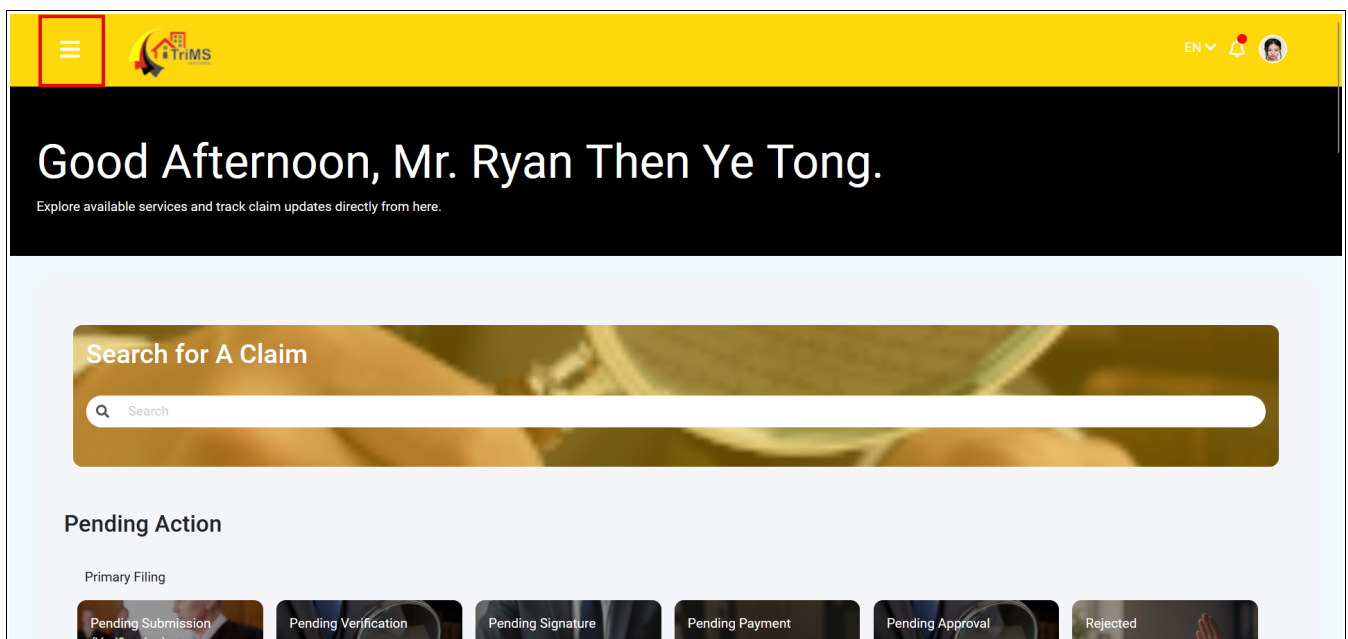


Figure : 11

2. Hover over the *E-Registration* menu and click on the **Primary Filing (E-Registration)** button to proceed.

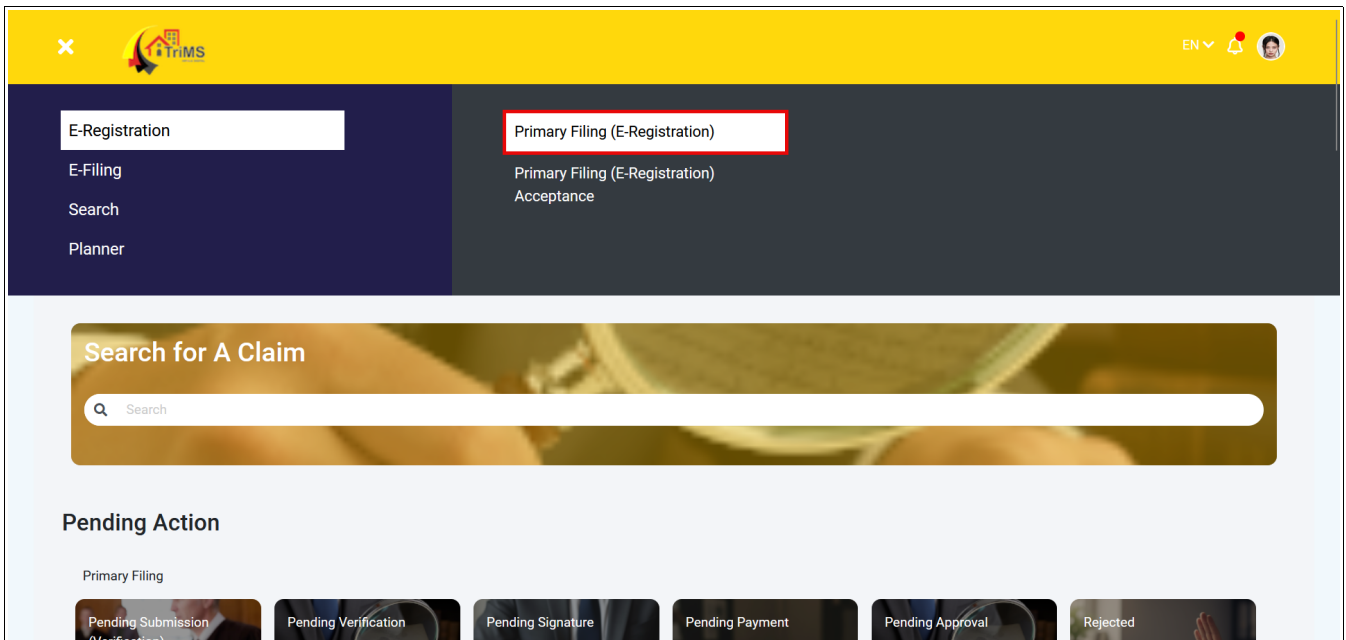


Figure : 12

3. Enter the criteria to search, then click on the **Search** button to proceed.

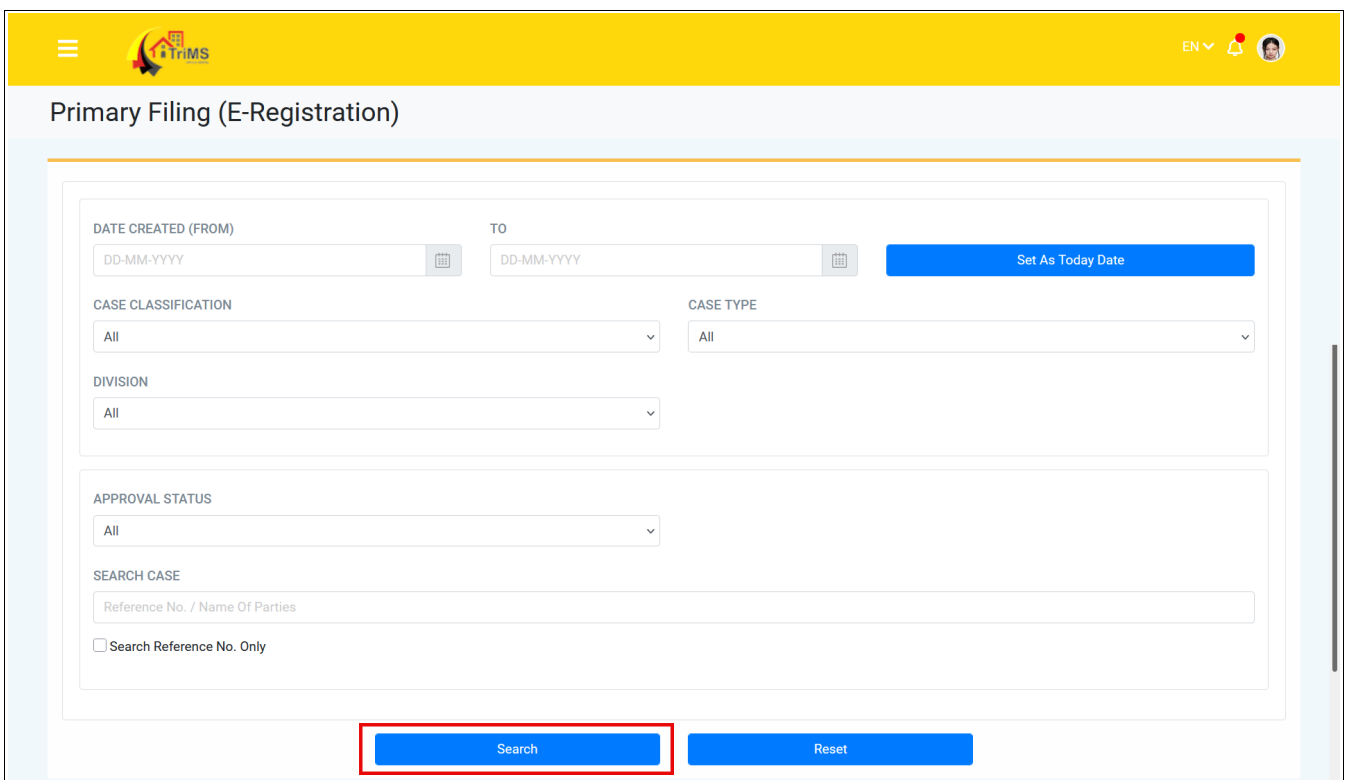
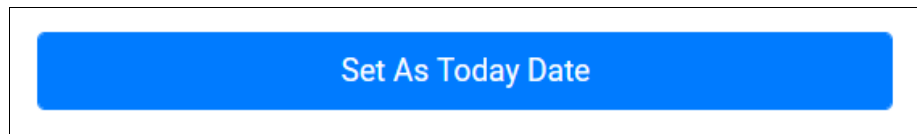


Figure : 13

Notes:

- The user can set the date to the current date by click on the **Set As Today Date** button.



- The user need to select the option button, then click on the **Approve** button to approve the application.

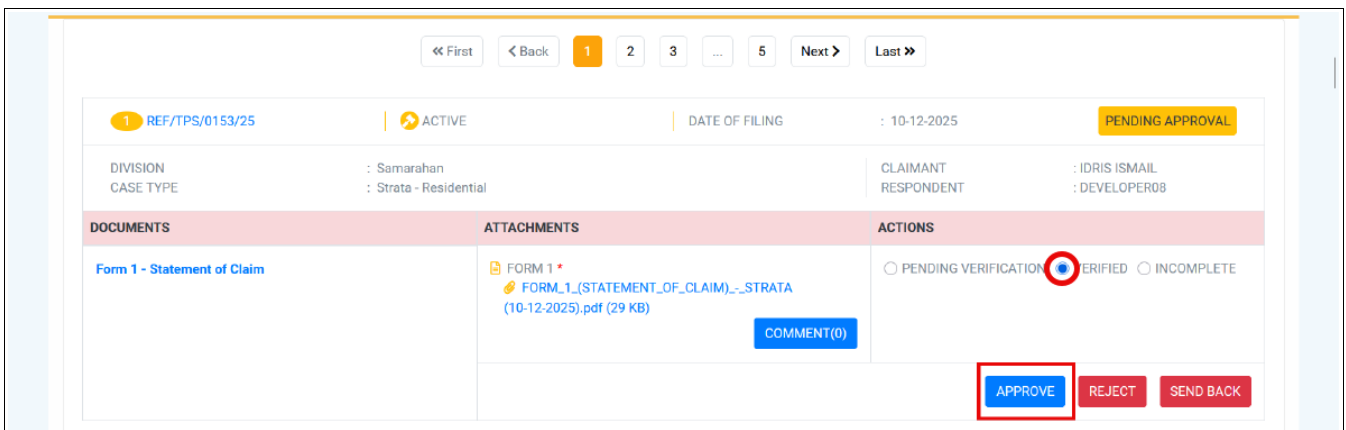
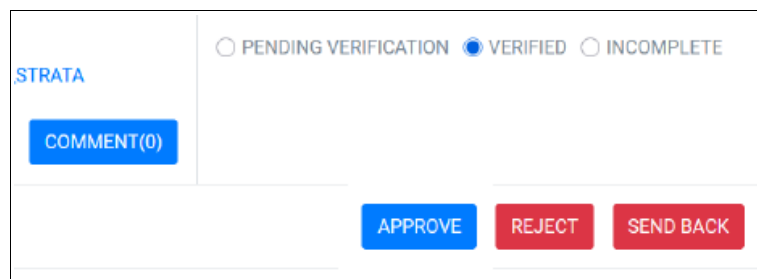


Figure : 14

Notes:

- Pending Verification:** The case still pending for court officer to verify.
- Verified:** To verify and accept the case. The case will then be processed to the next step.
- Incomplete:** to select and 'Send Back' to claimant to fill in the incomplete details.
- Reject Button:** to reject the case. an email notification will be sent to claimant of the rejection
- Comments Button:** to enter comments regarding the attachment (if any).



- Click on the **Confirm** button to approve the application.

Confirm

Confirm to approve this record?

Confirm

Close

Figure : 15

- The application approved successfully.

« First

< Back

1

2

3

...

5

Next >

Last »

1 REF/TPS/0153/25

ACTIVE

DATE OF FILING : 10-12-2025

APPROVED

DIVISION : Samarahan

CASE TYPE : Strata - Residential

CLAIMANT : IDRIS ISMAIL

RESPONDENT : DEVELOPER08

DOCUMENTS

ATTACHMENTS

ACTIONS

Form 1 - Statement of Claim

FORM 1 *
FORM_1_(STATEMENT_OF_CLAIM)_--STRATA
(10-12-2025).pdf (29 KB)

PENDING VERIFICATION ☒ VERIFIED ☐ INCOMPLETE

COMMENT(0)

Figure : 16

3.1.2. Primary Filing (E-Registration) Acceptance Approval by Secretary Officer

1. After successfully logging in, click on the **Menu** icon to open the module.

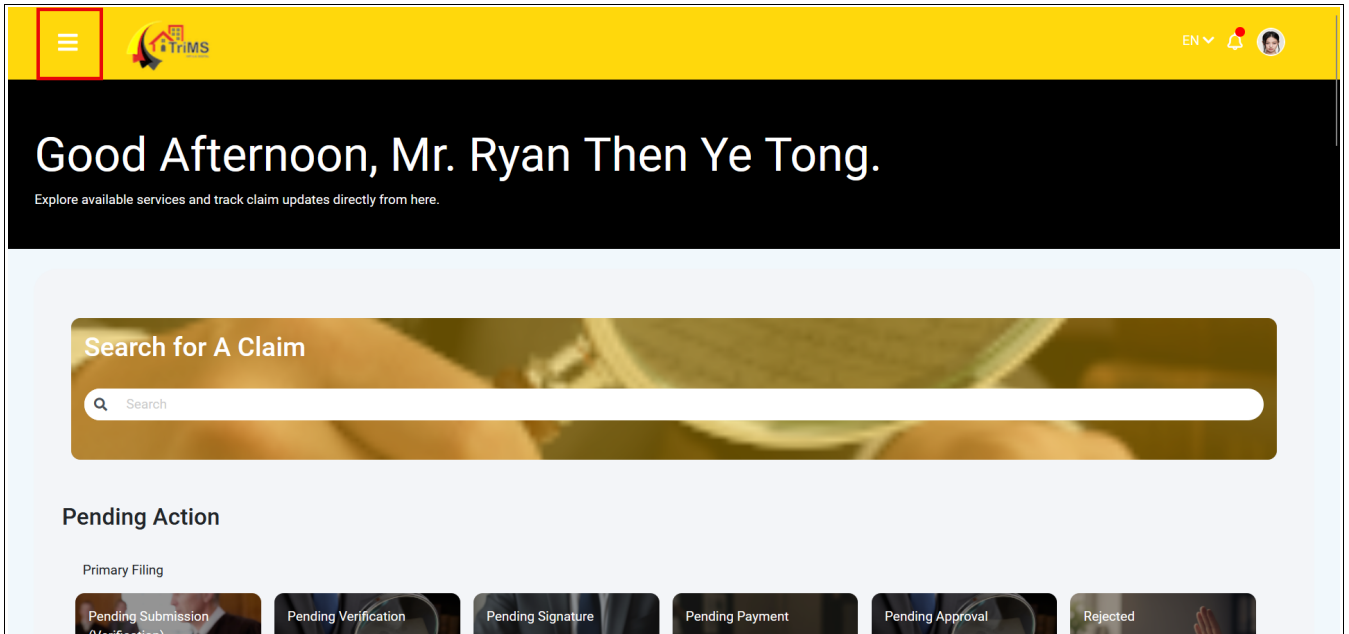


Figure : 17

2. Hover over the *E-Registration* menu and click on the **Primary Filing (E-Registration) Acceptance** button to proceed.

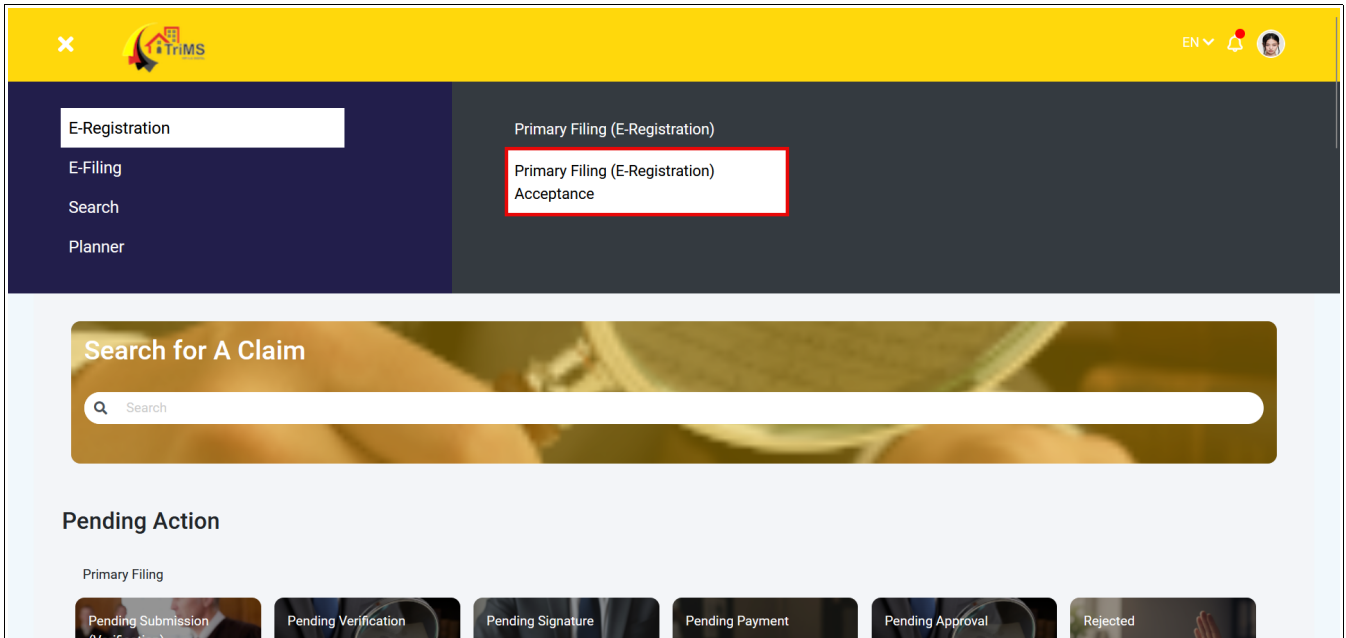


Figure : 18

3. Enter the criteria to search, then click on the **Search** button to proceed.

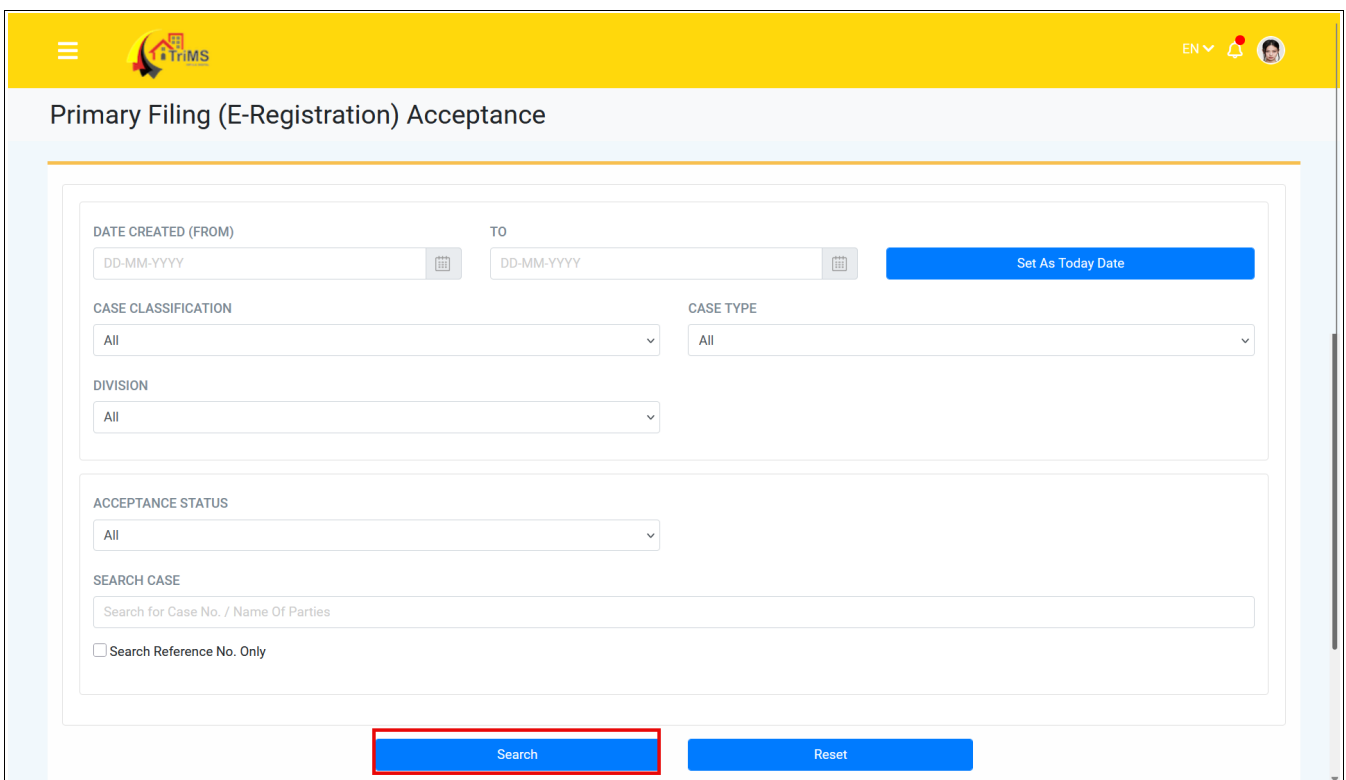
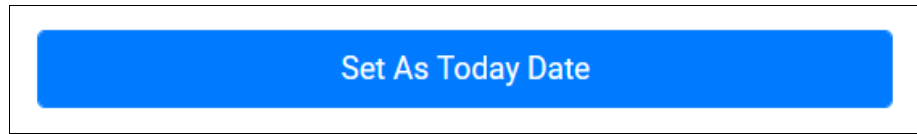


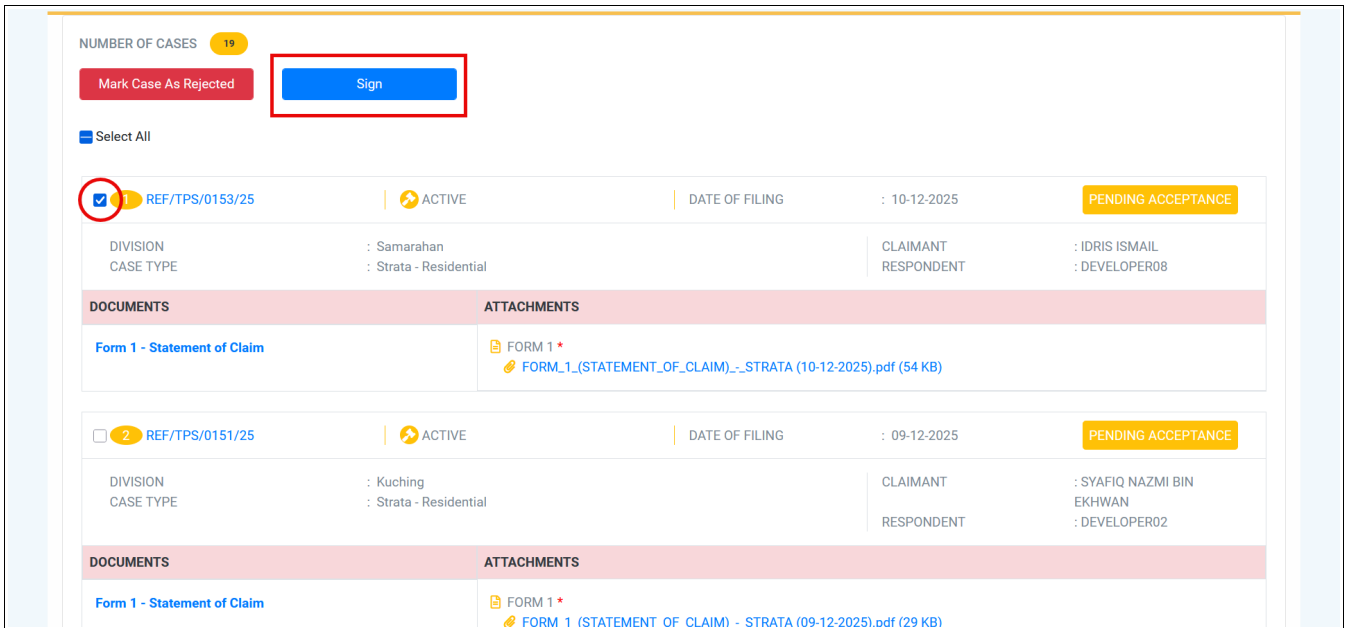
Figure : 19

Notes:

- The user can set the date to the current date by click on the **Set As Today Date** button.



- The user need to tick on the checkbox, then click on the **Sign** button to proceed signing.



NUMBER OF CASES 19

Mark Case As Rejected Sign

Select All

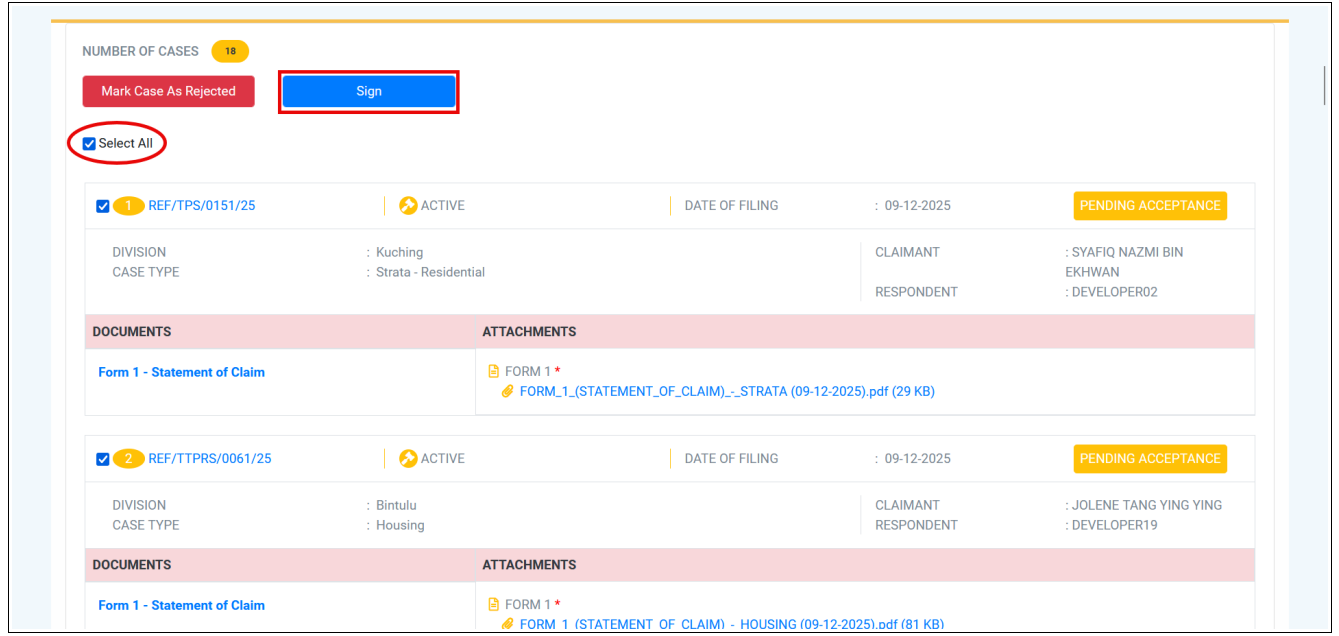
☒	1 REF/TPS/0153/25	ACTIVE	DATE OF FILING : 10-12-2025	PENDING ACCEPTANCE
DIVISION : Samarahan		CLAIMANT : IDRIS ISMAIL		
CASE TYPE : Strata - Residential		RESPONDENT : DEVELOPER08		
DOCUMENTS		ATTACHMENTS		
Form 1 - Statement of Claim		FORM 1 * FORM_1_(STATEMENT_OF_CLAIM)_-_STRATA (10-12-2025).pdf (54 KB)		

☐	2 REF/TPS/0151/25	ACTIVE	DATE OF FILING : 09-12-2025	PENDING ACCEPTANCE
DIVISION : Kuching		CLAIMANT : SYAFIQ NAZMI BIN		
CASE TYPE : Strata - Residential		RESPONDENT : EKHWAN DEVELOPER02		
DOCUMENTS		ATTACHMENTS		
Form 1 - Statement of Claim		FORM 1 * FORM 1 (STATEMENT OF CLAIM) - STRATA (09-12-2025).pdf (29 KB)		

Figure : 20

Notes:

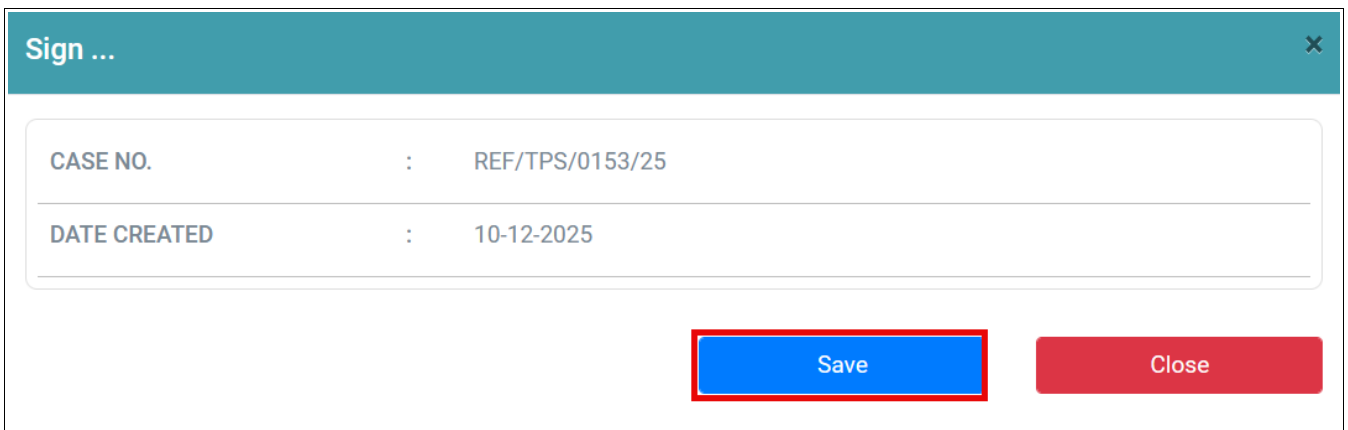
- The user may also sign all applications by selecting the **Select All** checkbox and then click on the **Sign** button to continue with the signing process.



The screenshot displays the 'NUMBER OF CASES' section with a count of 18. Below this, there are two buttons: 'Mark Case As Rejected' and 'Sign'. A red box highlights the 'Sign' button. Below the buttons, there is a checkbox labeled 'Select All' which is checked and circled in red. The main area shows a list of cases with details for two cases:

CASE NO.	STATUS	DATE OF FILING	STATUS
1 REF/TPS/0151/25	ACTIVE	09-12-2025	PENDING ACCEPTANCE
DIVISION : Kuching CASE TYPE : Strata - Residential		CLAIMANT : SYAFIQ NAZMI BIN EKHWAN RESPONDENT : DEVELOPER02	
DOCUMENTS Form 1 - Statement of Claim		ATTACHMENTS FORM 1 * FORM_1 (STATEMENT OF CLAIM) - STRATA (09-12-2025).pdf (29 KB)	
2 REF/TPRS/0061/25	ACTIVE	09-12-2025	PENDING ACCEPTANCE
DIVISION : Bintulu CASE TYPE : Housing		CLAIMANT : JOLENE TANG YING YING RESPONDENT : DEVELOPER19	
DOCUMENTS Form 1 - Statement of Claim		ATTACHMENTS FORM 1 * FORM 1 (STATEMENT OF CLAIM) - HOUSING (09-12-2025).pdf (81 KB)	

- Click on the **Save** button to continue signing.



The 'Sign ...' dialog box displays the following information:

CASE NO.	:	REF/TPS/0153/25
DATE CREATED	:	10-12-2025

At the bottom right, there are two buttons: 'Save' (highlighted with a red box) and 'Close'.

Figure : 21

6. Click on the **Next** button to continue signing.

Signing Credentials

SEAL



SIGNATURE



Hasnah Binti Abdullah
Assistant Secretary
Tribunal for Housing Purchase Claims

UPLOAD SEAL

Choose File

Browse

UPLOAD SIGNATURE

Choose File

Browse

*Seal & digital signature image must be in .gif format and with resolution of 640 x 640 pixels.

*Uploaded seal & digital signature image will be used instead of the selected seal & digital signature image.

Next

Close

Figure : 22

7. Click on the **Sign** button to proceed.

Signing Credentials

Please make sure the certificate pin is correct. Certificate will be blocked after 3 consecutive wrong credentials provided.

USER ID *

Sign

Close

Figure : 23

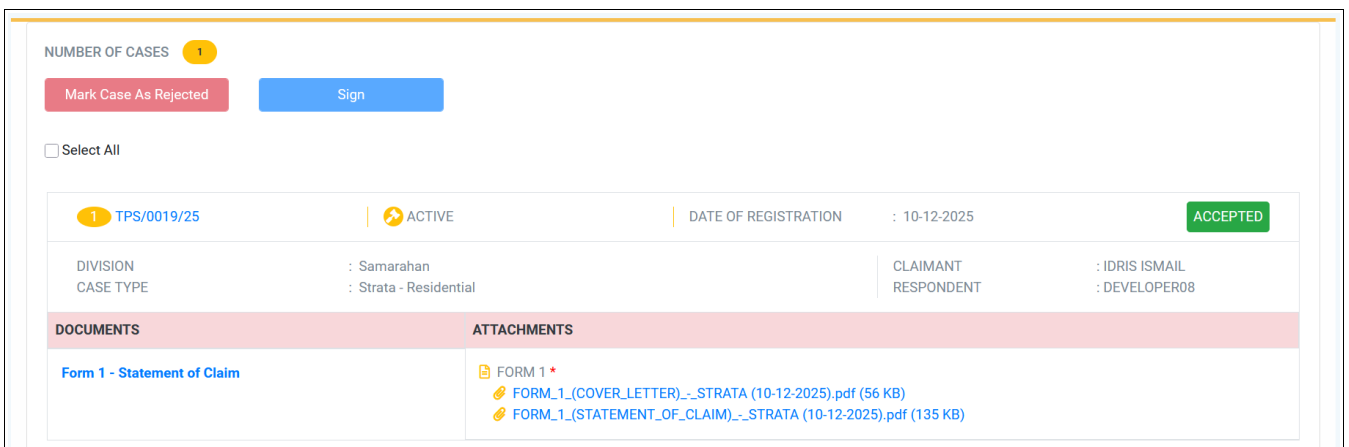
8. Click on the **Sign** button to proceed with the signing process.



The image shows a 'DSS PDF Signing : Enter PIN' dialog box. It has a blue header with the POS Digicert logo. The dialog contains fields for 'User ID', 'Organization ID', and 'PIN'. The 'PIN' field is highlighted in yellow and contains seven dots. Below the fields are two buttons: 'Cancel' and 'Sign'. The 'Sign' button is highlighted with a red border.

Figure : 24

9. The application has been successfully accepted.



The image shows a case details page. At the top, it says 'NUMBER OF CASES' with a yellow circle containing the number '1'. Below this are two buttons: 'Mark Case As Rejected' (red) and 'Sign' (blue). There is a 'Select All' checkbox. The main content area is a table with the following information:

1	TPS/0019/25	ACTIVE	DATE OF REGISTRATION	: 10-12-2025	ACCEPTED
DIVISION	: Samarahan	CLAIMANT	: IDRIS ISMAIL		
CASE TYPE	: Strata - Residential	RESPONDENT	: DEVELOPER08		

Below the table, there are two sections: 'DOCUMENTS' and 'ATTACHMENTS'.

DOCUMENTS

- Form 1 - Statement of Claim

ATTACHMENTS

- FORM 1 *
- FORM_1_(COVER_LETTER)_-_STRATA (10-12-2025).pdf (56 KB)
- FORM_1_(STATEMENT_OF_CLAIM)_-_STRATA (10-12-2025).pdf (135 KB)

Figure : 25

3.2. E-Filing

The E-Filing module allows Tribunal Officers to review and process secondary filing applications submitted by Public Members after the initial case registration. This module ensures that additional documents, statements, and follow-up filings are managed digitally with proper verification and approval processes.

3.2.1. Secondary Filing (E-Filing) Approval by Tribunal Officer

1. After successfully logging in, click on the **Menu** icon to open the module.

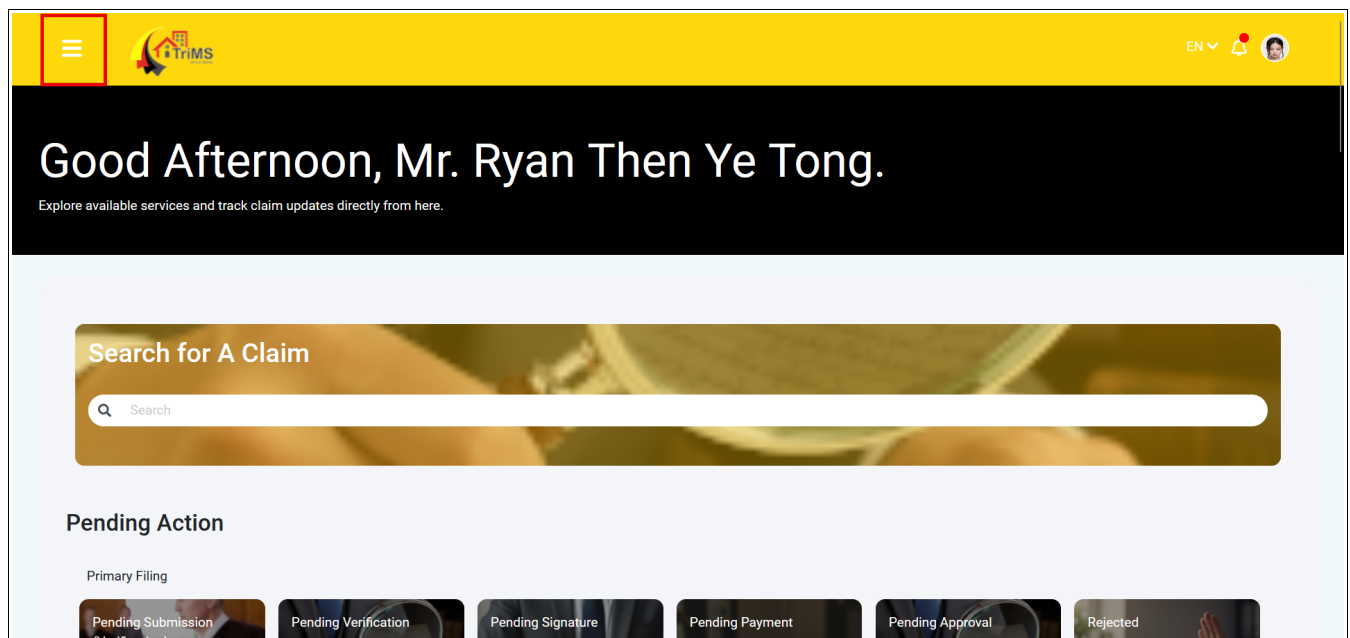


Figure : 26

2. Hover over the *E-Filing* menu and click on the **Secondary Filing (E-Filing)** button to proceed.

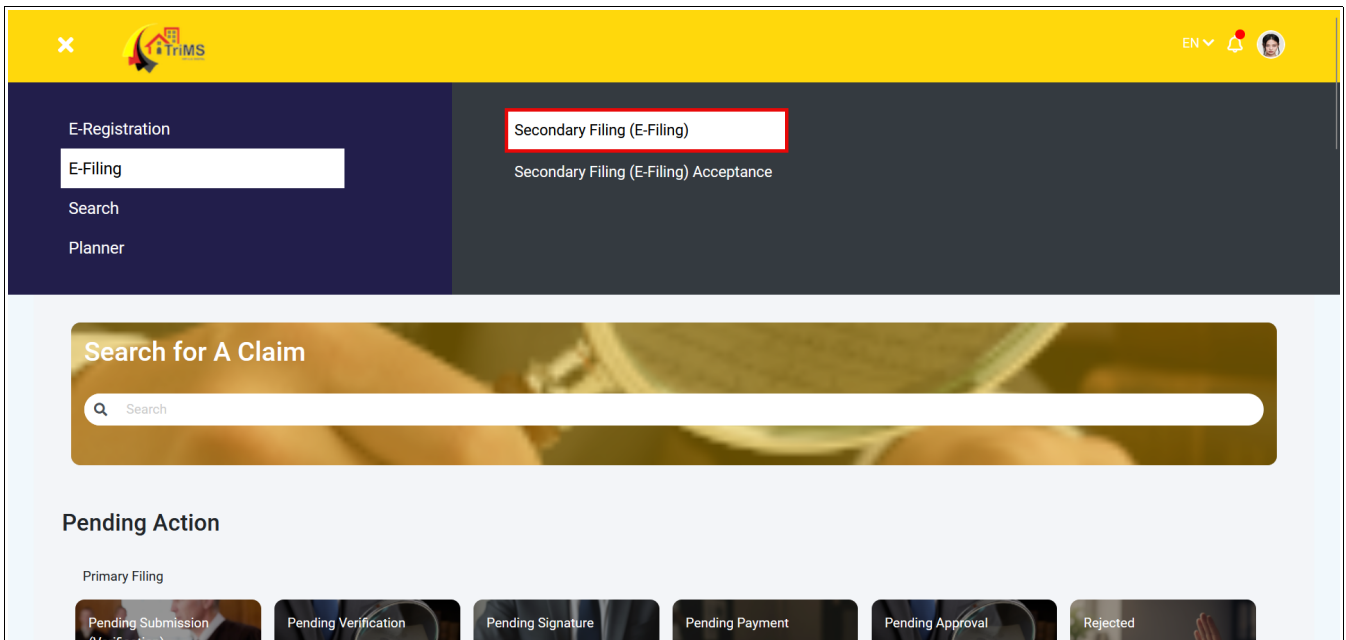


Figure : 27

3. Enter the criteria to search, then click on the **Search** button to proceed.

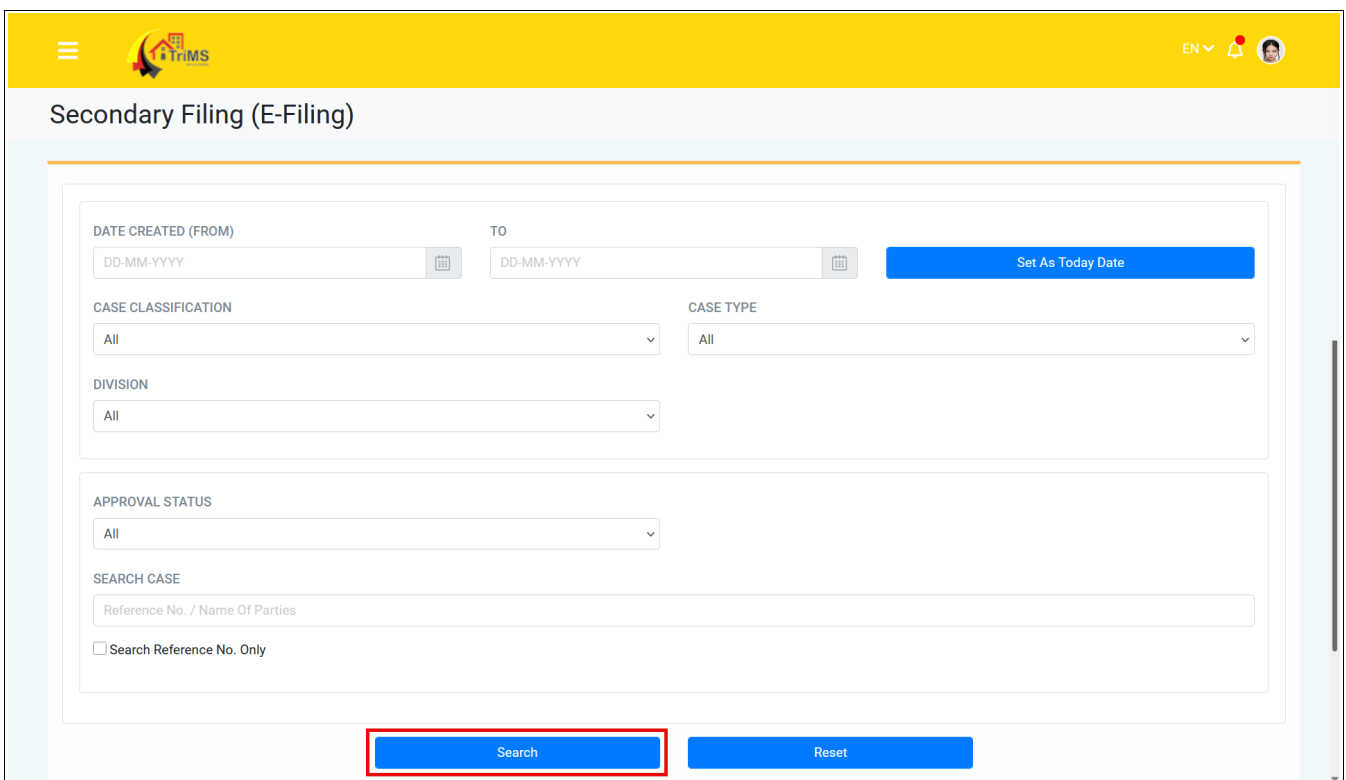
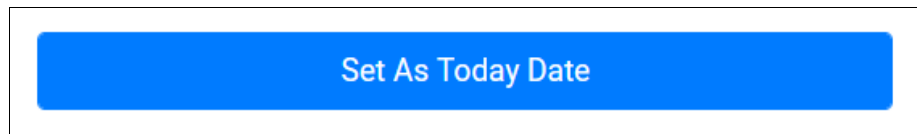


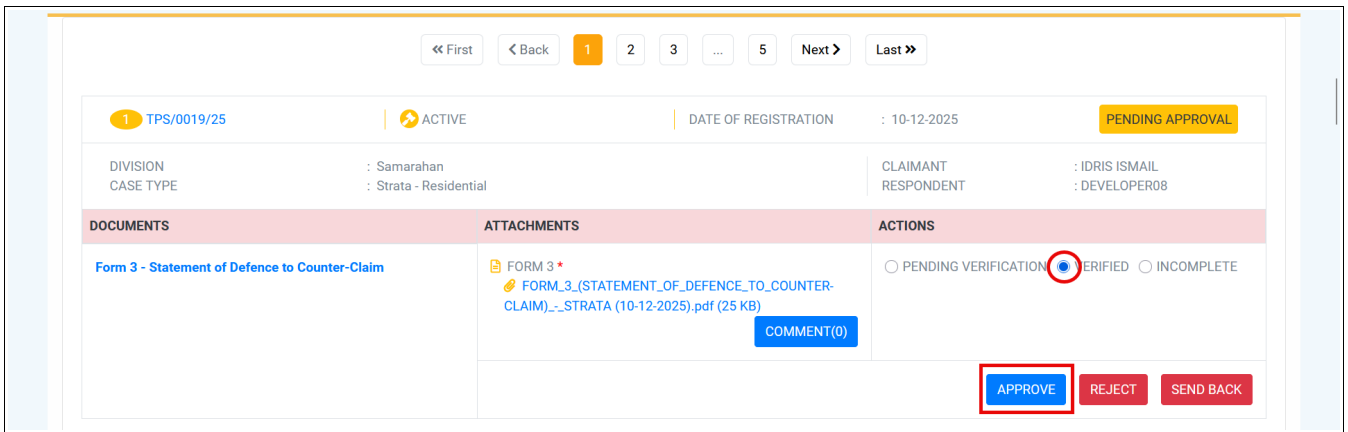
Figure : 28

Notes:

- The user can set the date to the current date by click on the **Set As Today Date** button.



- The user need to select the option button, then click on the **Approve** button to approve the application.



Navigation: << First < Back 1 2 3 ... 5 Next > Last >>

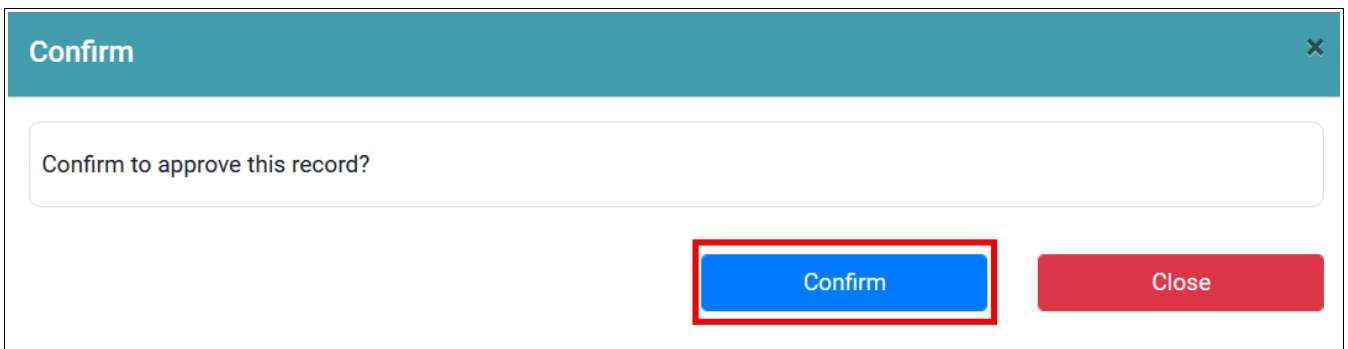
Case ID: TPS/0019/25 | Status: ACTIVE | DATE OF REGISTRATION: 10-12-2025 | PENDING APPROVAL

DIVISION: Samarahan | CASE TYPE: Strata - Residential | CLAIMANT RESPONDENT: IDRIS ISMAIL : DEVELOPER08

DOCUMENTS	ATTACHMENTS	ACTIONS
Form 3 - Statement of Defence to Counter-Claim	FORM 3 * FORM_3_(STATEMENT_OF_DEFENCE_TO_COUNTER-CLAIM)_-_STRATA (10-12-2025).pdf (25 KB) COMMENT(0)	☐ PENDING VERIFICATION ☒ VERIFIED ☐ INCOMPLETE APPROVE REJECT SEND BACK

Figure : 29

- Click on the **Confirm** button to approve the application.



Confirm

Confirm to approve this record?

Confirm Close

Figure : 30

6. The application approved successfully.



Figure : 31

3.2.2. Secondary Filing (E-Filing) Acceptance Approval by Secretary Officer

1. After successfully logging in, click on the **Menu** icon to open the module.

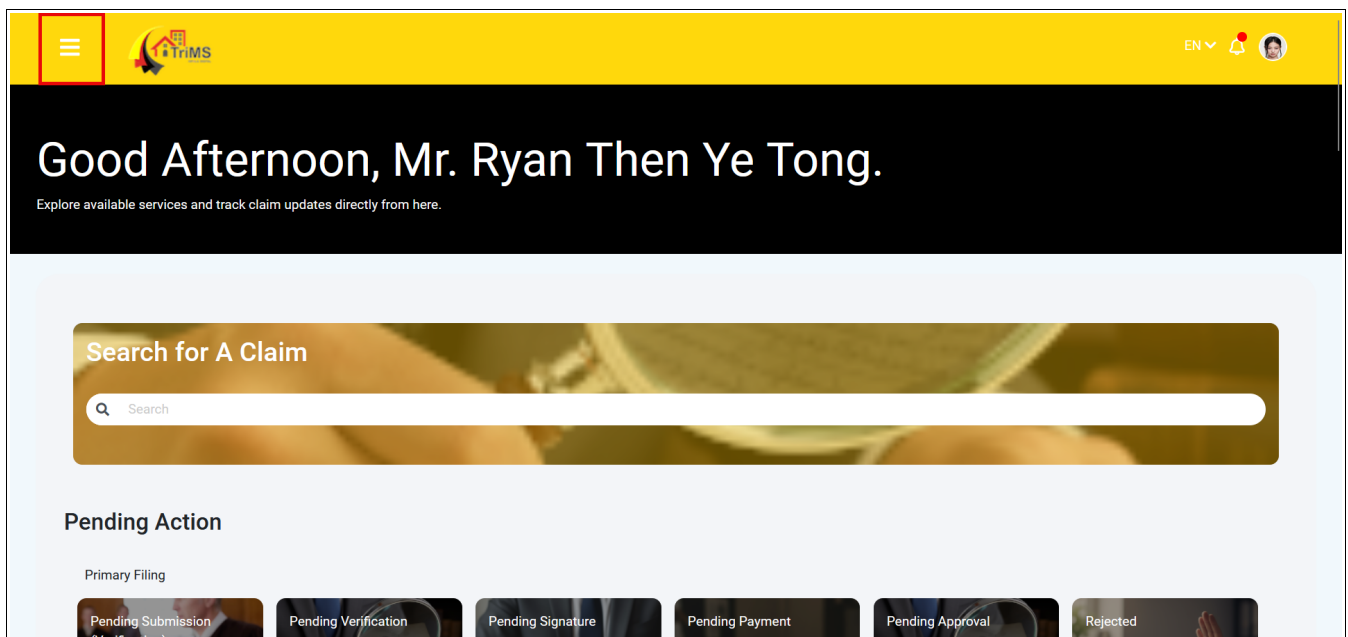


Figure : 32

2. Hover over the *E-Filing* menu and click on the **Secondary Filing (E-Filing) Acceptance** button to proceed.

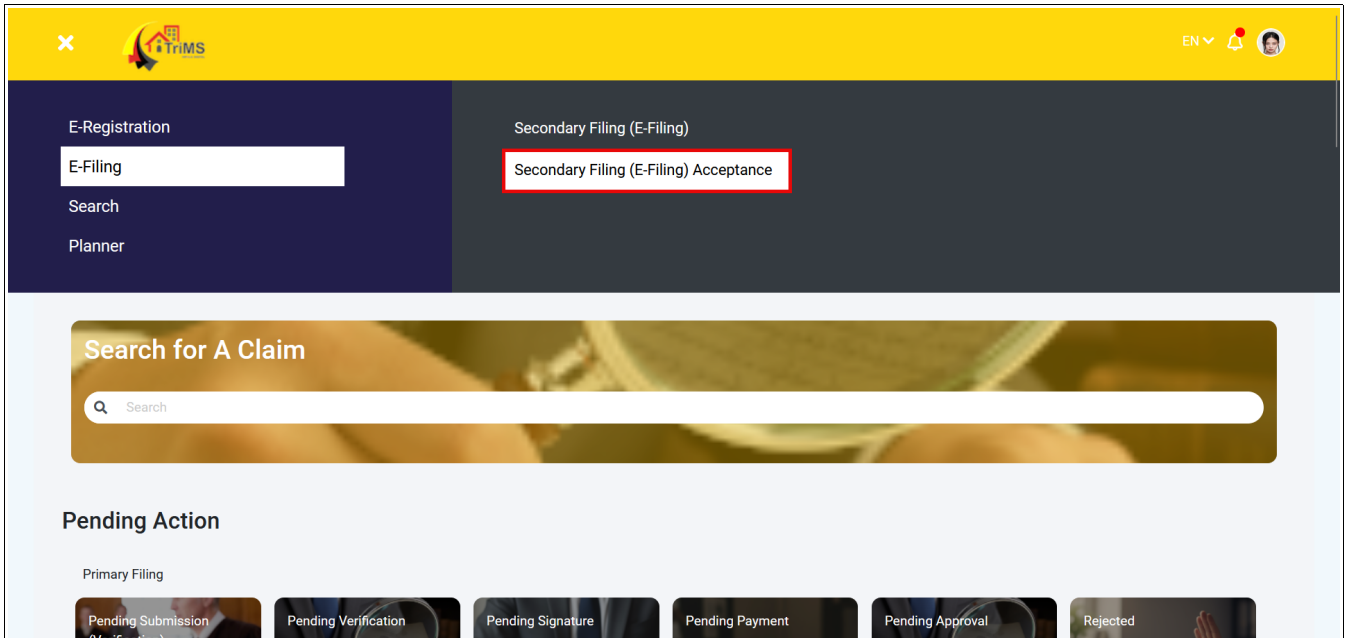


Figure : 33

3. Enter the criteria to search, then click on the **Search** button to proceed.

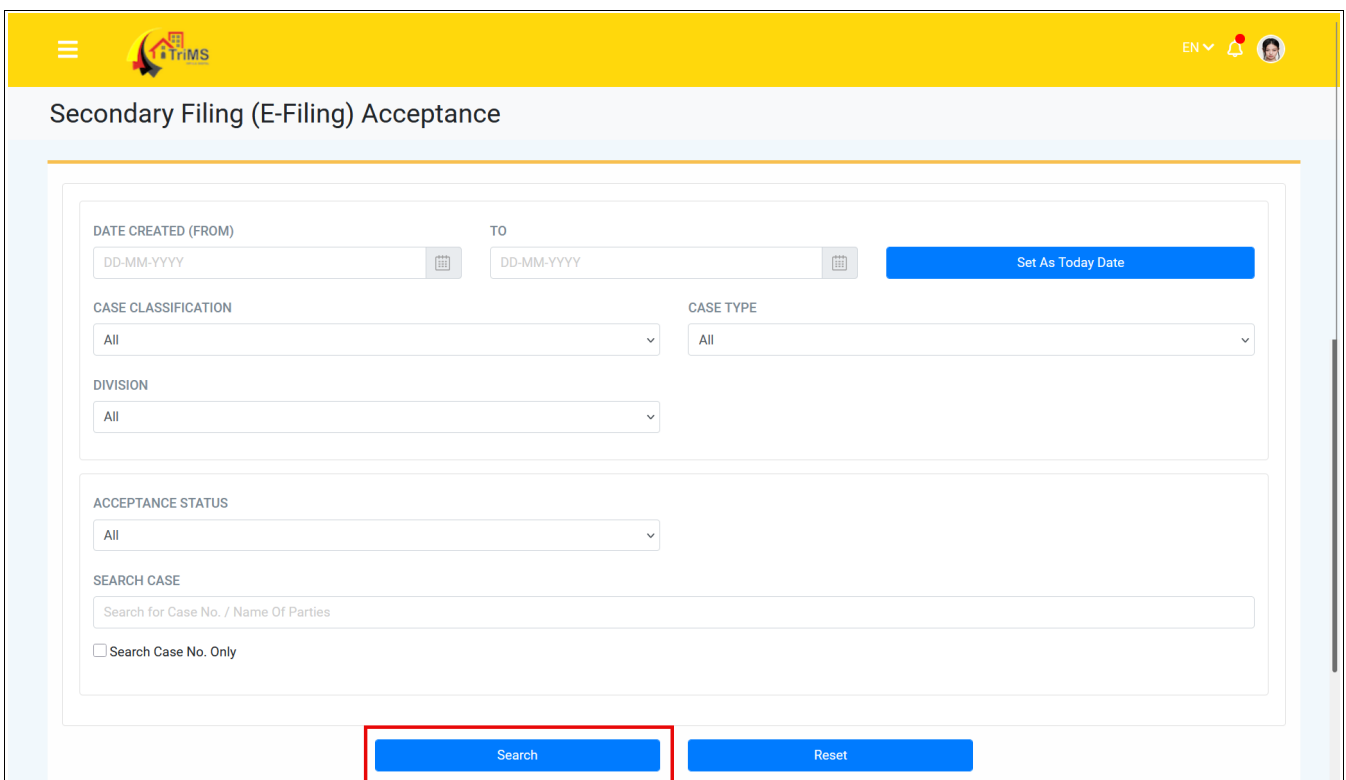
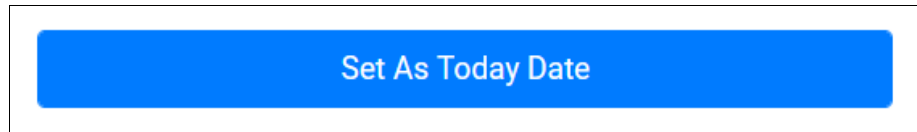


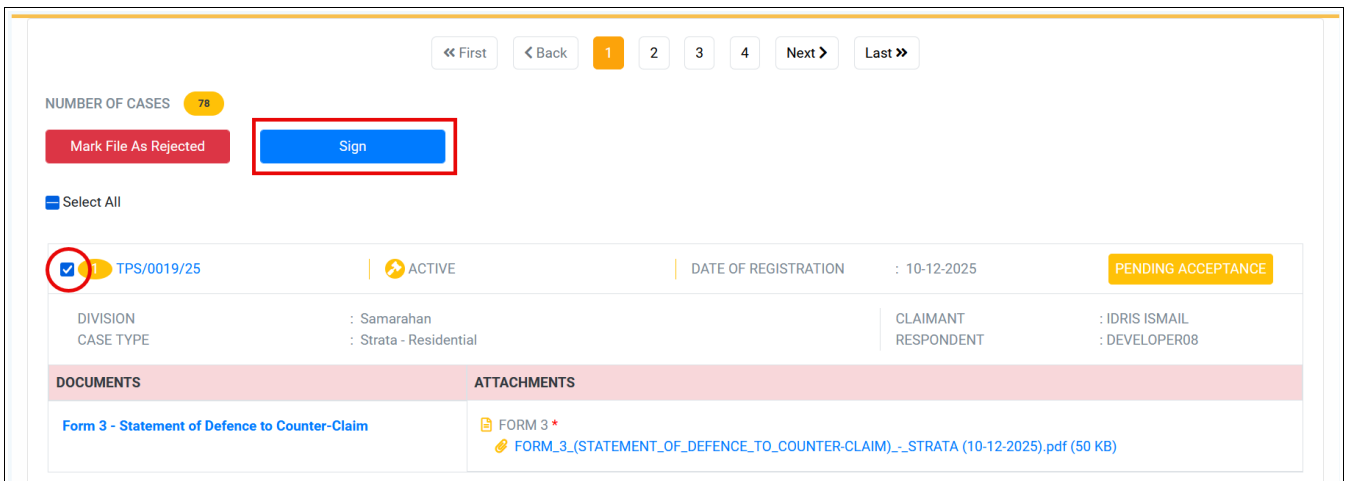
Figure : 34

Notes:

- The user can set the date to the current date by click on the **Set As Today Date** button.



- The user need to tick on the checkbox, then click on the **Sign** button to proceed signing.



Navigation: << First < Back 1 2 3 4 Next > Last >>

NUMBER OF CASES: 78

Buttons: Mark File As Rejected, Sign

Select All

Case Details:

- Case ID: TPS/0019/25
- Status: ACTIVE
- Date of Registration: 10-12-2025
- Status: PENDING ACCEPTANCE

Case Information:

- DIVISION: Samarahan
- CASE TYPE: Strata - Residential
- CLAIMANT: IDRIS ISMAIL
- RESPONDENT: DEVELOPER08

DOCUMENTS:

- Form 3 - Statement of Defence to Counter-Claim

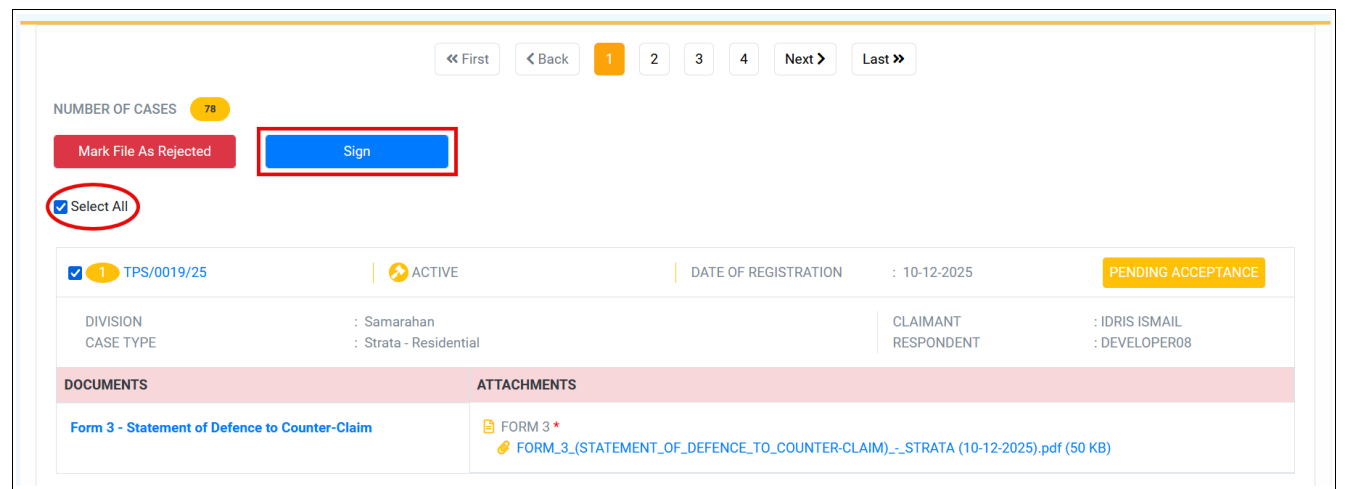
ATTACHMENTS:

- FORM 3 *
- FORM_3_(STATEMENT_OF_DEFENCE_TO_COUNTER-CLAIM)_-_STRATA (10-12-2025).pdf (50 KB)

Figure : 35

Notes:

- The user may also sign all applications by selecting the **Select All** checkbox and then click on the **Sign** button to continue with the signing process.



Navigation: << First < Back 1 2 3 4 Next > Last >>

NUMBER OF CASES: 78

Buttons: Mark File As Rejected, Sign

Select All

Case Details:

- Case ID: TPS/0019/25
- Status: ACTIVE
- Date of Registration: 10-12-2025
- Status: PENDING ACCEPTANCE

Case Information:

- DIVISION: Samarahan
- CASE TYPE: Strata - Residential
- CLAIMANT: IDRIS ISMAIL
- RESPONDENT: DEVELOPER08

DOCUMENTS:

- Form 3 - Statement of Defence to Counter-Claim

ATTACHMENTS:

- FORM 3 *
- FORM_3_(STATEMENT_OF_DEFENCE_TO_COUNTER-CLAIM)_-_STRATA (10-12-2025).pdf (50 KB)

5. Click on the **Save** button to continue signing.

Sign ...

CASE NO. : REF/TPS/0153/25

DATE CREATED : 10-12-2025

Save

Close

Figure : 36

6. Click on the **Next** button to continue signing.

Signing Credentials

SEAL


☒

SIGNATURE


Hasnah Binti Abdullah
Assistant Secretary
Tribunal for Housing Purchase Claims
☒

UPLOAD SEAL

Choose File

Browse

UPLOAD SIGNATURE

Choose File

Browse

*Seal & digital signature image must be in .gif format and with resolution of 640 x 640 pixels.

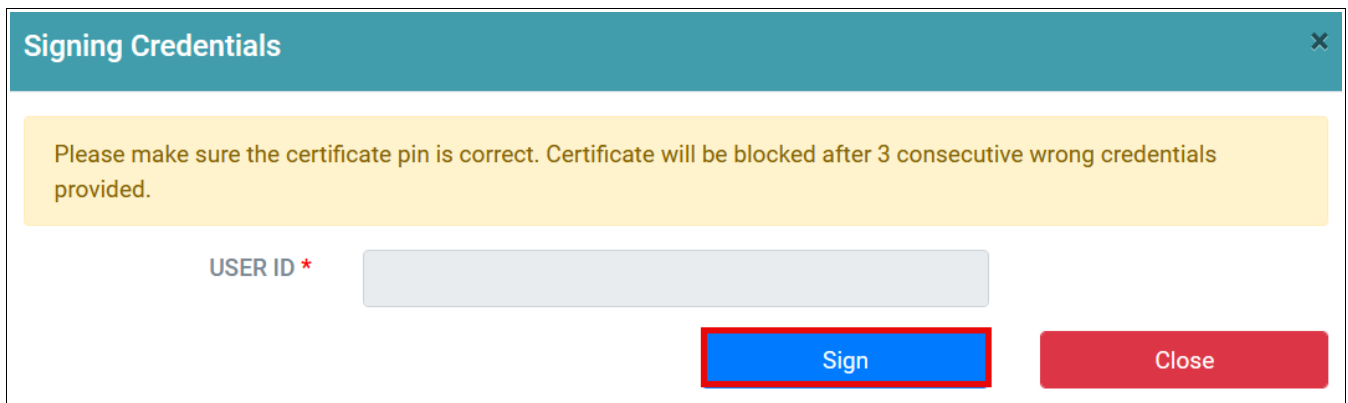
*Uploaded seal & digital signature image will be used instead of the selected seal & digital signature image.

Next

Close

Figure : 37

7. Click on the **Sign** button to proceed.



The dialog box has a teal header with the title "Signing Credentials" and a close button (X). Below the header is a yellow warning box with the text: "Please make sure the certificate pin is correct. Certificate will be blocked after 3 consecutive wrong credentials provided." Underneath, there is a label "USER ID *" followed by a grey text input field. At the bottom right, there are two buttons: a blue "Sign" button with a red border and a red "Close" button.

Figure : 38

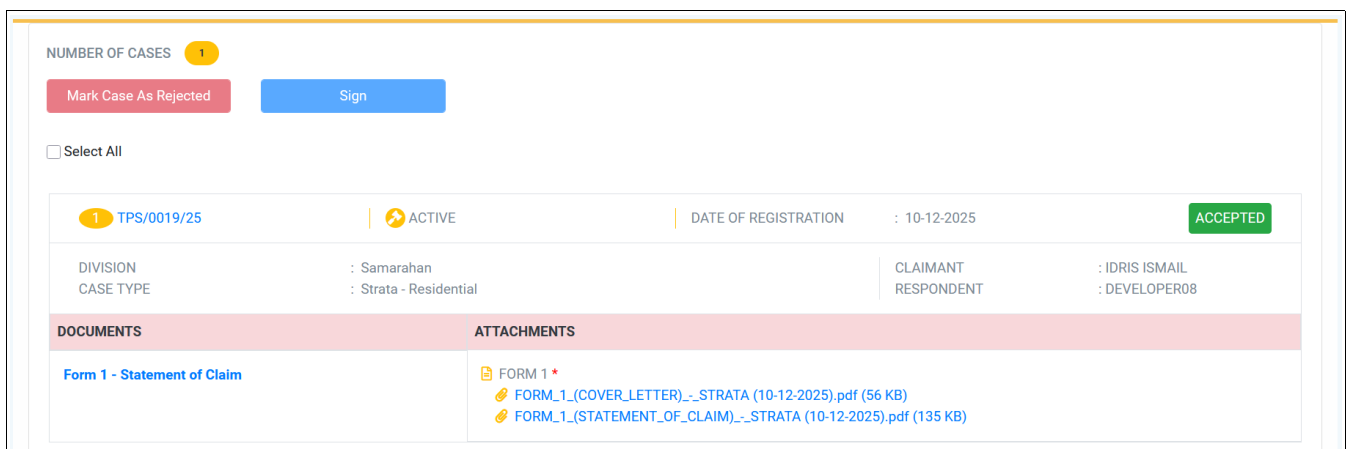
8. Click on the **Sign** button to proceed with the signing process.



The window has a blue header with the "POS Digidigert" logo. Below the header is a white box with the title "DSS PDF Signing : Enter PIN". Inside this box, there are labels for "User ID", "Organization ID", and "PIN". The "PIN" label is followed by a yellow input field containing seven dots. At the bottom of the box are two buttons: a blue "Cancel" button and a blue "Sign" button with a red border.

Figure : 39

9. The application has been successfully accepted.



The page shows case details for "TPS/0019/25". At the top, it says "NUMBER OF CASES 1" with a yellow circle containing the number 1. Below this are two buttons: "Mark Case As Rejected" (red) and "Sign" (blue). There is a "Select All" checkbox. The case details are displayed in a table-like format:

1	TPS/0019/25	ACTIVE	DATE OF REGISTRATION	: 10-12-2025	ACCEPTED
DIVISION	: Samarahan	CLAIMANT	: IDRIS ISMAIL		
CASE TYPE	: Strata - Residential	RESPONDENT	: DEVELOPER08		

Below the table, there are two sections: "DOCUMENTS" and "ATTACHMENTS".

DOCUMENTS

- Form 1 - Statement of Claim

ATTACHMENTS

- FORM 1 *
- FORM_1_(COVER_LETTER)_-_STRATA (10-12-2025).pdf (56 KB)
- FORM_1_(STATEMENT_OF_CLAIM)_-_STRATA (10-12-2025).pdf (135 KB)

Figure : 40

3.3. Search

The Search module allows users to retrieve case information quickly and efficiently using various search criteria. This module is especially useful for Tribunal Officers who need to locate case records, filings, or related documents without manually navigating through different sections of the system.

3.3.1. Interactive Query

1. After successfully logging in, click on the **Menu** icon to open the module.

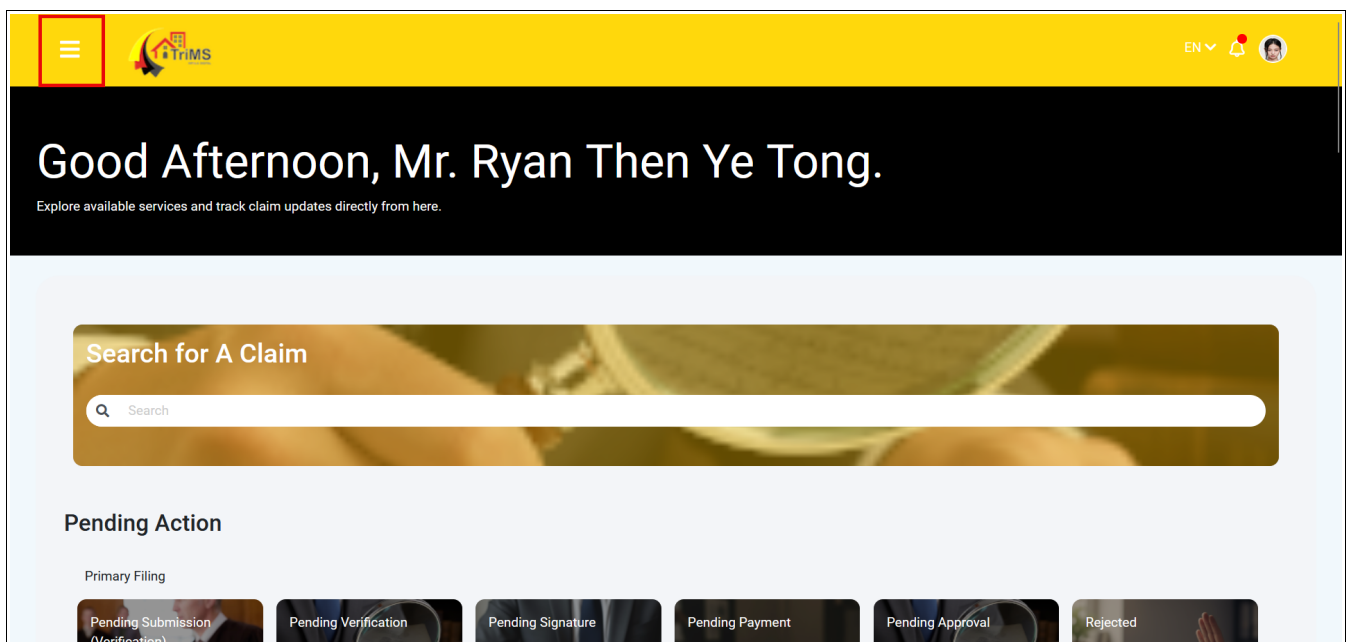


Figure : 41

2. Hover over the Search and click on the **Interactive Query** button to proceed.

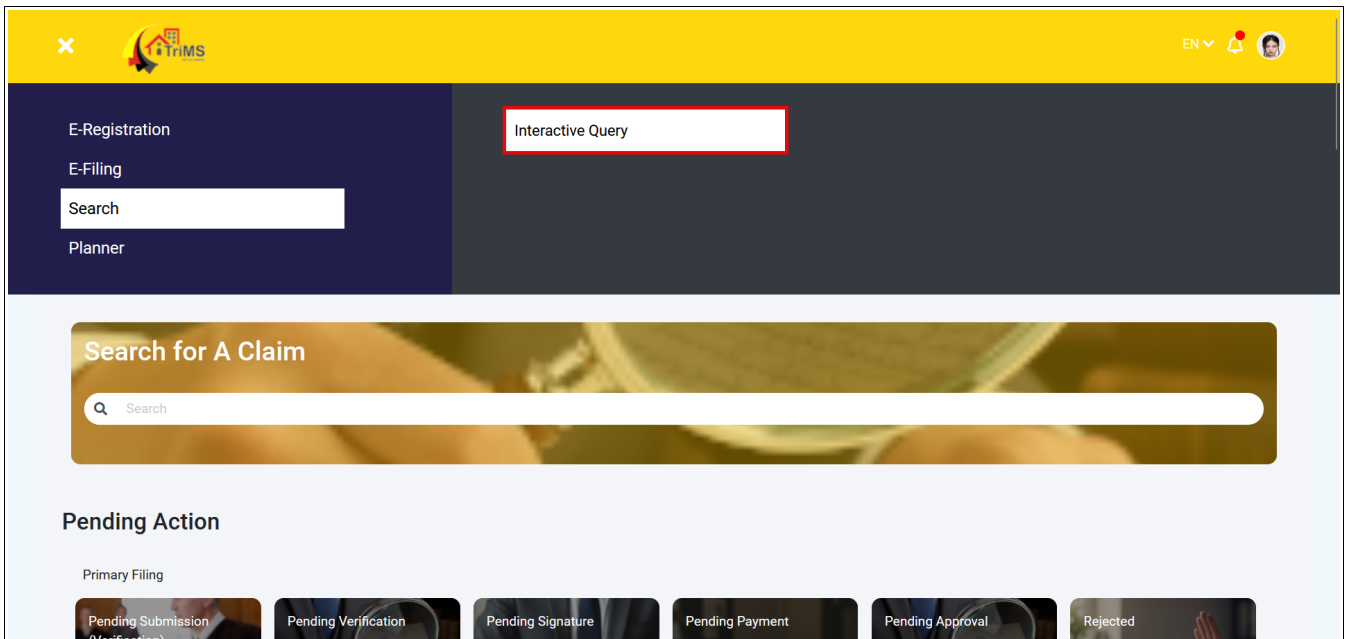


Figure : 42

3. Enter the criteria to search, then click on the **Search** button to proceed.

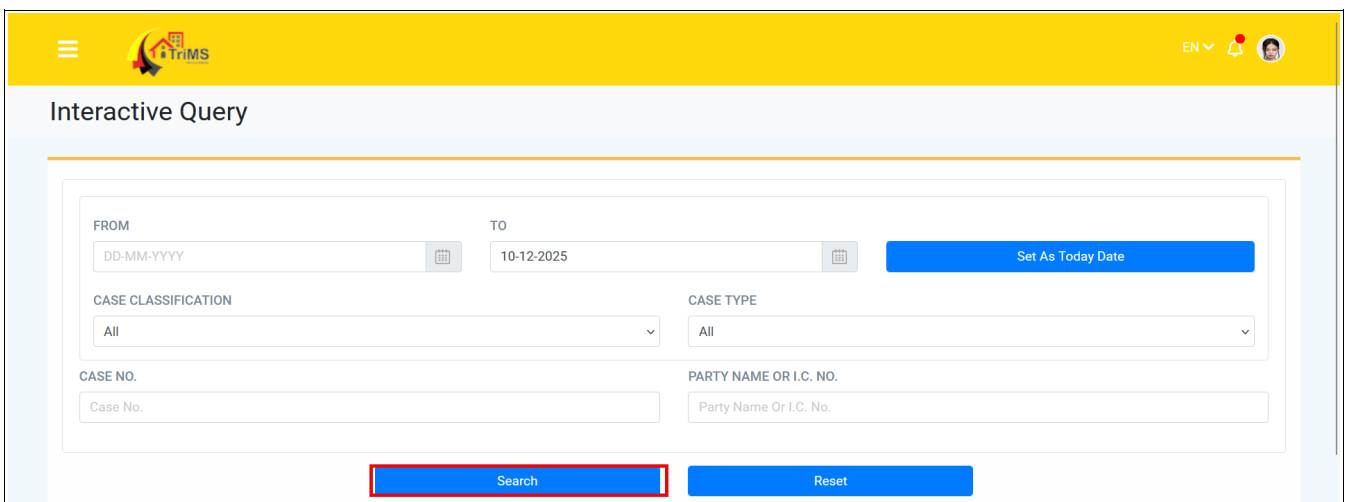
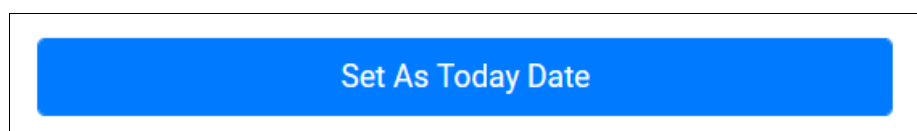


Figure : 43

Notes:

- The user can set the date to the current date by click on the **Set As Today Date** button.



4. The search result will shown as below.

PDF Preview Export to Excel					
« First < Back 1 2 3 4 Next > Last »					
NO.	CASE NO.	CLAIMANT	RESPONDENT	REGISTRATION DATE	CASE TYPE
1	TPS/0019/25	Idris Ismail	DEVELOPER08	10-12-2025	Strata - Residential
2	TPS/0017/25	Idris Ismail	DEVELOPER08	09-12-2025	Strata - Residential
3	TPS/0016/25	Idris Ismail	DEVELOPER08	09-12-2025	Strata - Residential
4	TPS/0015/25	Idris Ismail	DEVELOPER08	08-12-2025	Strata - Residential
5	TPS/0014/25	Lai Poh Yong	NAIM SDN. BHD.	05-12-2025	Strata - Commercial
6	TPS/0007/25	Lai Poh Yong	JAYA INDAH SDN. BHD.	05-12-2025	Strata - Residential
7	TPS/0006/25	Lai Poh Yong	UMW SDN BHD	05-12-2025	Strata - Commercial
8	TTPRS/0002/25	Idris Ismail	MAJU BUMI	04-12-2025	Housing
9	TTPRS/0001/25	Kuan Jee Quan Twelve	dev1	04-12-2025	Housing
10	TPS/0005/25	Idris Ismail	NAIM SDN. BHD.	04-12-2025	Strata - Commercial
11	TPS/0004/25	Lai Poh Yong	DEVELOPER06	04-12-2025	Strata - Commercial

Figure : 44

Notes:

- The user can generate the results in a PDF preview or export them to Excel by click on the **PDF Preview** or **Export to Excel** button.

PDF Preview	Export to Excel
------------------------	----------------------------

3.4. Planner

The **Planner** module provides Tribunal Officers with essential tools for managing daily tasks, monitoring case activities, accessing email communication, and navigating quickly to relevant system functions. This module enhances productivity by offering quick access to dashboards, claim searches, pending actions, and internal messages.

3.4.1. Dashboard

1. To navigate back to the Dashboard, hover over the *Planner* menu and click on the **Dashboard** button.

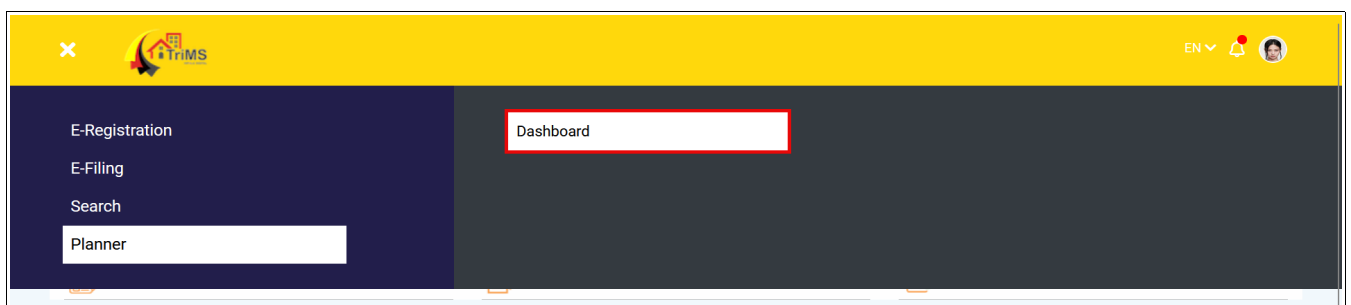
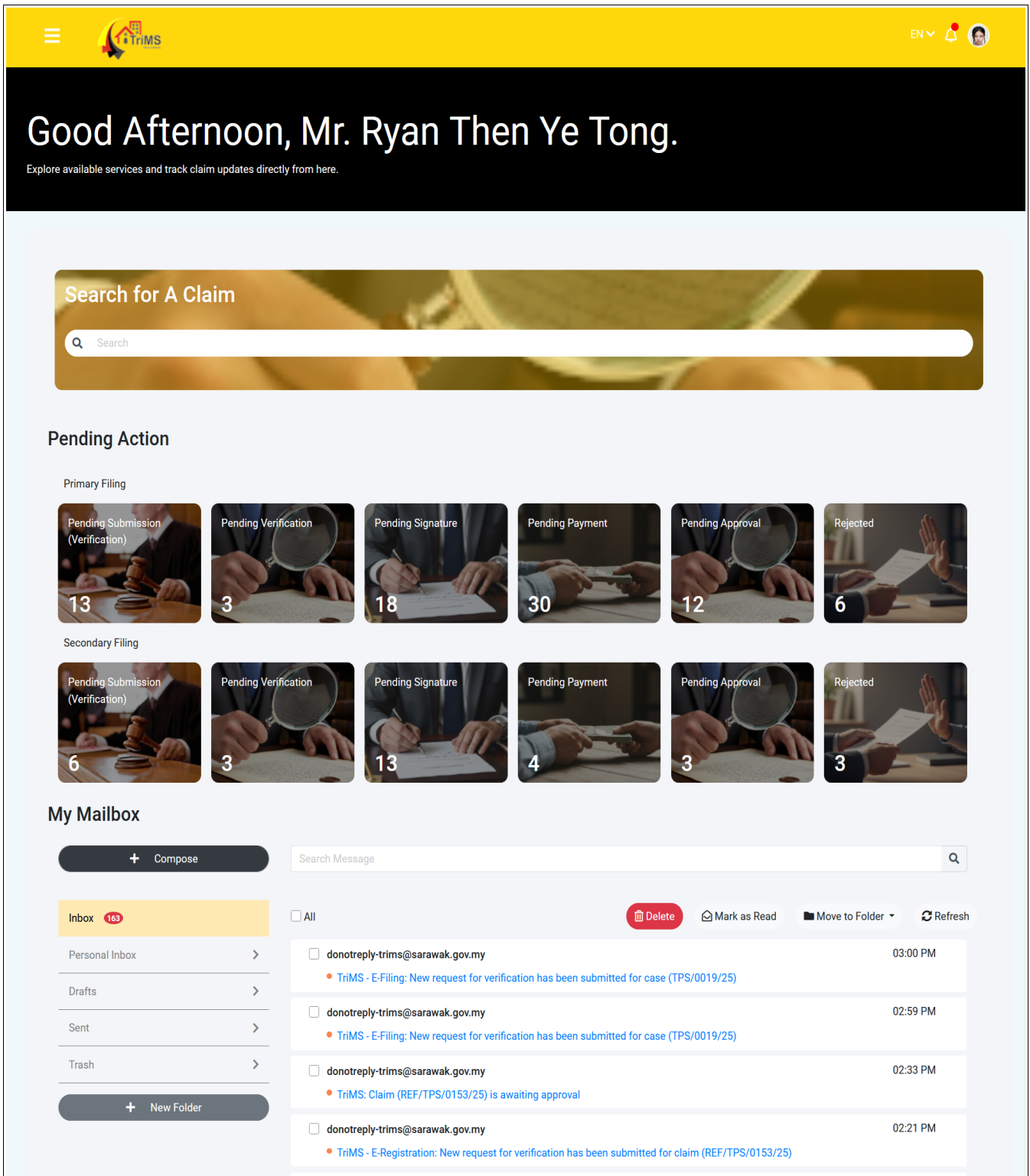


Figure : 45

2. The Dashboard will displayed as below.



The dashboard features a yellow header with the TriMS logo and user profile. A large black banner greets the user with 'Good Afternoon, Mr. Ryan Then Ye Tong.' and a link to explore services. Below this is a 'Search for A Claim' bar. The 'Pending Action' section is divided into 'Primary Filing' and 'Secondary Filing', each with six categories: Pending Submission (Verification), Pending Verification, Pending Signature, Pending Payment, Pending Approval, and Rejected. The 'My Mailbox' section includes a 'Compose' button, a search bar, and a list of messages with checkboxes, delete, mark as read, move to folder, and refresh options.

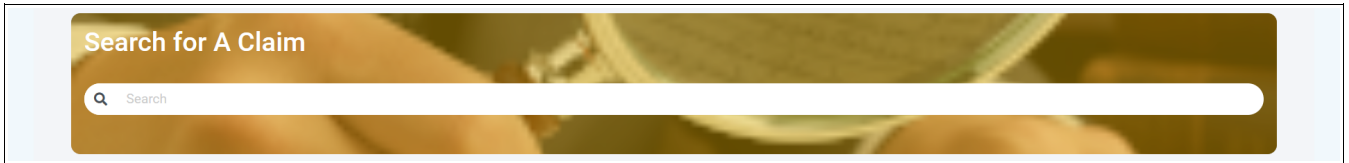
Category	Pending Submission (Verification)	Pending Verification	Pending Signature	Pending Payment	Pending Approval	Rejected
Primary Filing	13	3	18	30	12	6
Secondary Filing	6	3	13	4	3	3

Message	Time
☐ donotreply-trims@sarawak.gov.my • TriMS - E-Filing: New request for verification has been submitted for case (TPS/0019/25)	03:00 PM
☐ donotreply-trims@sarawak.gov.my • TriMS - E-Filing: New request for verification has been submitted for case (TPS/0019/25)	02:59 PM
☐ donotreply-trims@sarawak.gov.my • TriMS: Claim (REF/TPS/0153/25) is awaiting approval	02:33 PM
☐ donotreply-trims@sarawak.gov.my • TriMS - E-Registration: New request for verification has been submitted for claim (REF/TPS/0153/25)	02:21 PM

Figure : 46

3.4.2. Search For A Claim

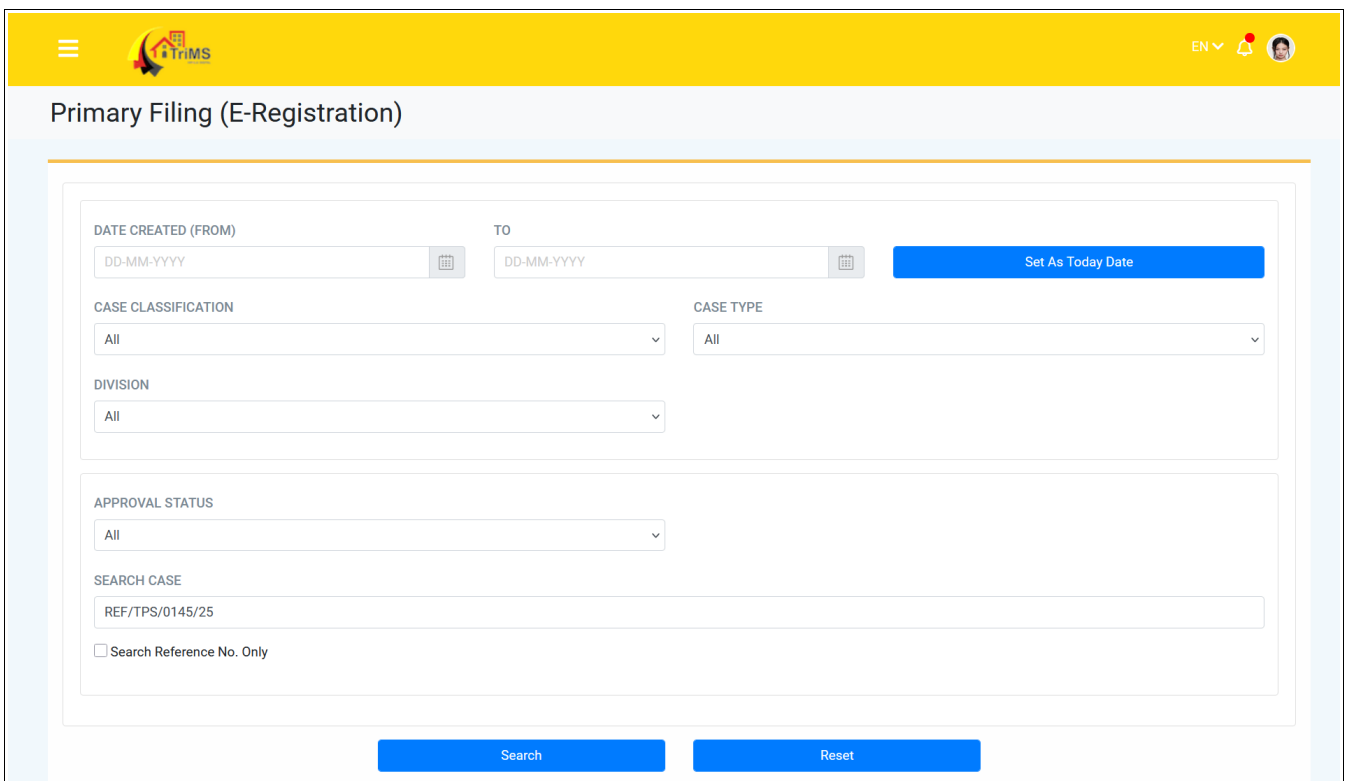
1. On the *Dashboard* page, enter the case number and press Enter on your keyboard.



The image shows a search bar with the text "Search for A Claim" above it. The search bar itself contains a magnifying glass icon and the word "Search".

Figure : 47

2. The system will redirect the user to the *Primary Filing (E-Registration)* page.



The image shows the "Primary Filing (E-Registration)" page. It features a yellow header with the TriMS logo and a user profile icon. The main content area has a light blue background and contains several search filters: "DATE CREATED (FROM)" and "TO" with date pickers and a "Set As Today Date" button; "CASE CLASSIFICATION" and "CASE TYPE" dropdown menus; "DIVISION" dropdown menu; "APPROVAL STATUS" dropdown menu; "SEARCH CASE" text input field with the value "REF/TPS/0145/25"; and a checkbox for "Search Reference No. Only". At the bottom, there are "Search" and "Reset" buttons.

Figure : 48

3.4.3. Pending Action

1. On the *Dashboard* page, the user can click on the quick link, and the system will redirect them to the specific task.

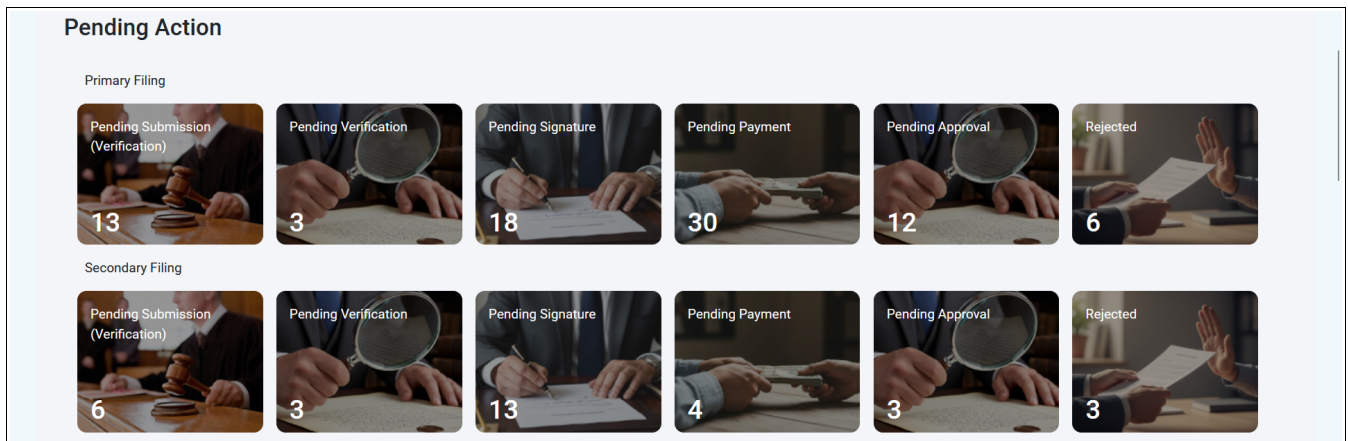


Figure : 49

3.4.4. My Mailbox

1. On the *Dashboard* page, the user will be able to view the My Mailbox section.

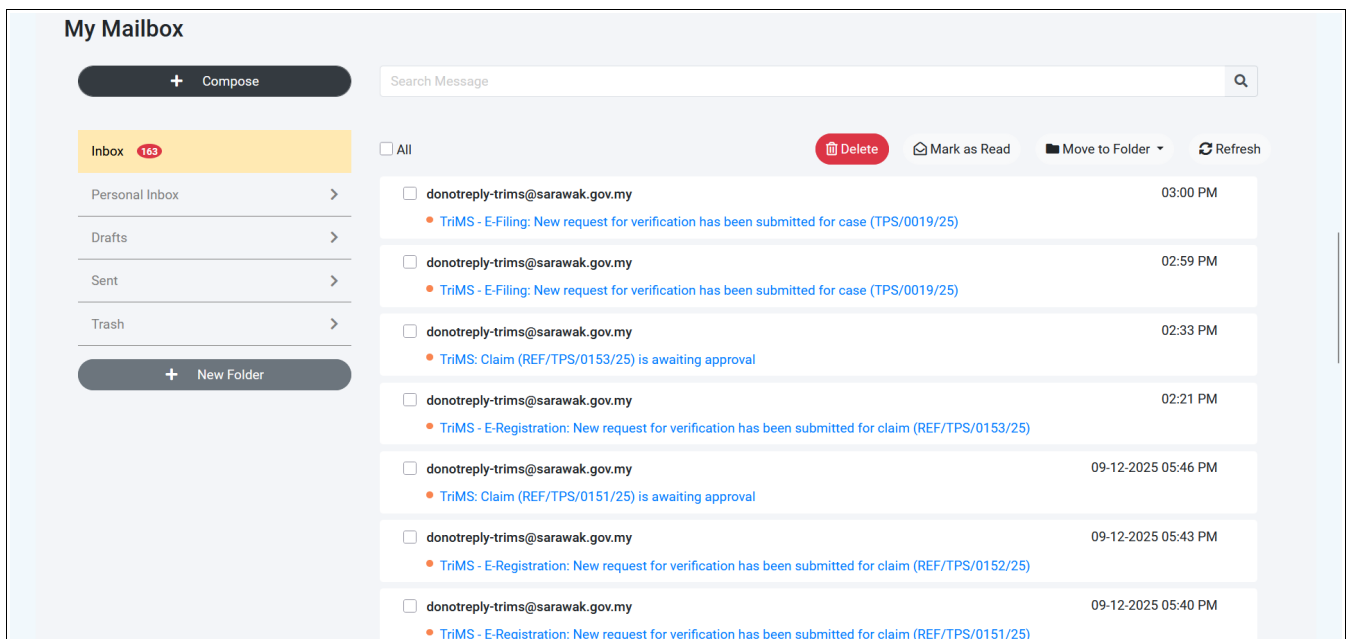


Figure : 50

3.4.4.1. Compose

1. Click on the **+ Compose** button to compose the email.

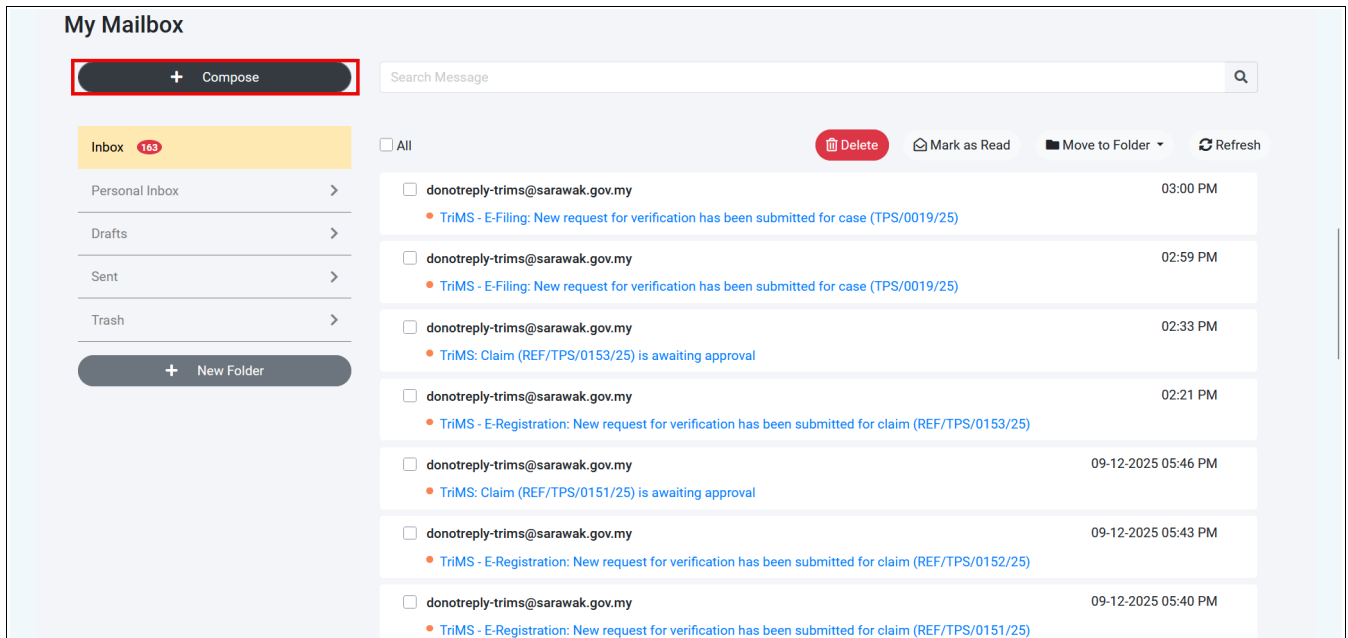


Figure : 51

3.4.4.2. New Folder

1. Click on the **New Folder** button to create new folder.

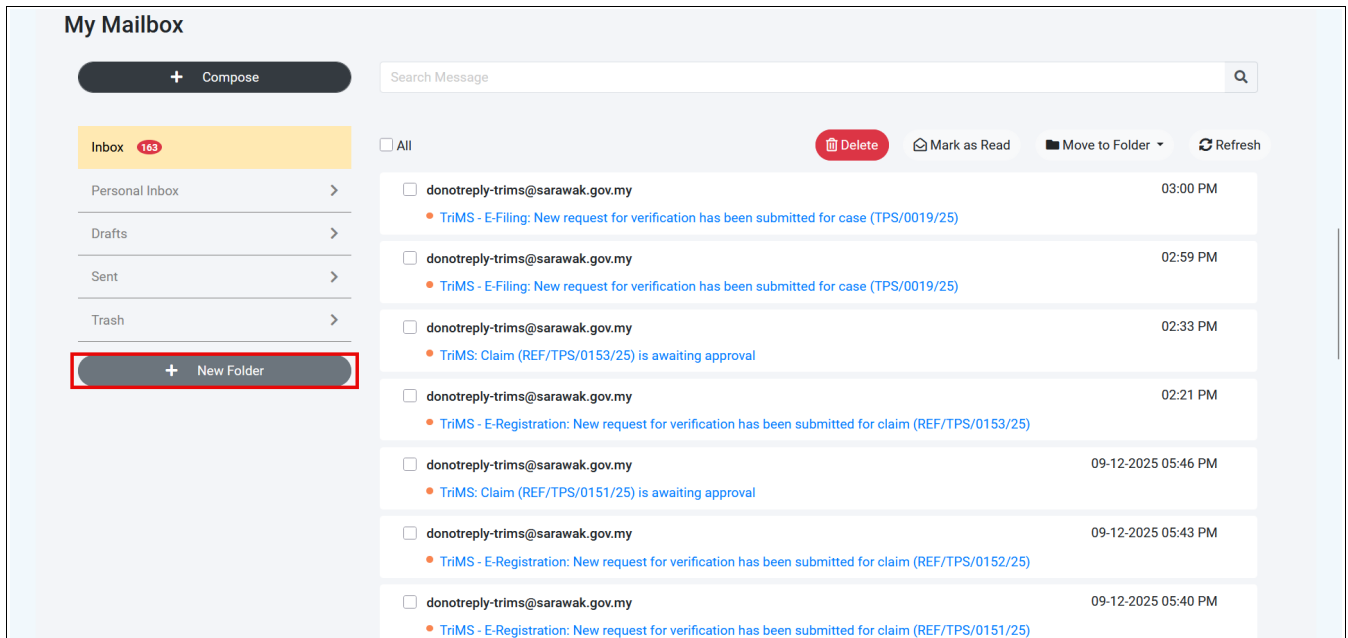
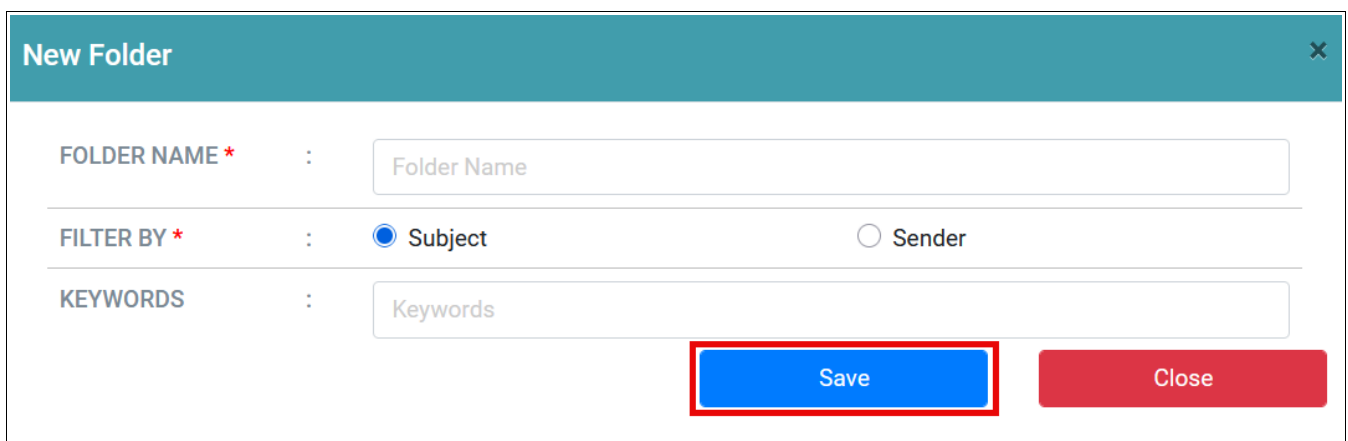


Figure : 53

2. Enter all the mandatory field, then click on the **Save** button to save the record.



The screenshot shows the 'New Folder' dialog box. It has a teal header with a close button (X). The form contains three fields: 'FOLDER NAME *' with a text input field containing 'Folder Name', 'FILTER BY *' with radio buttons for 'Subject' (selected) and 'Sender', and 'KEYWORDS' with a text input field containing 'Keywords'. At the bottom right, there are two buttons: 'Save' (blue) and 'Close' (red). The 'Save' button is highlighted with a red rectangle.

Figure : 54

3.4.4.3. Viewing Emails

1. Click on the email topic hyperlink to view the email.

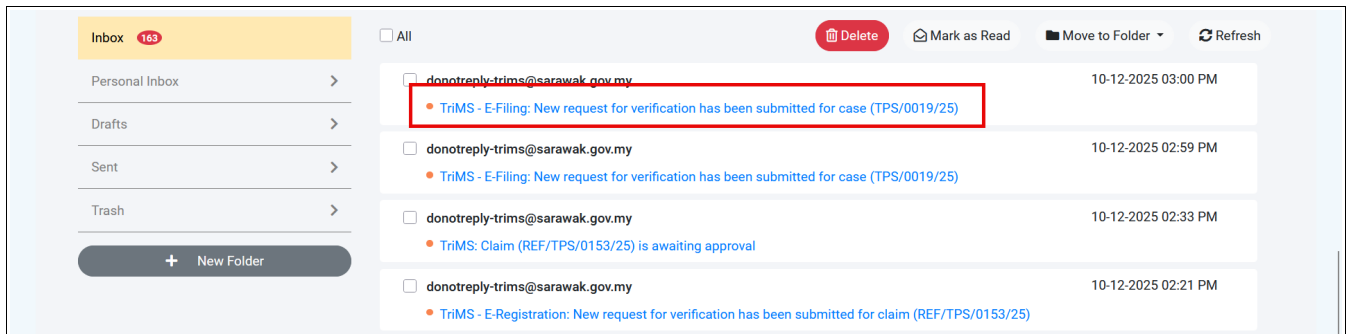


Figure : 55

2. The email content will be displayed as shown below.

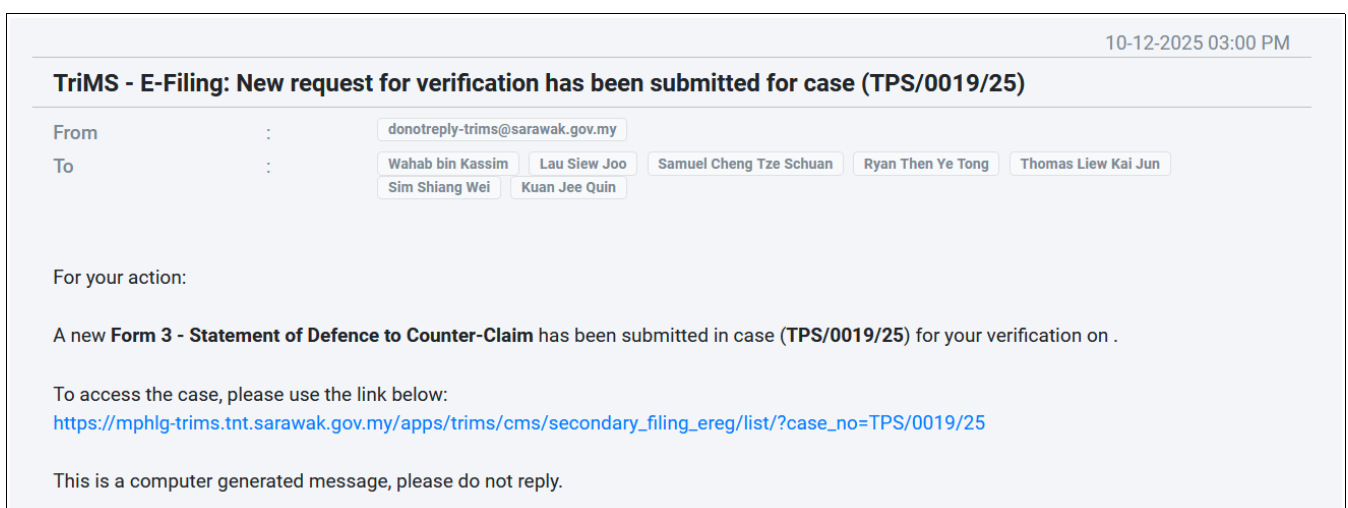
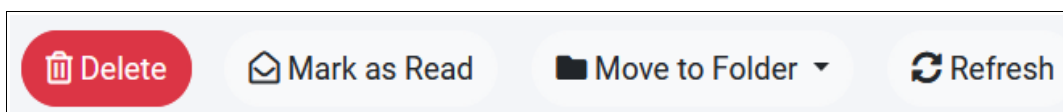


Figure : 56

Notes:

- The user can perform actions such as Delete, Mark as Read, Move to Folder, or Refresh by clicking the quick action buttons at the top right.



3.4.4.4. Replying Emails

1. Click on the **Reply** button to reply the email.

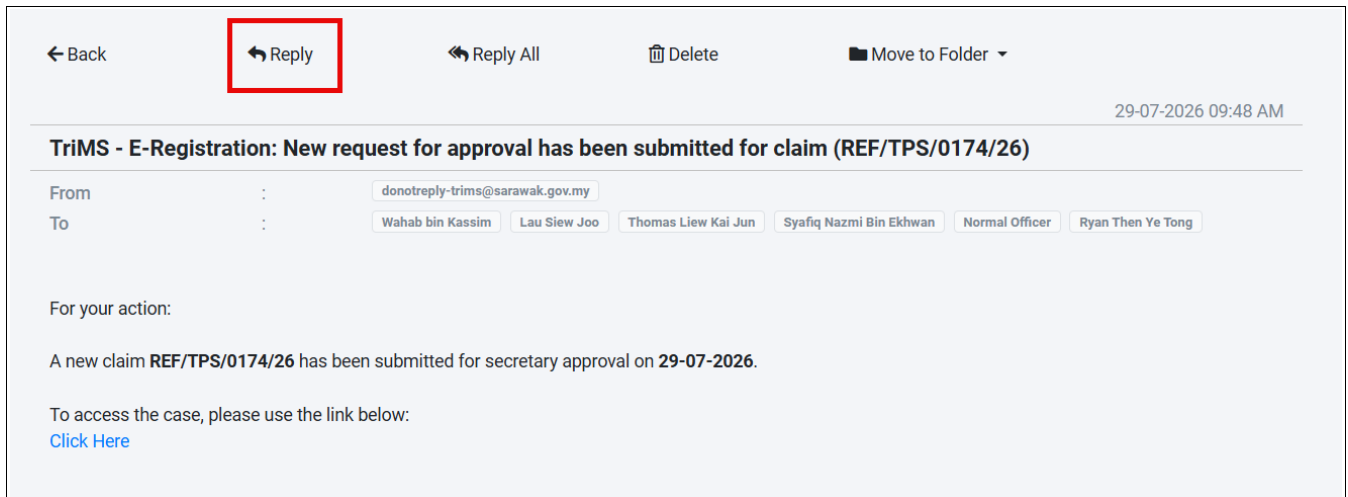


Figure : 57

- Reply Message

TO *

:

To

CC

:

Cc

SUBJECT *

:

RE: TriMS - E-Filing: New request for verification has been submitted for case (TPS/C

Source

↩

↪

B

I

U

~~S~~

x₂

x²

1=

:=

=

=

=

=

+≡

≡

Grid

Image

Table

Ω

Styles

Format

Font

Size

A

A

Link

Unlink

Image

ATTACHMENT(S) *

:

Choose File

Browse

Reset

+

Save as Draft

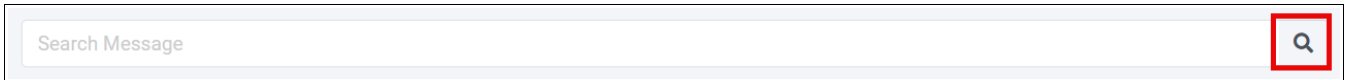
Send

Close

Page: 3-31

3.4.4.5. Searching Emails

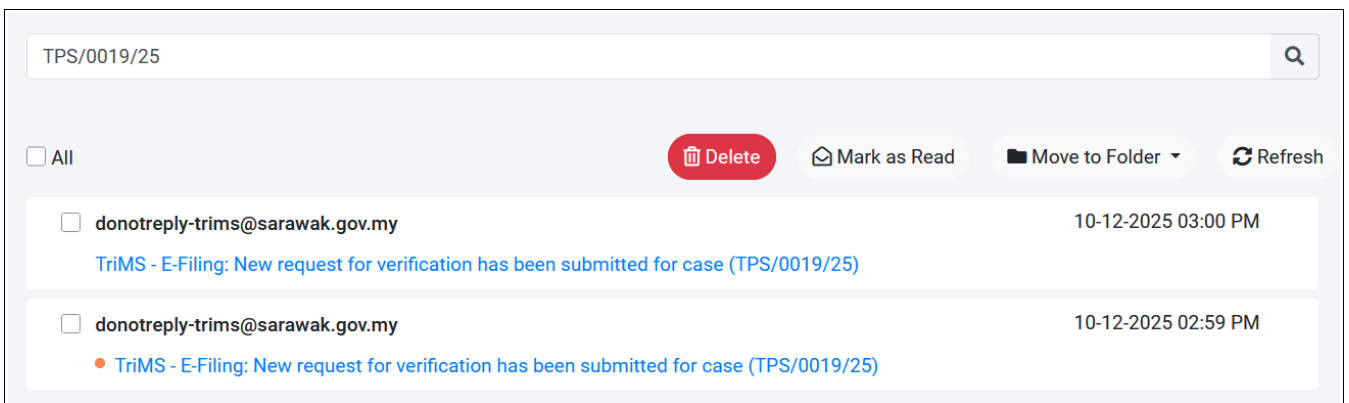
1. Enter the case number, then click on **Search** icon to search email.



Search Message

Figure : 59

2. The email will be displayed as shown below.



TPS/0019/25

☐ All

☐ donotreply-trims@sarawak.gov.my 10-12-2025 03:00 PM
TriMS - E-Filing: New request for verification has been submitted for case (TPS/0019/25)

☐ donotreply-trims@sarawak.gov.my 10-12-2025 02:59 PM
• TriMS - E-Filing: New request for verification has been submitted for case (TPS/0019/25)

Figure : 60

3.5. Case

The Case module is a central component of the Tribunal Management System (TriMS) that enables Tribunal Officers to view and manage all information related to a specific case. It provides access to key elements such as filings, parties, documents, payments, virtual files, audit history, and case tools. Through this module, officers can review statements, update party details, manage documents, track payments, monitor audit logs, and print or administer case-related actions. Overall, the Case module supports the complete lifecycle of a tribunal case from initial registration to final closure.

1. On the *Interactive Query* page, enter the search criteria, then click on the **Search** button to search for the case.

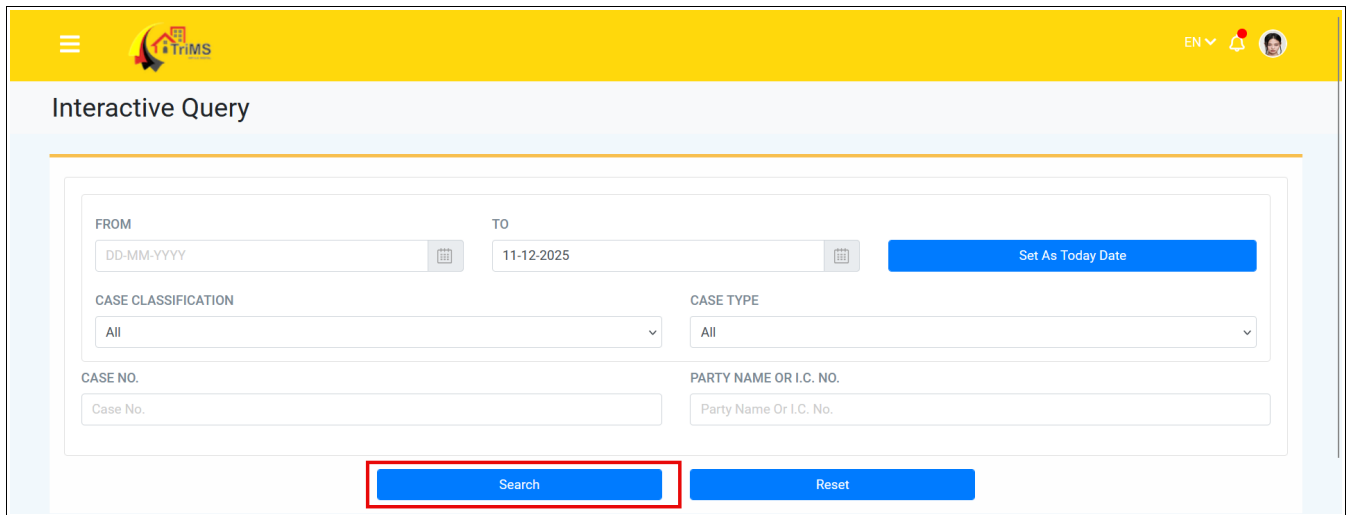


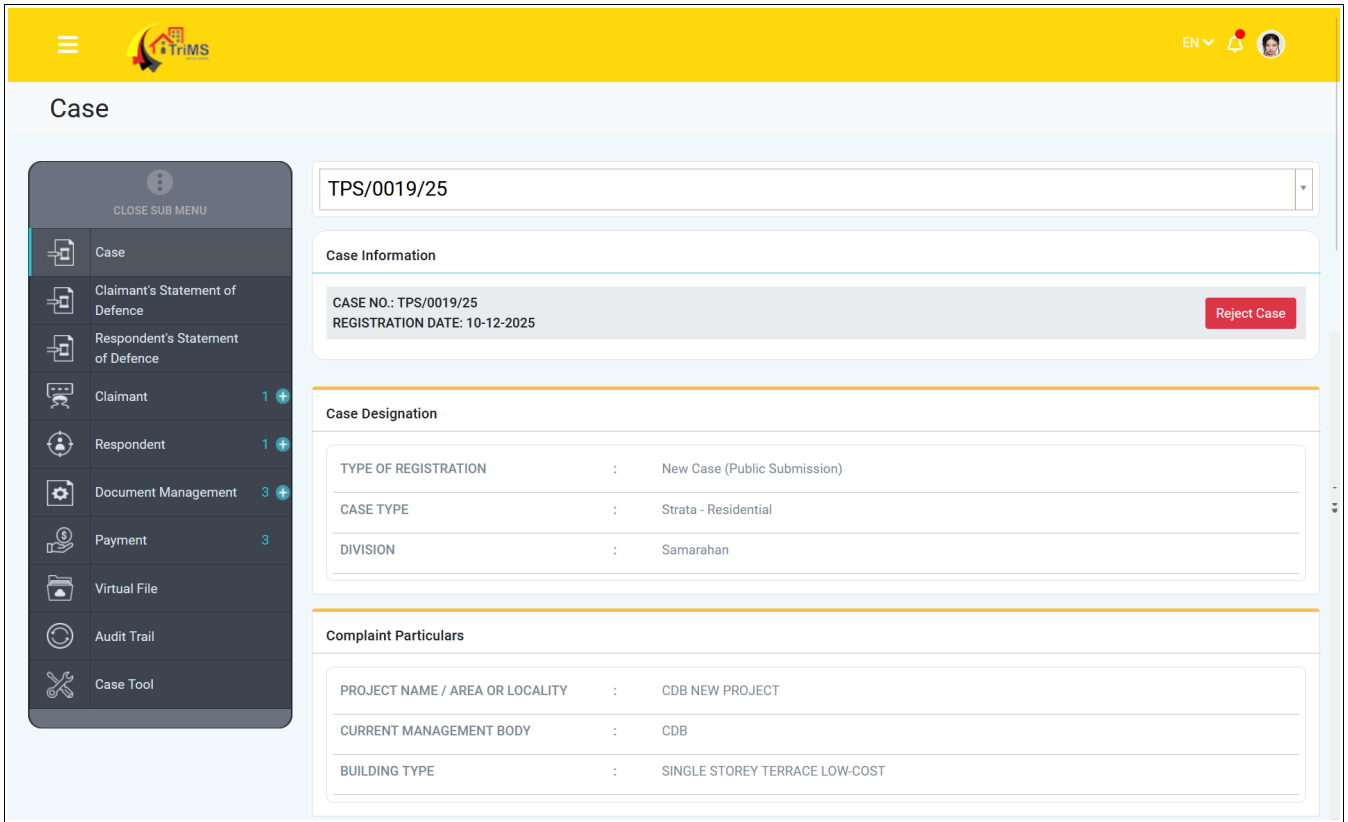
Figure : 61

2. Click on the **Case No** hyperlink to view the case content.

NO.	CASE NO.	CLAIMANT	RESPONDENT	REGISTRATION DATE	CASE TYPE
1	TPS/0019/25	Idris Ismail	DEVELOPER08	10-12-2025	Strata - Residential
2	TPS/0017/25	Idris Ismail	DEVELOPER08	09-12-2025	Strata - Residential
3	TPS/0016/25	Idris Ismail	DEVELOPER08	09-12-2025	Strata - Residential
4	TPS/0015/25	Idris Ismail	DEVELOPER08	08-12-2025	Strata - Residential
5	TPS/0014/25	Lai Poh Yong	NAIM SDN. BHD.	05-12-2025	Strata - Commercial

Figure : 62

3. The case content will shown as below.



The screenshot displays the 'Case' management interface. On the left is a dark sidebar menu with options: Case, Claimant's Statement of Defence, Respondent's Statement of Defence, Claimant (1), Respondent (1), Document Management (3), Payment (3), Virtual File, Audit Trail, and Case Tool. The main content area has a yellow header with the TriMS logo and user profile. Below the header, the case ID 'TPS/0019/25' is shown in a dropdown. The 'Case Information' section displays 'CASE NO.: TPS/0019/25' and 'REGISTRATION DATE: 10-12-2025' with a 'Reject Case' button. The 'Case Designation' section shows 'TYPE OF REGISTRATION: New Case (Public Submission)', 'CASE TYPE: Strata - Residential', and 'DIVISION: Samarahan'. The 'Complaint Particulars' section shows 'PROJECT NAME / AREA OR LOCALITY: CDB NEW PROJECT', 'CURRENT MANAGEMENT BODY: CDB', and 'BUILDING TYPE: SINGLE STOREY TERRACE LOW-COST'.

Case

TPS/0019/25

Case Information

CASE NO.: TPS/0019/25
REGISTRATION DATE: 10-12-2025 [Reject Case](#)

Case Designation

TYPE OF REGISTRATION	:	New Case (Public Submission)
CASE TYPE	:	Strata - Residential
DIVISION	:	Samarahan

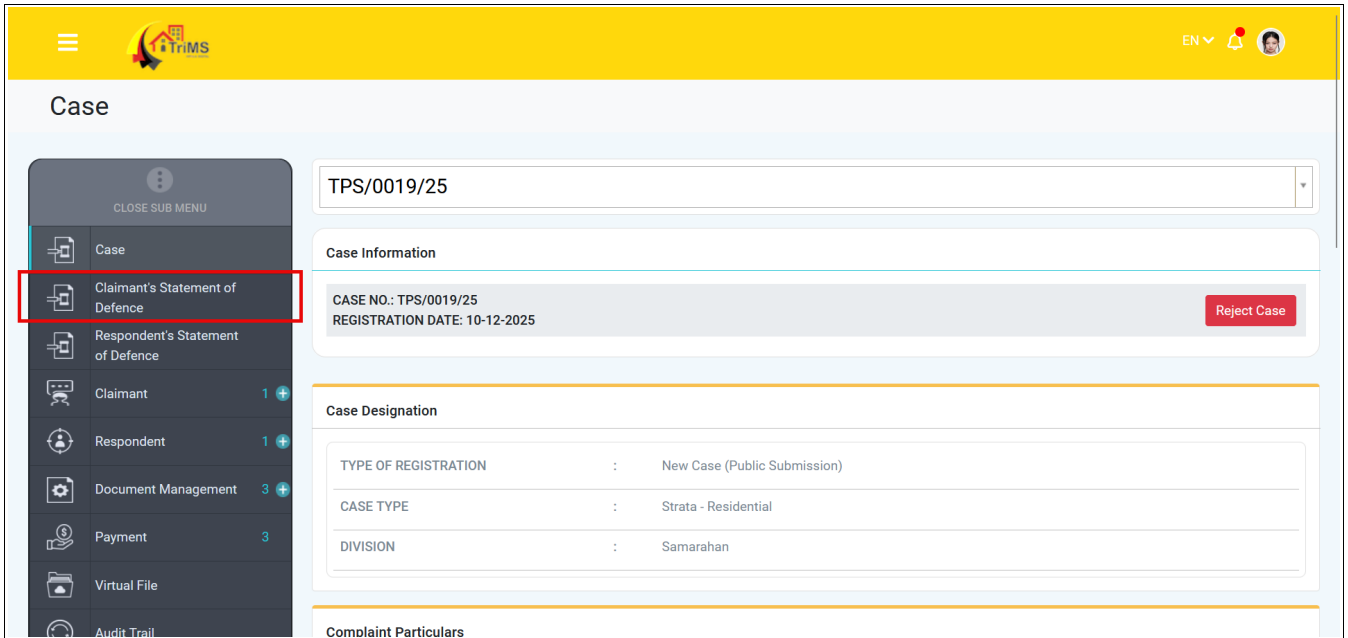
Complaint Particulars

PROJECT NAME / AREA OR LOCALITY	:	CDB NEW PROJECT
CURRENT MANAGEMENT BODY	:	CDB
BUILDING TYPE	:	SINGLE STOREY TERRACE LOW-COST

Figure : 63

3.5.1. Claimant's Statement of Defence

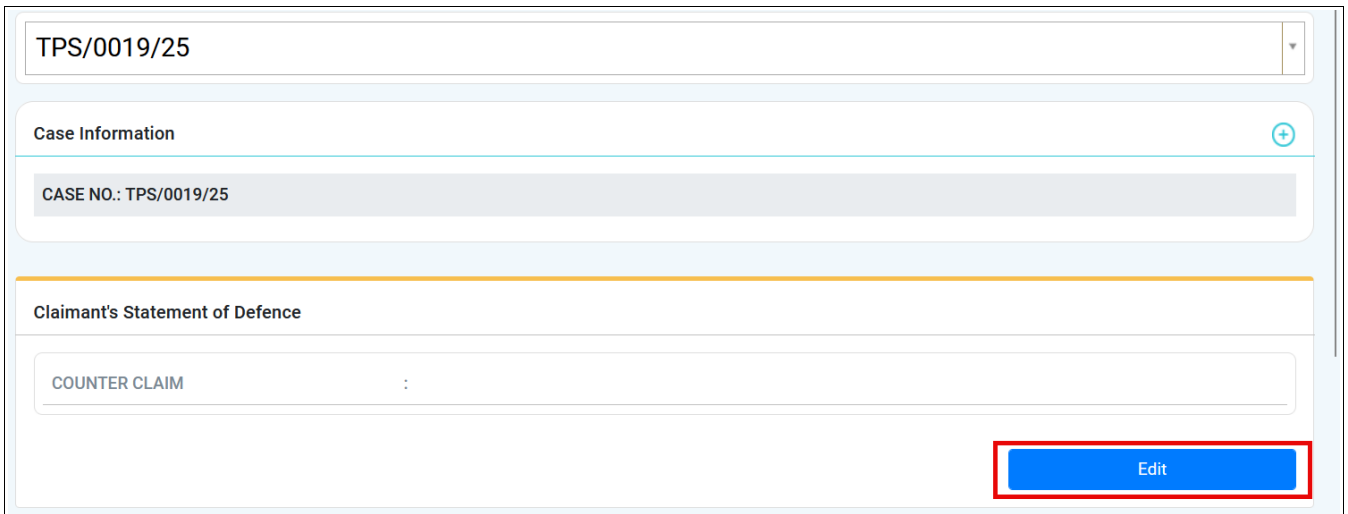
1. Click on the **Claimant's Statement of Defence** module to view.



The screenshot displays the 'Case' module in the TriMS e-Filing system. The left sidebar menu is visible, with 'Claimant's Statement of Defence' highlighted by a red rectangle. The main content area shows the case details for TPS/0019/25. The 'Case Information' section includes the case number and registration date, with a 'Reject Case' button. The 'Case Designation' section lists the type of registration, case type, and division. The 'Complaint Particulars' section is partially visible at the bottom.

Figure : 64

2. Click on the **Edit** button to edit.



The screenshot displays the 'Claimant's Statement of Defence' module in the TriMS e-Filing system. The 'Edit' button is highlighted by a red rectangle. The main content area shows the case details for TPS/0019/25, including the case number and registration date. The 'Claimant's Statement of Defence' section is visible, with a 'COUNTER CLAIM' field and a colon separator. The 'Edit' button is located at the bottom right of the page.

Figure : 65

3. Click on the **Save** button to save the record.

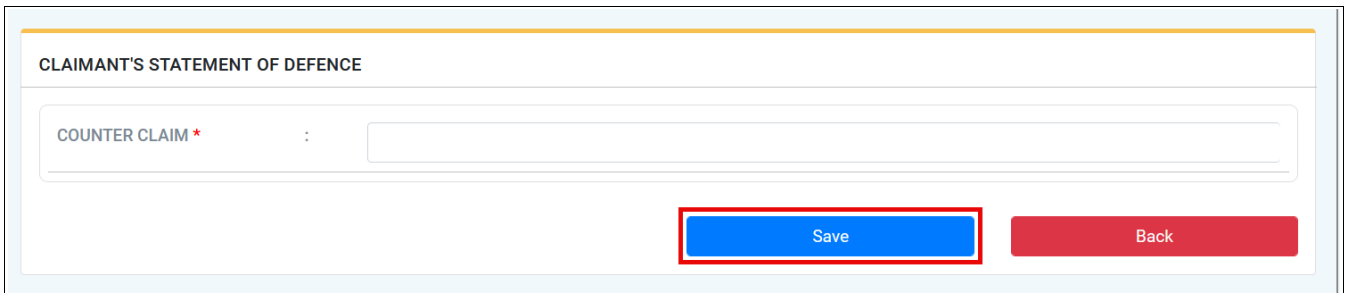


Figure : 66

4. Click on the **Confirm** button to proceed.

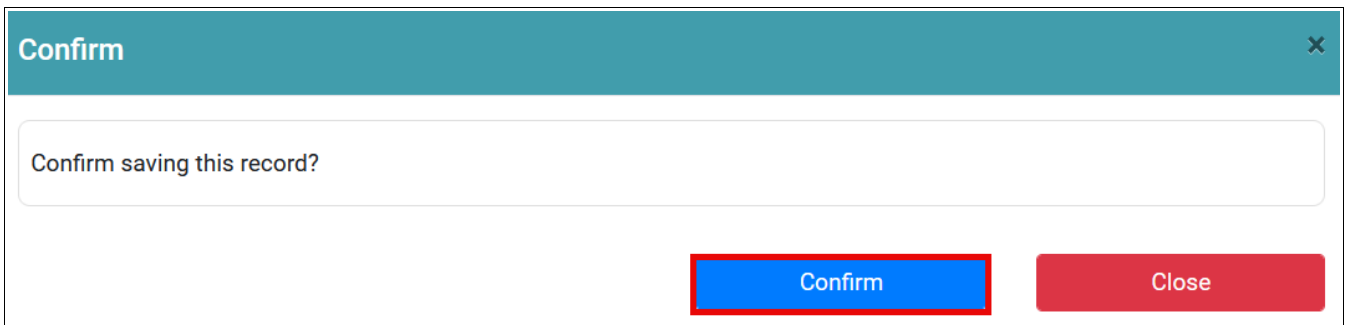
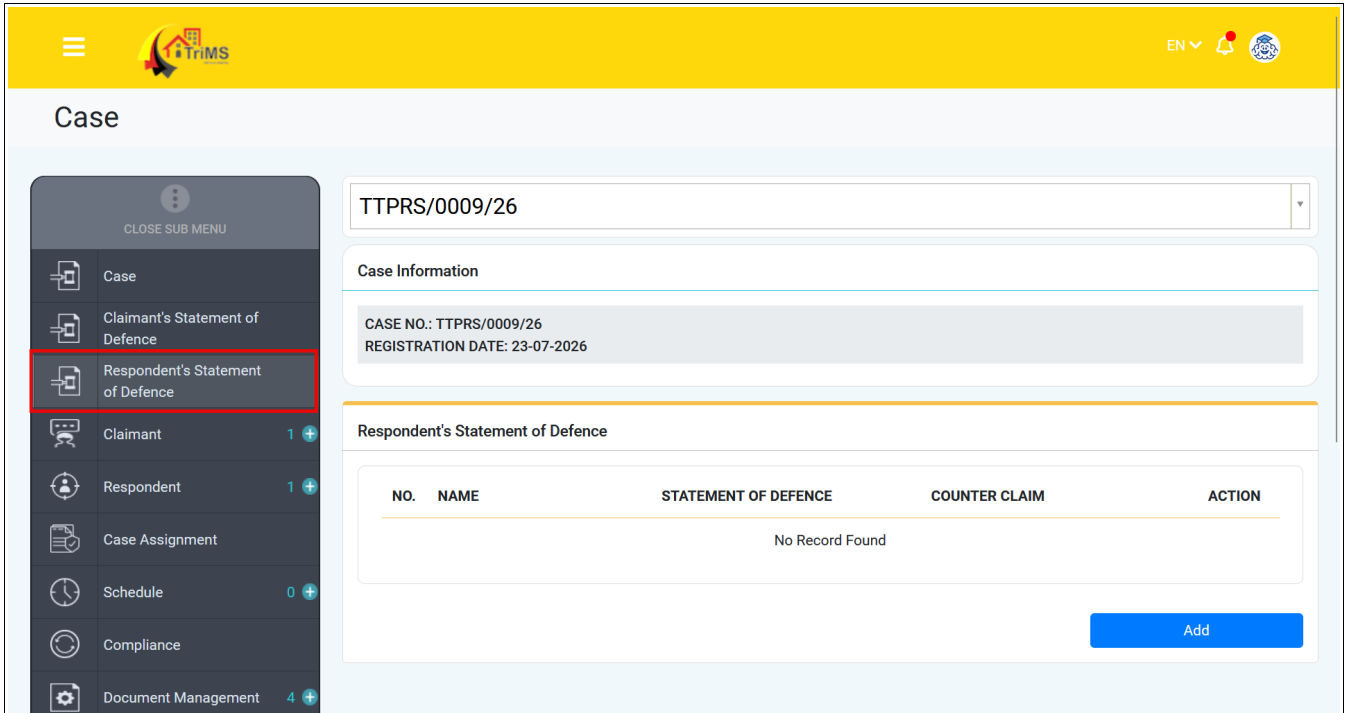


Figure : 67

3.5.2. Respondent's Statement of Defence

3.5.2.1. Add Respondent's Statement of Defence

1. Click on the **Respondent's Statement of Defence** module to view.



The screenshot displays the TriMS e-Filing interface. At the top, there is a yellow header bar with the TriMS logo and navigation icons. Below the header, the main content area is titled 'Case'. On the left, a sidebar menu lists various modules: Case, Claimant's Statement of Defence, Respondent's Statement of Defence (highlighted with a red border), Claimant, Respondent, Case Assignment, Schedule, Compliance, and Document Management. The main content area shows a dropdown menu for 'Case' with the value 'TTPRS/0009/26'. Below this, the 'Case Information' section displays 'CASE NO.: TTPRS/0009/26' and 'REGISTRATION DATE: 23-07-2026'. The 'Respondent's Statement of Defence' section features a table with columns: NO., NAME, STATEMENT OF DEFENCE, COUNTER CLAIM, and ACTION. The table currently shows 'No Record Found'. An 'Add' button is located at the bottom right of the table.

NO.	NAME	STATEMENT OF DEFENCE	COUNTER CLAIM	ACTION
No Record Found				

[Add](#)

Figure : 68

2. Click on the **Add** button to proceed.

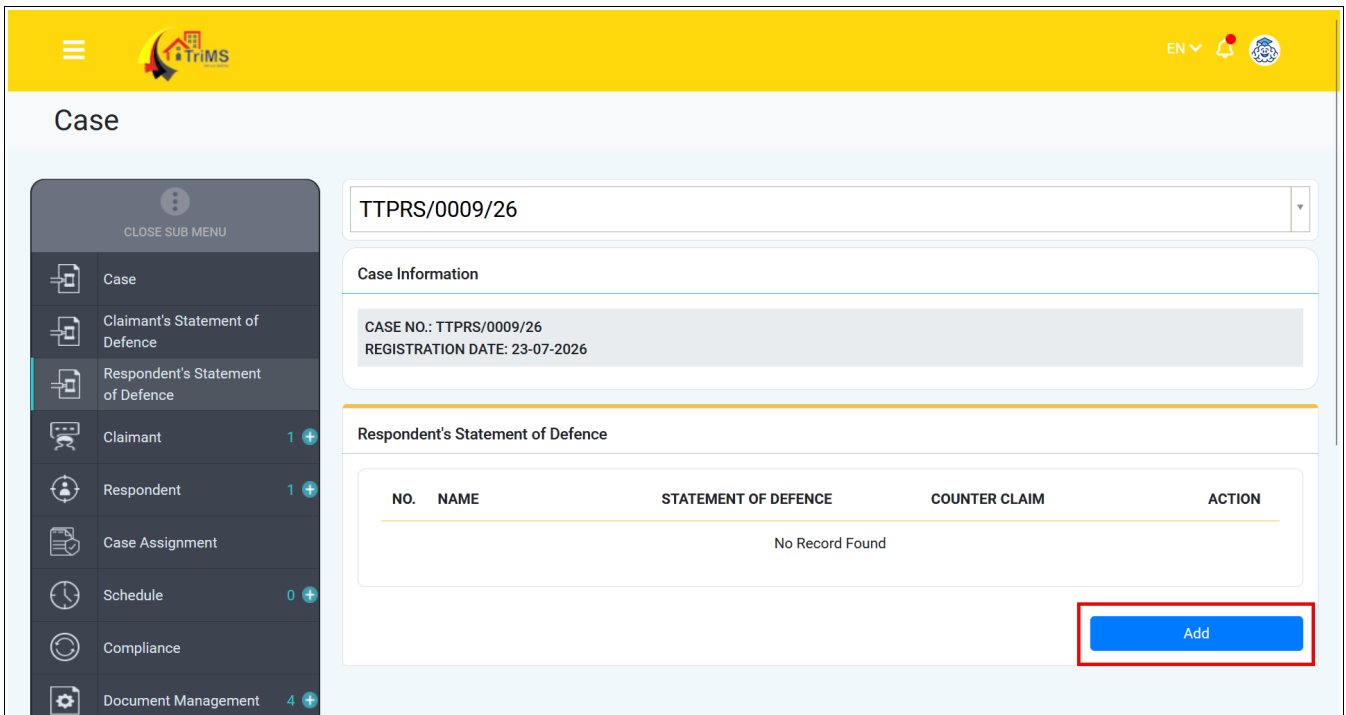


Figure : 69

3. Enter *Statement of Defence* and *Counter Claim* on designated field.

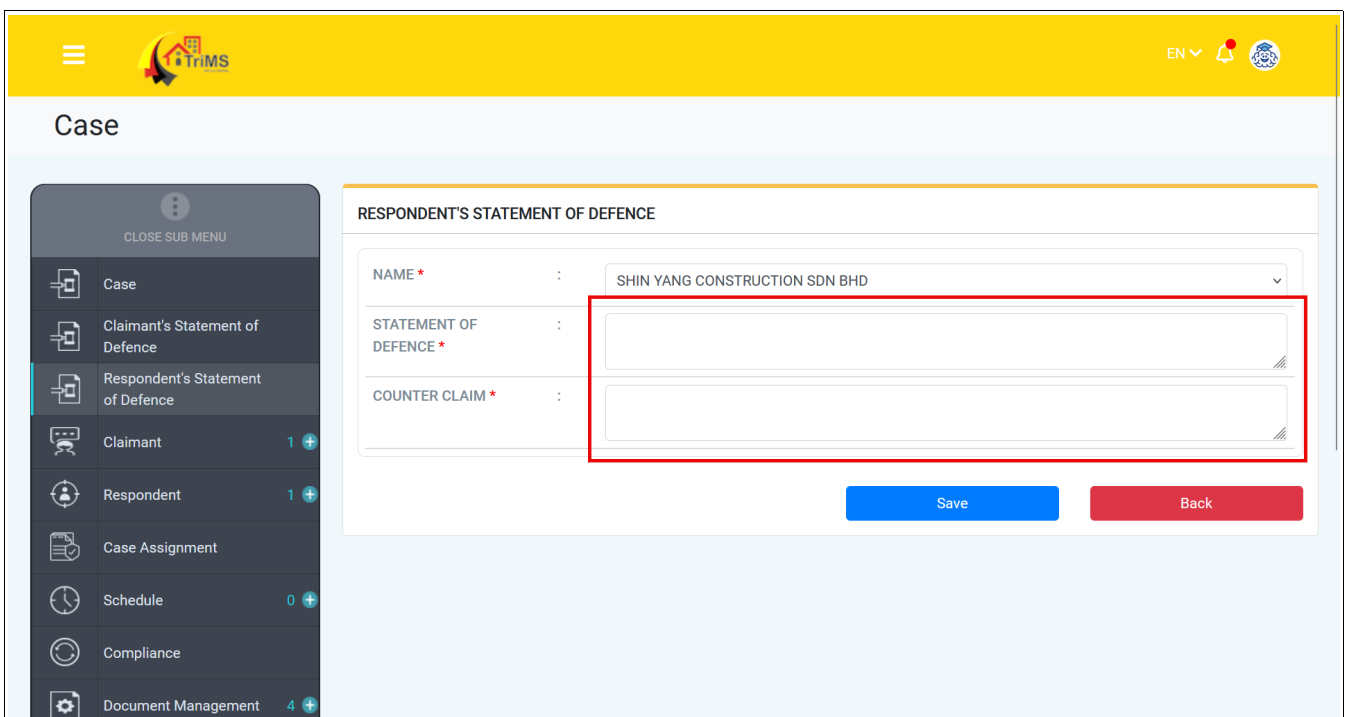
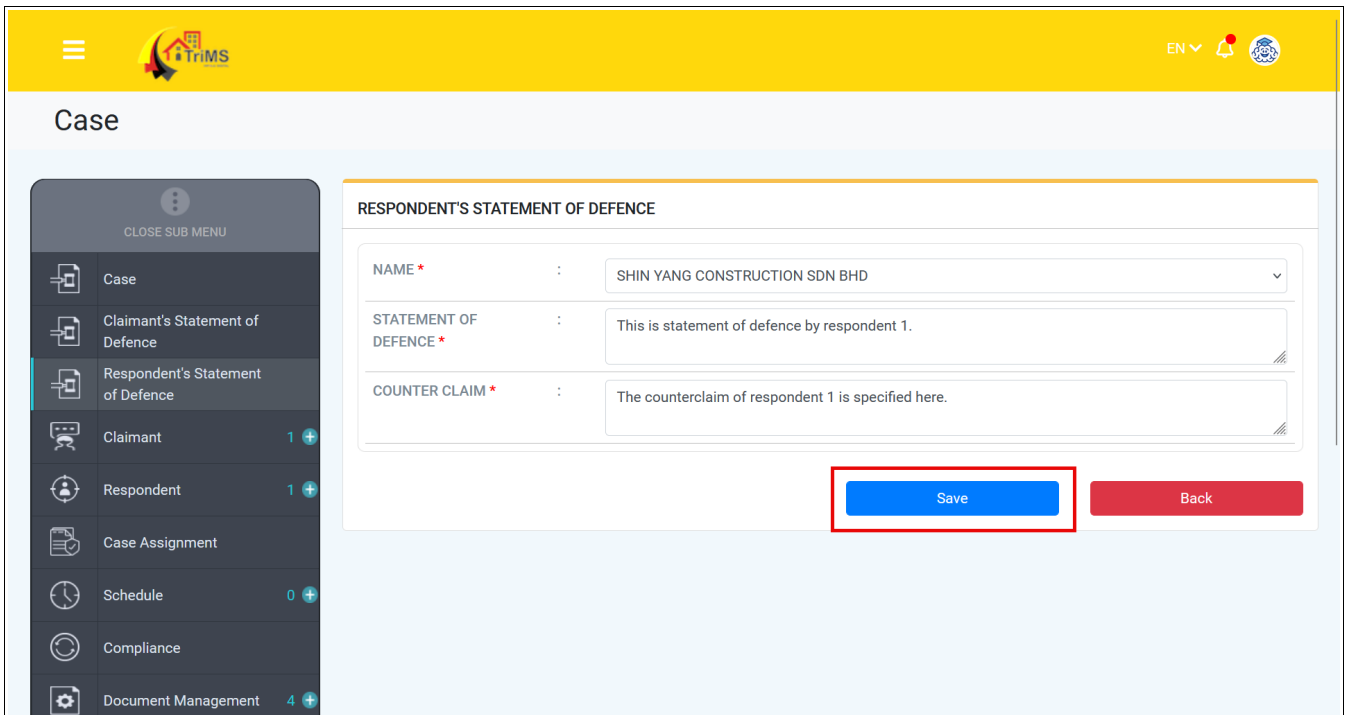


Figure : 70

- Click on the **Save** button to save the record.



Case

RESPONDENT'S STATEMENT OF DEFENCE

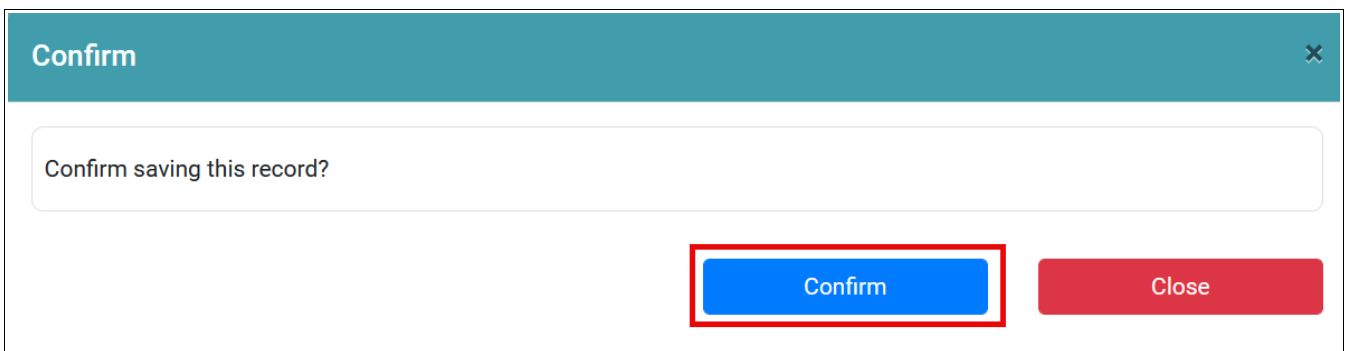
NAME * : SHIN YANG CONSTRUCTION SDN BHD

STATEMENT OF DEFENCE * : This is statement of defence by respondent 1.

COUNTER CLAIM * : The counterclaim of respondent 1 is specified here.

Save Back

- Click on the **Confirm** button.



Confirm

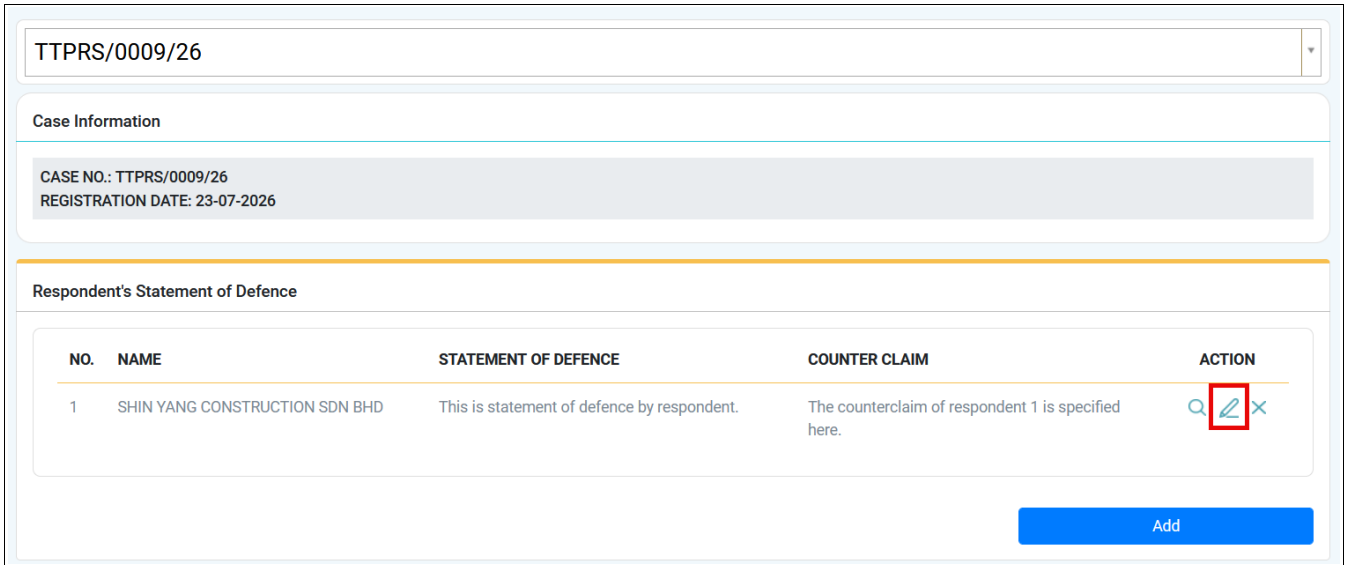
Confirm saving this record?

Confirm Close

Figure : 71

3.5.2.2. Edit Respondent's Statement of Defence

1. Click on the **Edit** button to edit.



TTPRS/0009/26

Case Information

CASE NO.: TTPRS/0009/26
REGISTRATION DATE: 23-07-2026

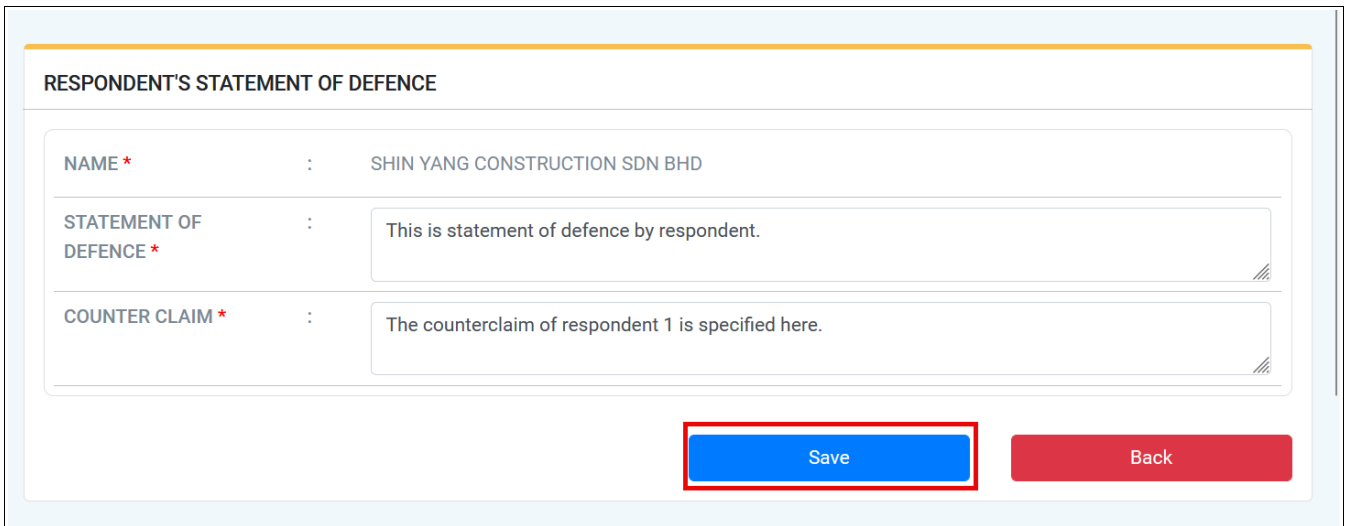
Respondent's Statement of Defence

NO.	NAME	STATEMENT OF DEFENCE	COUNTER CLAIM	ACTION
1	SHIN YANG CONSTRUCTION SDN BHD	This is statement of defence by respondent.	The counterclaim of respondent 1 is specified here.	  

Add

Figure : 72

2. Enter the details that want to edit then click on the **Save** button to save the record.



RESPONDENT'S STATEMENT OF DEFENCE

NAME * : SHIN YANG CONSTRUCTION SDN BHD

STATEMENT OF DEFENCE * : This is statement of defence by respondent.

COUNTER CLAIM * : The counterclaim of respondent 1 is specified here.

Save Back

Figure : 73

3. Click on the **Confirm** button to proceed.

Confirm

Confirm saving this record?

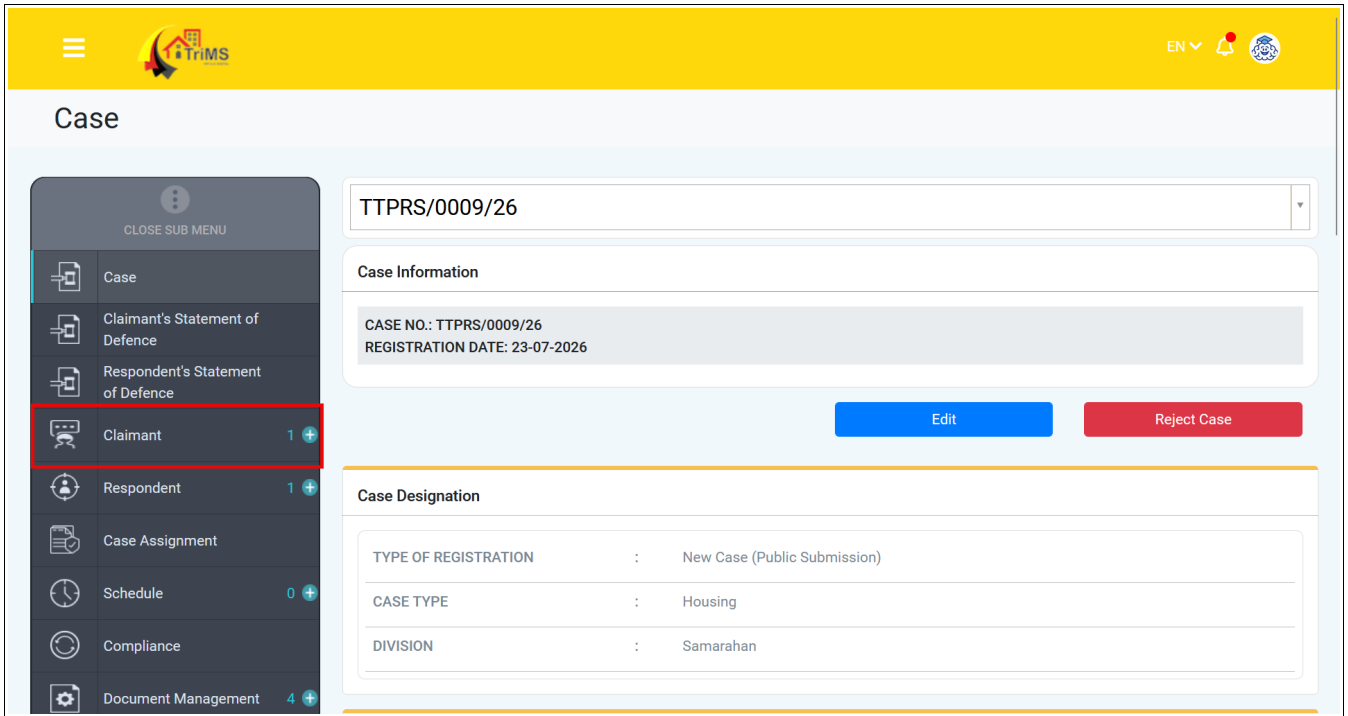
Confirm

Close

Figure : 74

3.5.3. Claimant

1. Click on the **Claimant** module to view.



The screenshot displays the TriMS e-Filing interface. The top navigation bar is yellow and contains the TriMS logo, a language dropdown set to 'EN', a notification bell, and a user profile icon. The main content area is titled 'Case' and features a sidebar on the left with a 'CLOSE SUB MENU' button at the top. The sidebar lists several modules: 'Case', 'Claimant's Statement of Defence', 'Respondent's Statement of Defence', 'Claimant' (highlighted with a red box and showing '1' with a plus icon), 'Respondent' (showing '1' with a plus icon), 'Case Assignment', 'Schedule' (showing '0' with a plus icon), 'Compliance', and 'Document Management' (showing '4' with a plus icon). The main panel shows the 'Case Information' section for case number 'TTPRS/0009/26', with a registration date of '23-07-2026'. Below this are 'Edit' and 'Reject Case' buttons. The 'Case Designation' section shows details: 'TYPE OF REGISTRATION' is 'New Case (Public Submission)', 'CASE TYPE' is 'Housing', and 'DIVISION' is 'Samarahan'.

Figure : 75

3.5.3.1. Add Claimant

1. Click on the **Add** button to add claimant.

TPS/0019/25

Claimant

Claimant

+ ADD

NO.	SEQUENCE	NAME	I.C. NO./ COMPANY REGISTRATION NO.	ACTION
1	1	Idris Ismail	TNTUser01	🔍 ✎ ✕

Figure : 76

2. Enter all the mandatory fields, then click on the **Save** button to save the record.

TPS/0003/26

Add - Claimant

ENTITY *	:	☒ Purchaser ☐ Property Manager/Managing Agent ☐ Joint Management Body ☐ Other Interested Person ☐ Proprietor/Subsidiary Proprietor ☐ Management Corporation ☐ Developer
NAME *	:	
NEW I.C. NO. **	:	
OLD I.C. NO. **	:	
PASSPORT **	:	
IC NO. (ARMY) **	:	
IC NO. (POLICE) **	:	
IC NO. (OTHER) **	:	
CORRESPONDENCE ADDRESS(LINE 1) *	:	
CORRESPONDENCE ADDRESS(LINE 2)	:	
CORRESPONDENCE ADDRESS(LINE 3)	:	
CORRESPONDENCE ADDRESS(LINE 4)	:	
CORRESPONDENCE ADDRESS(LINE 5)	:	
CONTACT NO. **	:	
CONTACT NO. (MOBILE) **	:	
EMAIL *	:	

Save

Back

Figure : 77

Notes:

- Claimant details field will be displayed based on the selected Entity.

ENTITY *	:	☒ Purchaser	☐ Proprietor/Subsidiary Proprietor
		☐ Property Manager/Managing Agent	☐ Management Corporation
		☐ Joint Management Body	☐ Developer
		☐ Other Interested Person	

3.5.3.2. Edit Claimant

1. Click on the **Edit** icon to edit the record.

TPS/0019/25

Claimant

Claimant

+ ADD

NO.	SEQUENCE	NAME	I.C. NO./ COMPANY REGISTRATION NO.	ACTION
1	1	Idris Ismail	TNTUser01	  

Figure : 78

2. Edit all the record, then click on the **Save** button to save the record.

TPS/0003/26

Edit - Claimant

SEQUENCE *	:	1
ENTITY *	:	Purchaser
NAME *	:	
NEW I.C. NO. **	:	
OLD I.C. NO. **	:	
PASSPORT **	:	
IC NO. (ARMY) **	:	
IC NO. (POLICE) **	:	
IC NO. (OTHER) **	:	
CORRESPONDENCE ADDRESS(LINE 1) *	:	Unit 12A Taman Nenas Emas, Lorong 12
CORRESPONDENCE ADDRESS(LINE 2)	:	Jalan Getah, Sarikei
CORRESPONDENCE ADDRESS(LINE 3)	:	96100 Kuching
CORRESPONDENCE ADDRESS(LINE 4)	:	Sarawak
CORRESPONDENCE ADDRESS(LINE 5)	:	Malaysia
CONTACT NO. **	:	
CONTACT NO. (MOBILE) **	:	
EMAIL *	:	

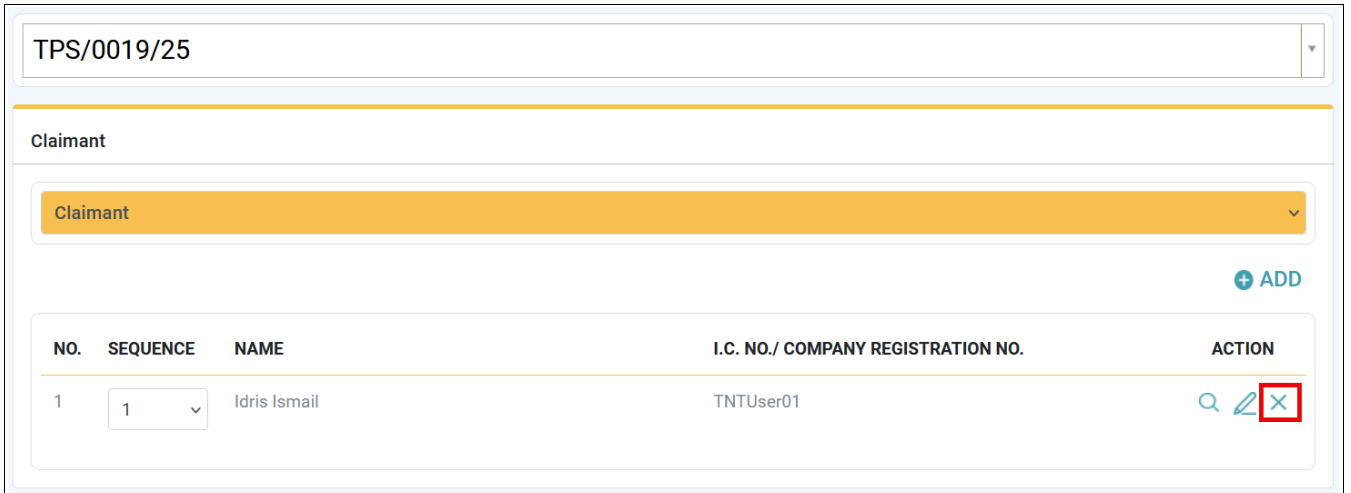
Save

Back

Figure : 79

3.5.3.3. Delete Claimant

1. Click on the **Delete** icon to delete the record.



TPS/0019/25

Claimant

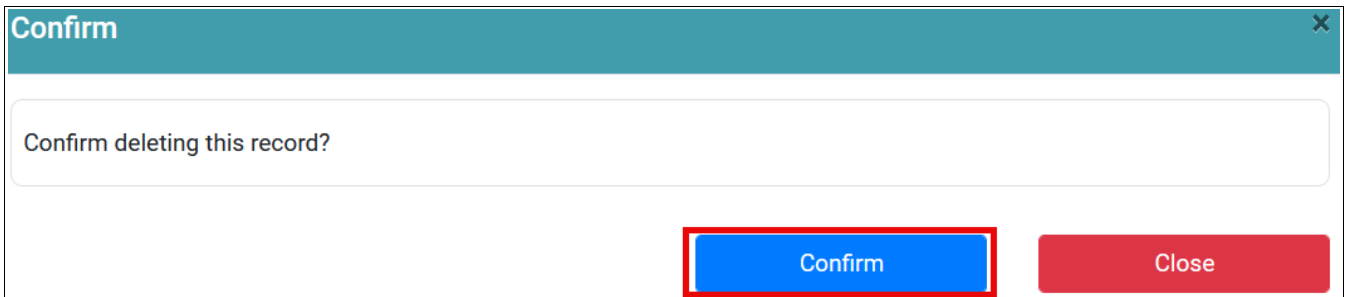
Claimant

+ ADD

NO.	SEQUENCE	NAME	I.C. NO./ COMPANY REGISTRATION NO.	ACTION
1	1	Idris Ismail	TNTUser01	  

Figure : 80

2. Click on the **Confirm** button to proceed.



Confirm

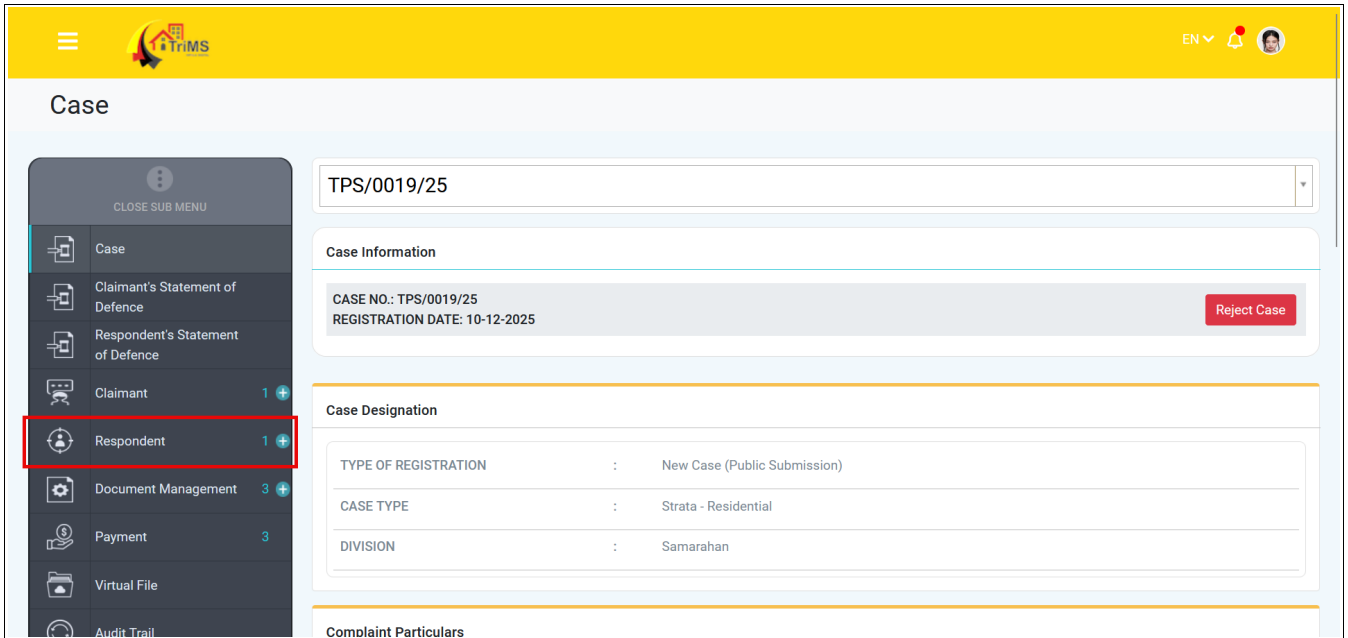
Confirm deleting this record?

Confirm Close

Figure : 81

3.5.4. Respondent

1. Click on the **Respondent** module to view.

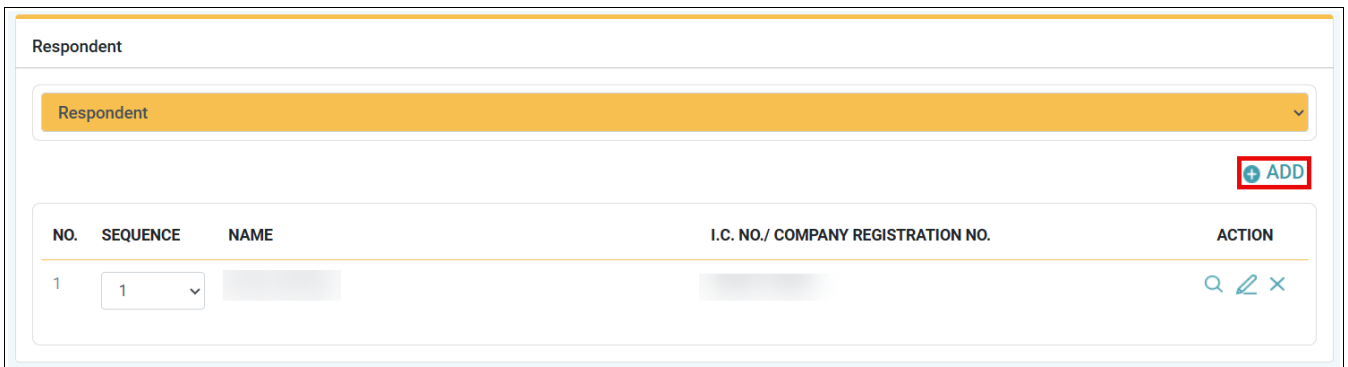


The screenshot shows the TriMS e-Filing interface. The left sidebar contains a menu with the following items: Case, Claimant's Statement of Defence, Respondent's Statement of Defence, Claimant, Respondent (highlighted with a red box), Document Management, Payment, Virtual File, and Audit Trail. The main content area displays the Case Information and Case Designation sections. The Case Information section shows the Case No. as TPS/0019/25 and the Registration Date as 10-12-2025. The Case Designation section shows the Type of Registration as New Case (Public Submission), Case Type as Strata - Residential, and Division as Samarahan. A red 'Reject Case' button is visible in the Case Information section.

Figure : 82

3.5.4.1. Add Respondent

1. Click on the **Add** button to add respondent.



The screenshot shows the Respondent module in the TriMS e-Filing interface. The top section has a dropdown menu labeled 'Respondent'. Below this is a table with the following columns: NO., SEQUENCE, NAME, I.C. NO./ COMPANY REGISTRATION NO., and ACTION. The table contains one row with the following data: NO. 1, SEQUENCE 1, NAME (redacted), and I.C. NO./ COMPANY REGISTRATION NO. (redacted). The ACTION column contains a red 'ADD' button, which is highlighted with a red box. There are also search, edit, and delete icons in the ACTION column.

Figure : 83

2. Enter all the mandatory fields, then click on the **Save** button to save the record.

Add - Respondent

ENTITY *	:	☒ Purchaser	☐ Proprietor/Subsidiary Proprietor
		☐ Property Manager/Managing Agent	☐ Management Corporation
		☐ Joint Management Body	☐ Developer
		☐ Other	
NAME *	:		
NEW I.C. NO. **	:		
OLD I.C. NO. **	:		
PASSPORT **	:		
IC NO. (ARMY) **	:		
IC NO. (POLICE) **	:		
IC NO. (OTHER) **	:		
CORRESPONDENCE ADDRESS(LINE 1) *	:		
CONTACT NO. **	:		
CONTACT NO. (MOBILE) **	:		
EMAIL *	:		

Save

Back

Figure : 84

Notes:

- Respondent details field will be displayed based on the selected Entity.

ENTITY *	:	☒ Purchaser	☐ Proprietor/Subsidiary Proprietor
		☐ Property Manager/Managing Agent	☐ Management Corporation
		☐ Joint Management Body	☐ Developer
		☐ Other Interested Person	

3.5.4.2. Edit Respondent

1. Click on the **Edit** icon to edit the record.

Respondent

Respondent

+ ADD

NO.	SEQUENCE	NAME	I.C. NO./ COMPANY REGISTRATION NO.	ACTION
1	1			

Figure : 85

2. Edit all the record, then click on the **Save** button to save the record.

Edit - Respondent

SEQUENCE *	:	1
ENTITY *	:	Purchaser
NAME *	:	
NEW I.C. NO. **	:	
OLD I.C. NO. **	:	
PASSPORT **	:	
IC NO. (ARMY) **	:	
IC NO. (POLICE) **	:	
IC NO. (OTHER) **	:	
CORRESPONDENCE ADDRESS(LINE 1) *	:	Samarahan
CONTACT NO. **	:	
CONTACT NO. (MOBILE) **	:	
EMAIL *	:	

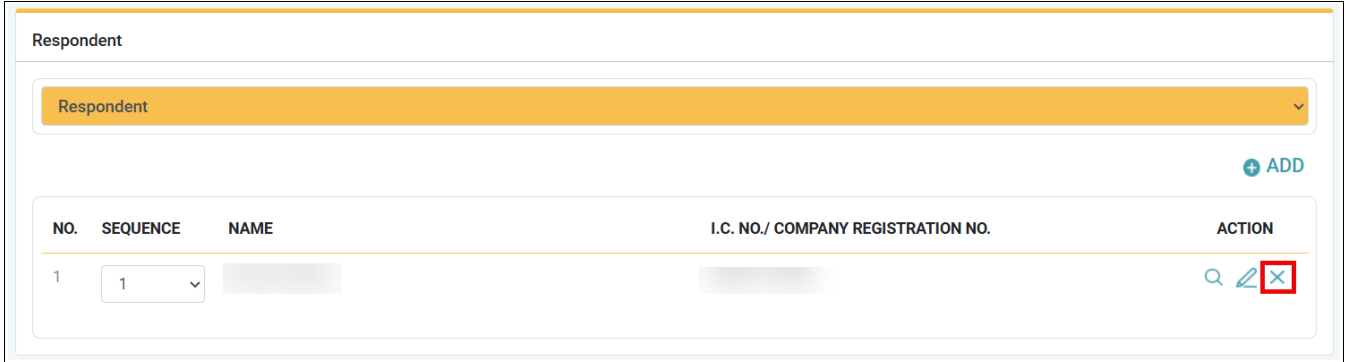
Save

Back

Figure : 86

3.5.4.3. Delete Respondent

1. Click on the **Delete** icon to delete the record.



Respondent

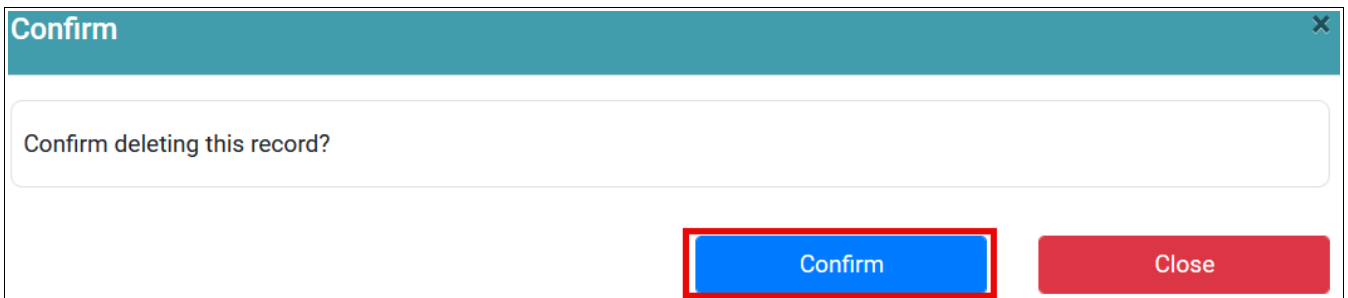
Respondent

+ ADD

NO.	SEQUENCE	NAME	I.C. NO./ COMPANY REGISTRATION NO.	ACTION
1	1			  

Figure : 87

2. Click on the **Confirm** button to proceed.



Confirm

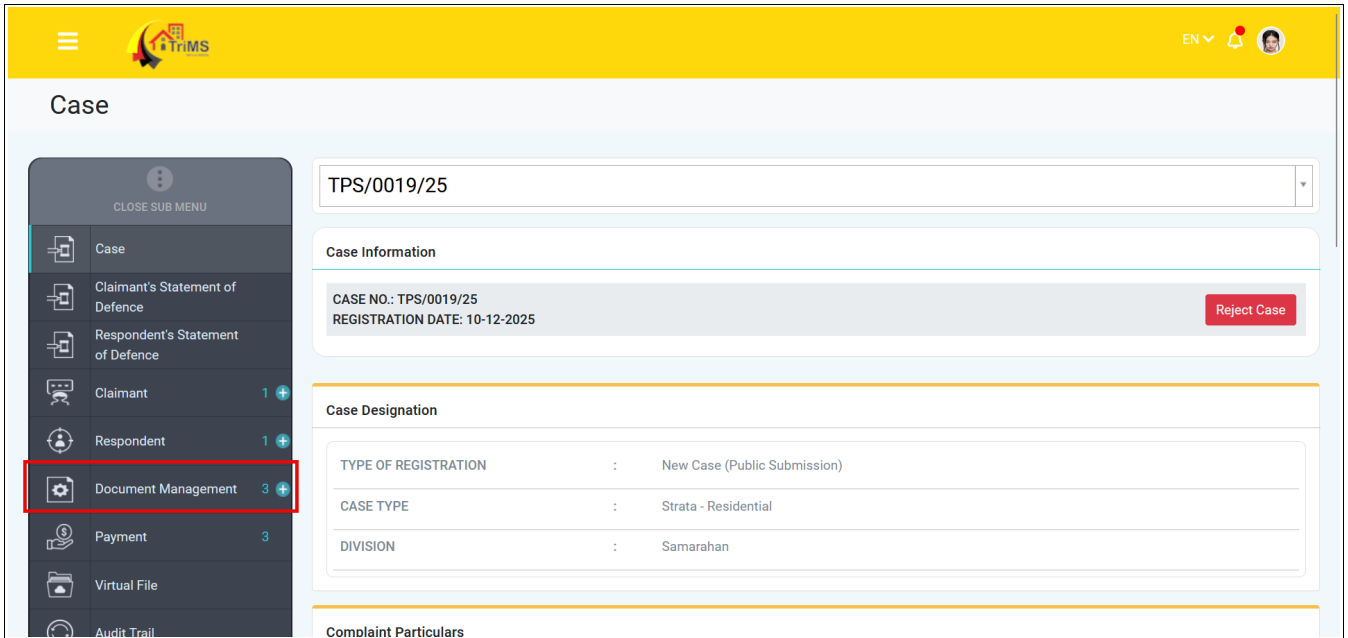
Confirm deleting this record?

Confirm Close

Figure : 88

3.5.5. Document Management

1. Click on the **Document Management** module to view.

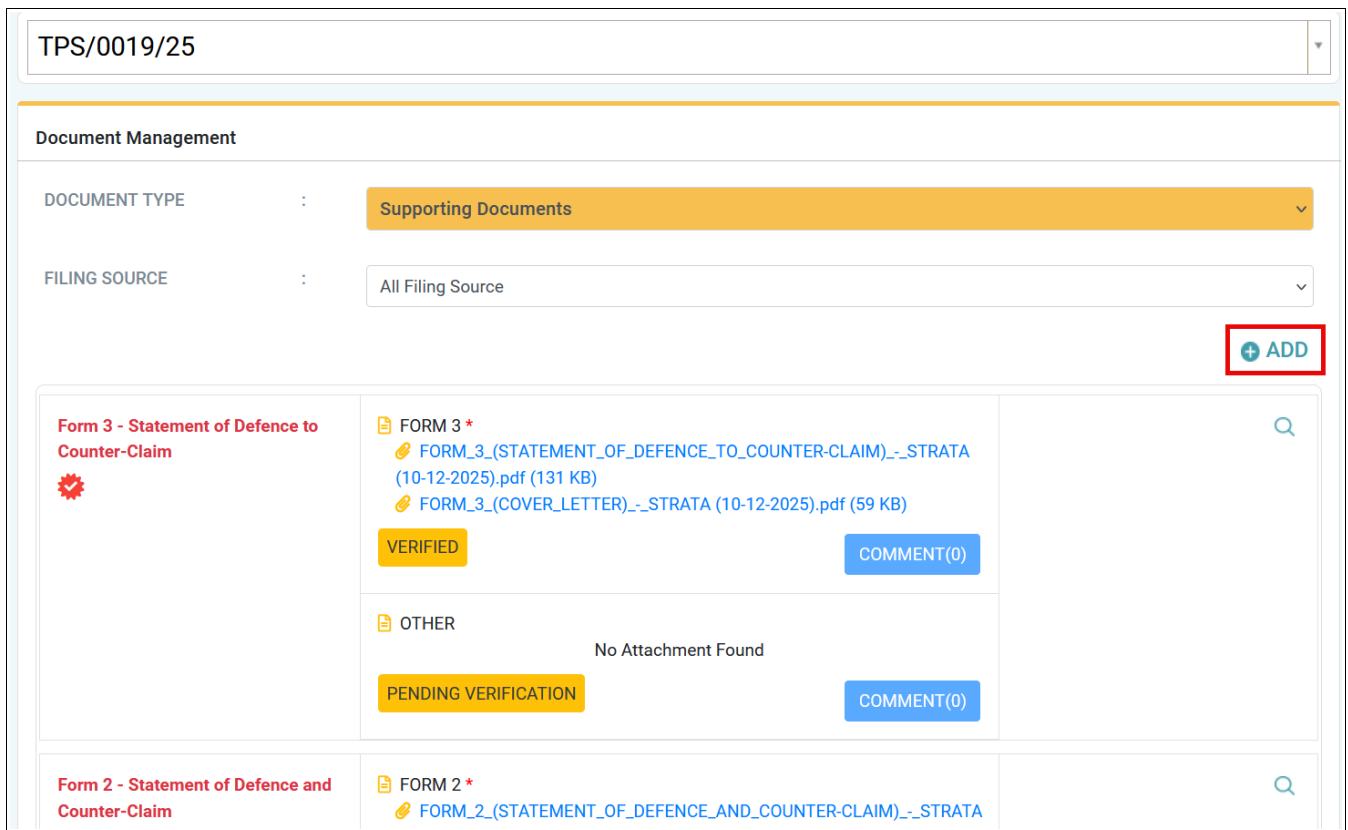


The screenshot displays the TriMS e-Filing interface. The top navigation bar is yellow and contains a hamburger menu icon, the TriMS logo, and user information (EN, a notification bell, and a profile picture). The main content area is titled "Case" and features a sidebar on the left with a "CLOSE SUB MENU" button. The sidebar lists several modules: Case, Claimant's Statement of Defence, Respondent's Statement of Defence, Claimant (1), Respondent (1), Document Management (3, highlighted with a red box), Payment (3), Virtual File, and Audit Trail. The main content area shows the details for case TPS/0019/25. It includes a "Case Information" section with fields for CASE NO. (TPS/0019/25) and REGISTRATION DATE (10-12-2025), and a "Reject Case" button. Below this is a "Case Designation" section with a table showing registration details. At the bottom, there is a "Complaint Particulars" section.

Case Designation	
TYPE OF REGISTRATION	New Case (Public Submission)
CASE TYPE	Strata - Residential
DIVISION	Samarahan

Figure : 89

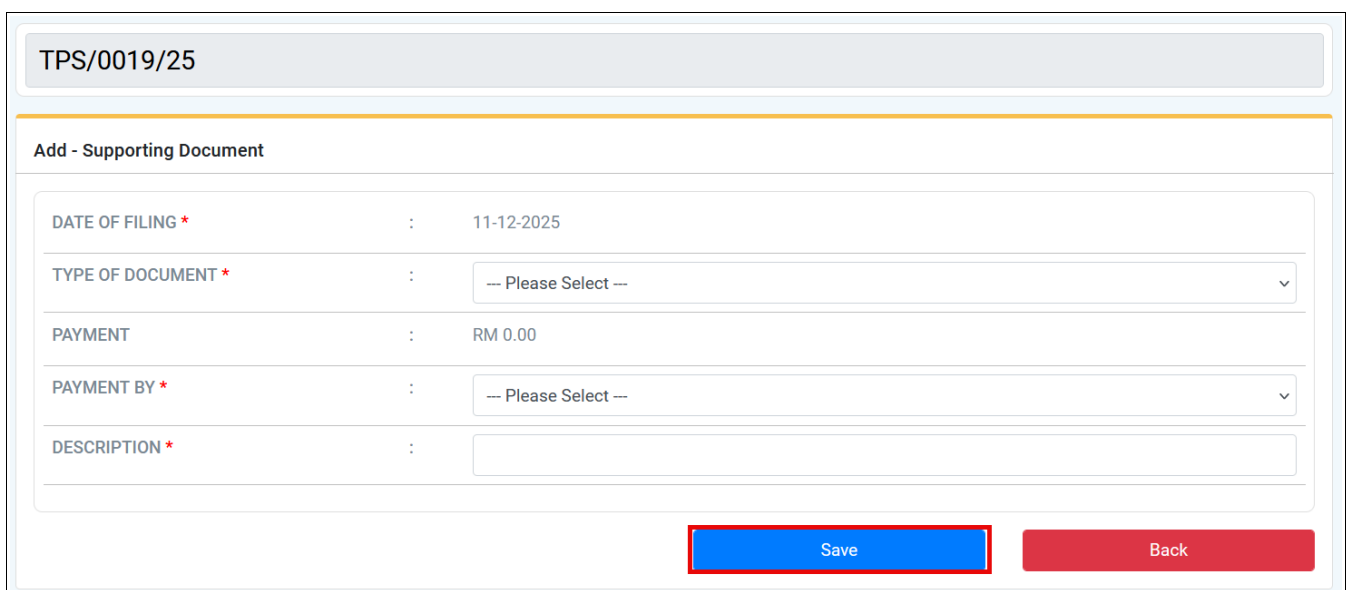
2. Click on the **Add** button to add new document.



The screenshot shows the 'Document Management' section of the system. At the top, there is a search bar containing 'TPS/0019/25'. Below this, the 'DOCUMENT TYPE' is set to 'Supporting Documents' and the 'FILING SOURCE' is set to 'All Filing Source'. A red box highlights a '+ ADD' button. The main area displays two document entries. The first entry, 'Form 3 - Statement of Defence to Counter-Claim', is marked with a red star and shows two PDF attachments: 'FORM_3_(STATEMENT_OF_DEFENCE_TO_COUNTER-CLAIM)_-_STRATA (10-12-2025).pdf (131 KB)' and 'FORM_3_(COVER_LETTER)_-_STRATA (10-12-2025).pdf (59 KB)'. It has a 'VERIFIED' status and a 'COMMENT(0)' button. The second entry, 'Form 2 - Statement of Defence and Counter-Claim', is also marked with a red star and shows one PDF attachment: 'FORM_2_(STATEMENT_OF_DEFENCE_AND_COUNTER-CLAIM)_-_STRATA'. It has a 'PENDING VERIFICATION' status and a 'COMMENT(0)' button.

Figure : 90

3. Click on the **Save** button to save the record.

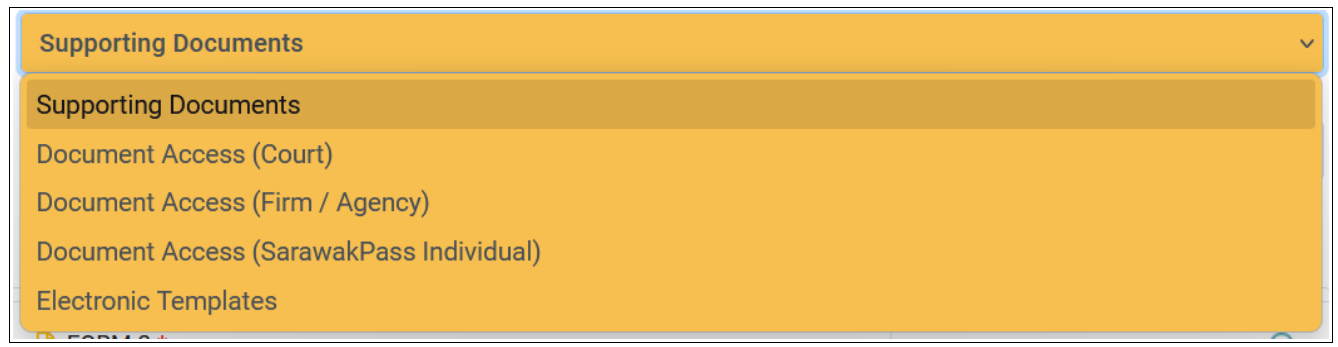


The screenshot shows the 'Add - Supporting Document' form. It has a search bar at the top with 'TPS/0019/25'. The form contains several fields: 'DATE OF FILING *' with the value '11-12-2025', 'TYPE OF DOCUMENT *' with a dropdown menu showing '--- Please Select ---', 'PAYMENT' with the value 'RM 0.00', 'PAYMENT BY *' with a dropdown menu showing '--- Please Select ---', and 'DESCRIPTION *' with an empty text area. At the bottom right, a blue 'Save' button is highlighted with a red box, next to a red 'Back' button.

Figure : 91

Notes:

- The user also can change to other document by click on the drop-down arrow.



3.5.6. Payment

- Click on the **Payment** module to view.

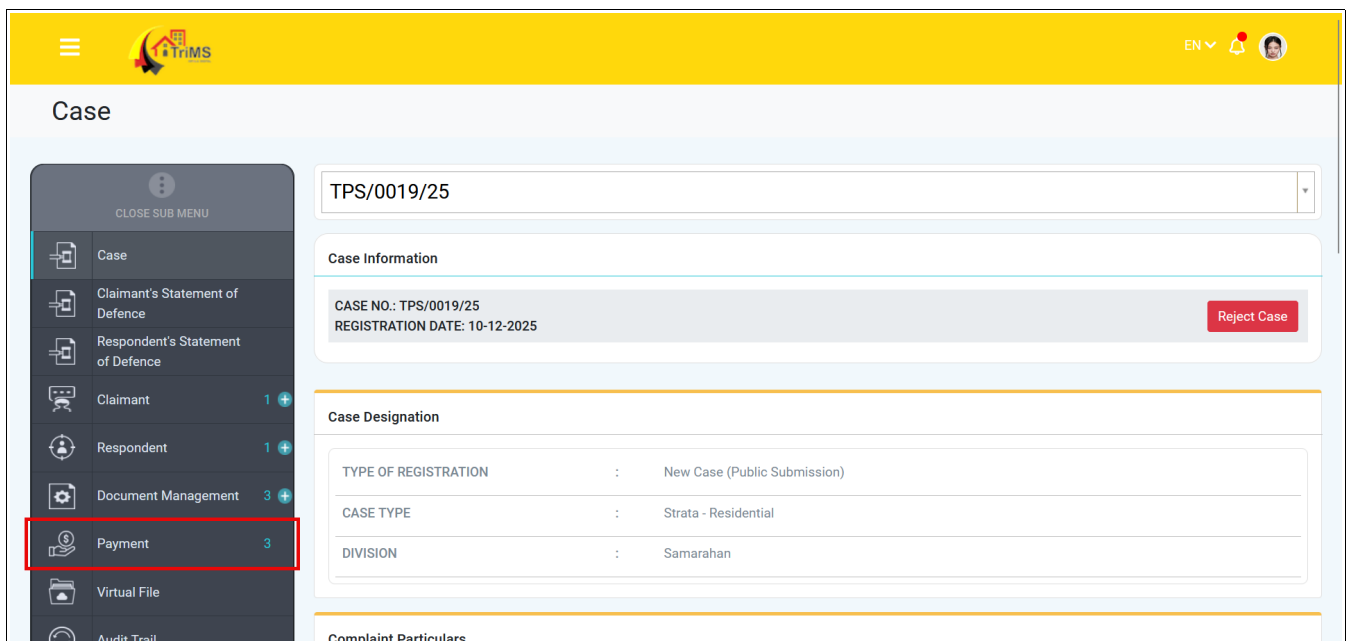


Figure : 92

2. The payment list will be shown as below.

TPS/0019/25

Payment

Payment

NO.	PAYMENT DATE	FILING DATE	NAME OF DOCUMENT	PARTY / FIRM	RECEIPT NO.	AMOUNT (RM)	MODE
1	Pending Payment	10-12-2025	Form 2 - Statement of Defence and Counter-Claim	Claimant	-	100.00	E-Payment
2	10-12-2025	10-12-2025	Form 1 - Statement of Claim	Claimant	101250001321	100.00	E-Payment
3	10-12-2025	10-12-2025	Form 3 - Statement of Defence to Counter-Claim	Claimant	TEMP-REF/ TPS/0153/25-305	100.00	E-Payment

Figure : 93

Notes:

- The user also can change to other document by click on the drop-down arrow.

Supporting Documents

Supporting Documents

Document Access (Court)

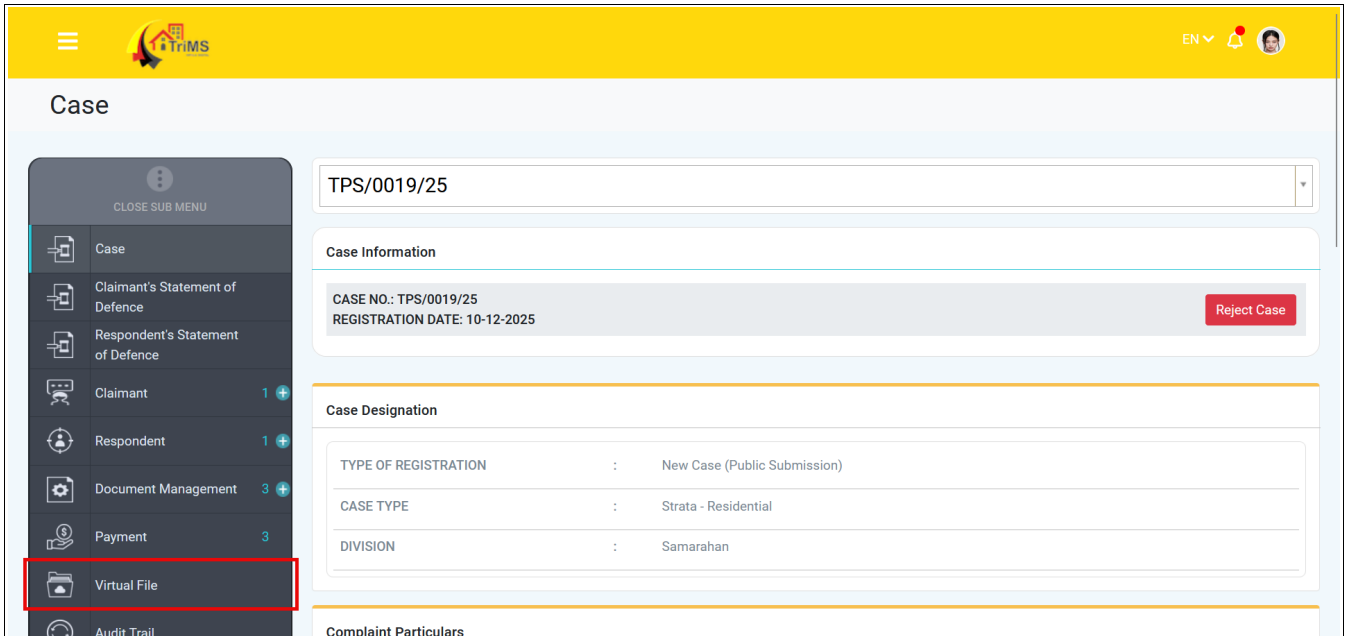
Document Access (Firm / Agency)

Document Access (SarawakPass Individual)

Electronic Templates

3.5.7. Virtual File

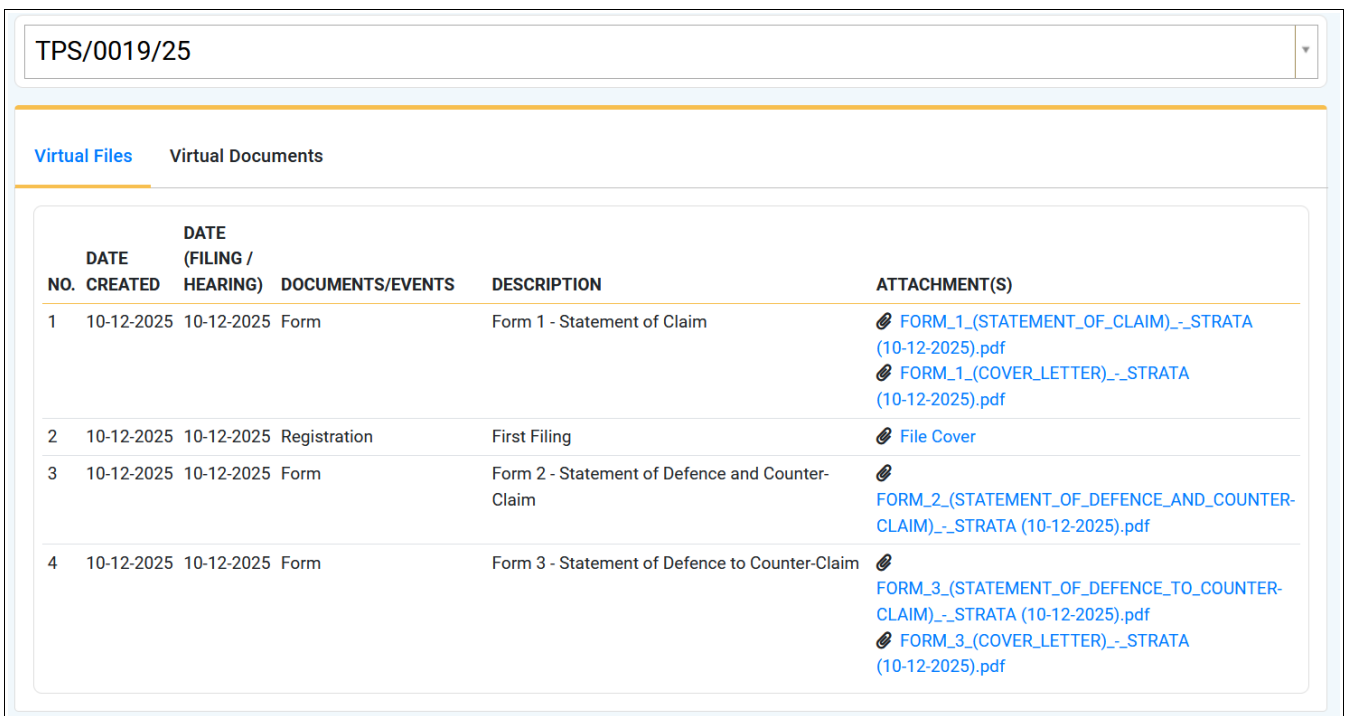
1. Click on the **Virtual File** module to view.



The screenshot shows the TriMS e-Filing interface. On the left is a sidebar with a 'CLOSE SUB MENU' button and several menu items: Case, Claimant's Statement of Defence, Respondent's Statement of Defence, Claimant (1), Respondent (1), Document Management (3), Payment (3), **Virtual File** (highlighted with a red box), and Audit Trail. The main area displays the 'Case' details for 'TPS/0019/25'. It includes a 'Case Information' section with 'CASE NO.: TPS/0019/25' and 'REGISTRATION DATE: 10-12-2025', and a 'Case Designation' section with 'TYPE OF REGISTRATION: New Case (Public Submission)', 'CASE TYPE: Strata - Residential', and 'DIVISION: Samarahan'. A 'Reject Case' button is visible in the Case Information section.

Figure : 94

2. The Virtual Files list will be shown as below.



The screenshot shows the 'Virtual Files' list for case 'TPS/0019/25'. The interface has two tabs: 'Virtual Files' (active) and 'Virtual Documents'. The table below lists the virtual files.

NO.	DATE CREATED	DATE (FILING / HEARING)	DOCUMENTS/EVENTS	DESCRIPTION	ATTACHMENT(S)
1	10-12-2025	10-12-2025	Form	Form 1 - Statement of Claim	FORM_1_(STATEMENT_OF_CLAIM)_-_STRATA (10-12-2025).pdf FORM_1_(COVER_LETTER)_-_STRATA (10-12-2025).pdf
2	10-12-2025	10-12-2025	Registration	First Filing	File Cover
3	10-12-2025	10-12-2025	Form	Form 2 - Statement of Defence and Counter-Claim	FORM_2_(STATEMENT_OF_DEFENCE_AND_COUNTER-CLAIM)_-_STRATA (10-12-2025).pdf
4	10-12-2025	10-12-2025	Form	Form 3 - Statement of Defence to Counter-Claim	FORM_3_(STATEMENT_OF_DEFENCE_TO_COUNTER-CLAIM)_-_STRATA (10-12-2025).pdf FORM_3_(COVER_LETTER)_-_STRATA (10-12-2025).pdf

Figure : 95

Notes:

- Click on the **Virtual Document** tab to view the listing.

Virtual Files

Virtual Documents

View Details

NO.	DATE (FILING / HEARING)	REF. TO OTHER ENCL.	NAME OF DOCUMENT	ATTACHMENT(S)	CREATED BY
1	10-12-2025	-	Form 1 - Statement of Claim <i>(Form 1 - Statement of Claim)</i>	 FORM_1_(STATEMENT_OF_CLAIM)_-_STRATA (10-12-2025).pdf (135 KB)  FORM_1_(COVER_LETTER)_-_STRATA (10-12-2025).pdf (56 KB)	Tuan Idris Ismail
2	10-12-2025	-	Form 2 - Statement of Defence and Counter-Claim <i>(Form 2 - Statement of Defence and Counter-Claim)</i>	 FORM_2_(STATEMENT_OF_DEFENCE_AND_COUNTER-CLAIM)_-_STRATA (10-12-2025).pdf (26 KB)	Tuan Idris Ismail
3	10-12-2025	-	Form 3 - Statement of Defence to Counter-Claim <i>(Form 3 - Statement of Defence to Counter-Claim)</i>	 FORM_3_(STATEMENT_OF_DEFENCE_TO_COUNTER-CLAIM)_-_STRATA (10-12-2025).pdf (131 KB)  FORM_3_(COVER_LETTER)_-_STRATA (10-12-2025).pdf (59 KB)	Tuan Idris Ismail

3.5.8. Audit Trail

1. Click on the **Audit Trail** module to view.

☰

EN ▼

Case

ⓘ
CLOSE SUB MENU

- Case
- Claimant's Statement of Defence
- Respondent's Statement of Defence
- Claimant 1 +
- Respondent 1 +
- Document Management 3 +
- Payment 3
- Virtual File
- Audit Trail
- Case Tool

TPS/0019/25

Case Information

CASE NO.: TPS/0019/25
REGISTRATION DATE: 10-12-2025

Reject Case

Case Designation

TYPE OF REGISTRATION	:	New Case (Public Submission)
CASE TYPE	:	Strata - Residential
DIVISION	:	Samarahan

Complaint Particulars

PROJECT NAME / AREA OR LOCALITY	:	CDB NEW PROJECT
CURRENT MANAGEMENT BODY	-	CDB

Figure : 96

2. Enter the search criteria and click on the **Search** button to search.

TPS/0019/25

Audit Trail

FROM

DD-MM-YYYY

TO

DD-MM-YYYY

ACTION BY

All

ACTION

All

Search

Reset

Figure : 97

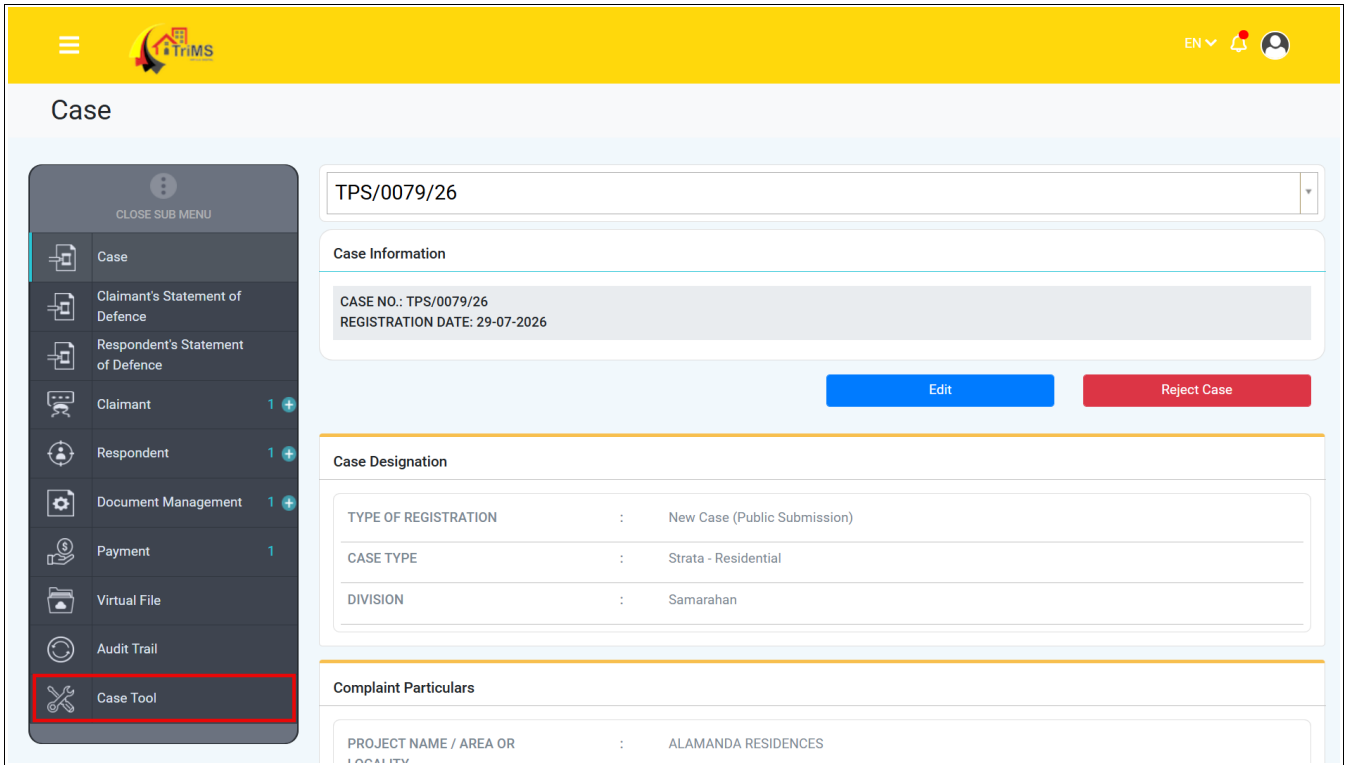
3. The Audit Trail record will shown as below.

<< First < Back 1 2 Next > Last >>					
NO.	DATE & TIME	ACTION BY	SUB MENU	ACTIVITY	DESCRIPTION
1	10-12-2025 03:12:03 PM	Ryan Then Ye Tong	Document Management	Add	New Attachment FORM_3_(COVER_LETTER)_-_STRATA (10-12-2025).pdf has been added
2	10-12-2025 03:08:57 PM	Anonymous	Payment Knockoff	Add	Payment successful. Receipt TEMP-REF/TPS/0153/25-305 has been added.
3	10-12-2025 03:08:18 PM	Idris Ismail	Digital Signature	Add	Digital Sign for Form 3 - Statement of Defence to Counter-Claim has been added.
4	10-12-2025 03:01:03 PM	Ryan Then Ye Tong	950	Update	UPDATE CASE FILING SUPPORTING FILE STATUS
5	10-12-2025 03:00:12 PM	Idris Ismail	Document Management	Add	New Attachment FORM_3_(STATEMENT_OF_DEFENCE_TO_COUNTER-CLAIM)_-_STRATA (10-12-2025).pdf has been added

Figure : 98

3.5.9. Case Tool

1. Click on the **Case Tool** module to view.



The screenshot displays the 'Case Tool' module interface. On the left is a dark sidebar menu with a 'CLOSE SUB MENU' button at the top. The menu items include 'Case', 'Claimant's Statement of Defence', 'Respondent's Statement of Defence', 'Claimant', 'Respondent', 'Document Management', 'Payment', 'Virtual File', 'Audit Trail', and 'Case Tool', which is highlighted with a red border. The main content area has a yellow header with a hamburger menu, the TriMS logo, and user information (EN, a bell icon, and a profile icon). Below the header, the title 'Case' is shown. A search bar at the top right contains the text 'TPS/0079/26'. The 'Case Information' section displays 'CASE NO.: TPS/0079/26' and 'REGISTRATION DATE: 29-07-2026', with 'Edit' and 'Reject Case' buttons. The 'Case Designation' section shows a table with three rows: 'TYPE OF REGISTRATION' (New Case (Public Submission)), 'CASE TYPE' (Strata - Residential), and 'DIVISION' (Samarahan). The 'Complaint Particulars' section shows 'PROJECT NAME / AREA OR LOCALITY' as 'ALAMANDA RESIDENCES'.

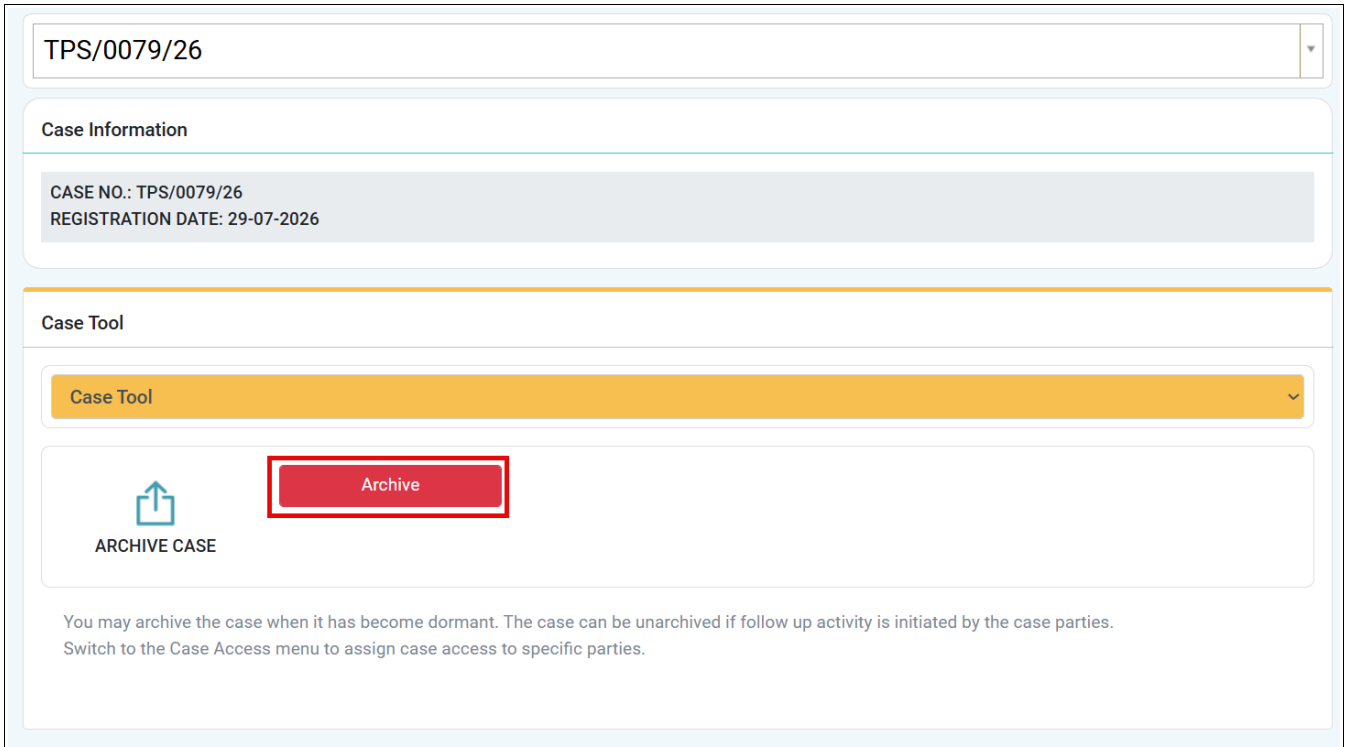
Case Designation	
TYPE OF REGISTRATION	New Case (Public Submission)
CASE TYPE	Strata - Residential
DIVISION	Samarahan

Complaint Particulars	
PROJECT NAME / AREA OR LOCALITY	ALAMANDA RESIDENCES

Figure : 99

3.5.9.1. Archive Case

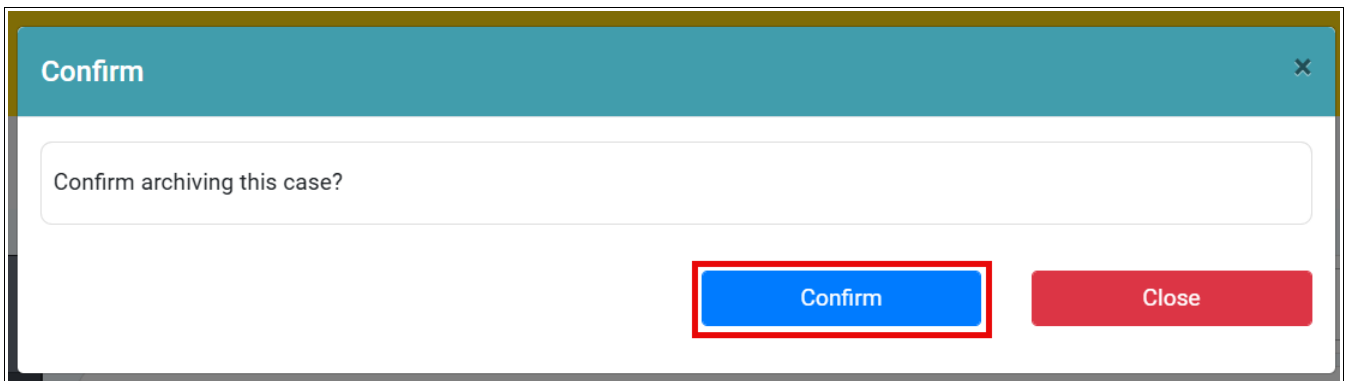
1. Click on the **Archive** button to archive the current case.



The screenshot shows the 'Archive Case' interface. At the top, there is a text input field containing 'TPS/0079/26'. Below this is a 'Case Information' section with a light blue background, displaying 'CASE NO.: TPS/0079/26' and 'REGISTRATION DATE: 29-07-2026'. Underneath is a 'Case Tool' section with a yellow header bar labeled 'Case Tool'. In this section, there is a red button labeled 'Archive' which is highlighted with a red rectangular border. To the left of the 'Archive' button is an icon of a box with an upward arrow, labeled 'ARCHIVE CASE'. Below the 'Archive' button, there is a paragraph of text: 'You may archive the case when it has become dormant. The case can be unarchived if follow up activity is initiated by the case parties. Switch to the Case Access menu to assign case access to specific parties.'

Figure : 100

2. Click on **Confirm** button to proceed.



The screenshot shows a 'Confirm' dialog box with a teal header bar. The title 'Confirm' is on the left, and a close button (X) is on the right. The main content area has a light blue background and contains the text 'Confirm archiving this case?'. At the bottom right, there are two buttons: a blue button labeled 'Confirm' which is highlighted with a red rectangular border, and a red button labeled 'Close'.

Figure : 101

Notes:

- User may unarchive the case by Click on the **Unarchive** button as shown below.

Case Tool

Case Tool


UNARCHIVE CASE

Unarchive

You may archive the case when it has become dormant. The case can be unarchived if follow up activity is initiated by the case parties.
Switch to the Case Access menu to assign case access to specific parties.

3.5.9.2. Case Access

1. On the *Case Tool* page, click on the **Case Access** at the drop-down arrow.

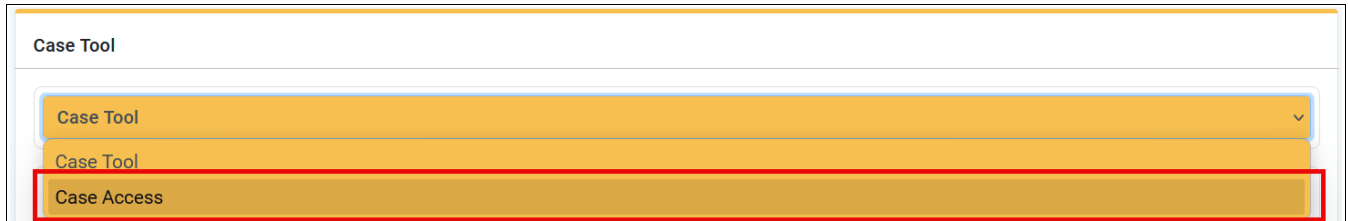


Figure : 102

2. Click on the **Add** button to add case access party.

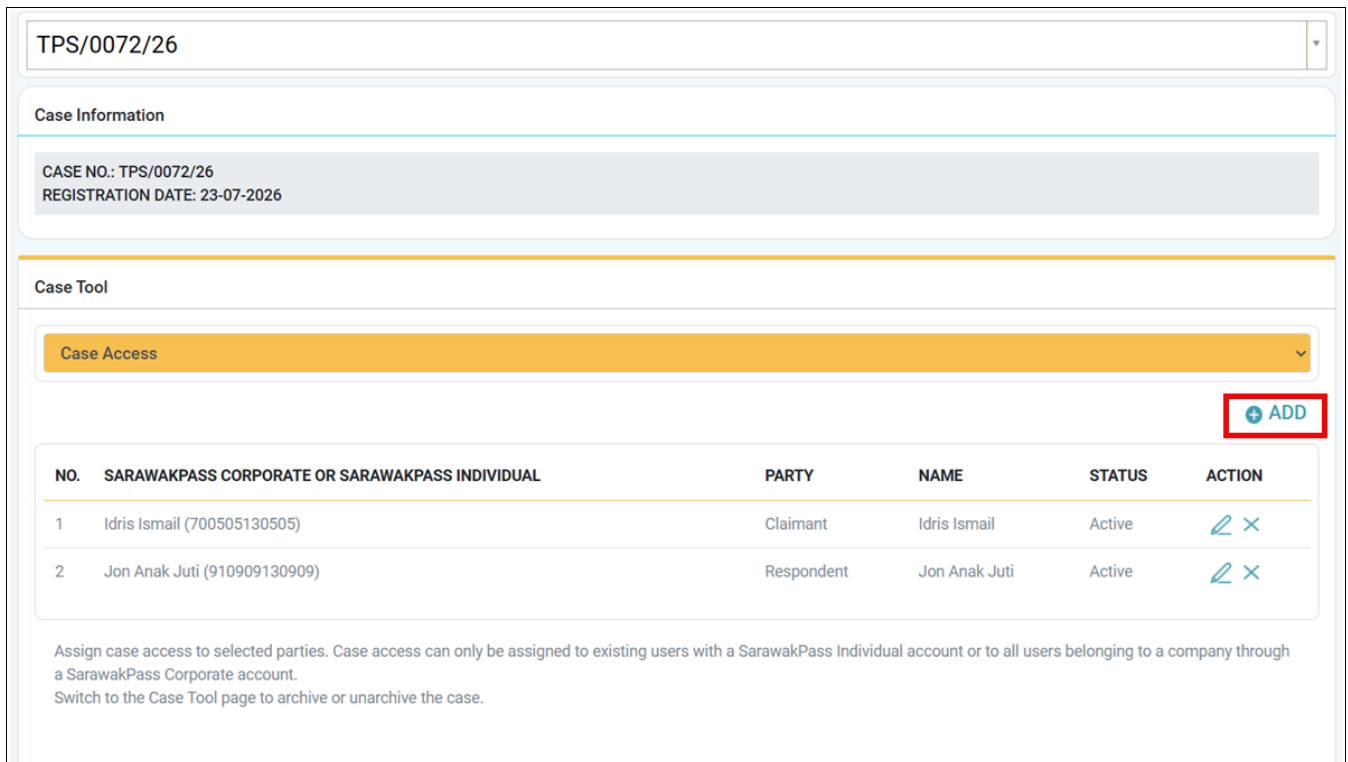


Figure : 103

3. Enter the *Username* or *IC Number* to search.

USER SEARCH

NAME **

:

NAME

I.C. NO./ COMPANY
REGISTRATION NO. **

:

I.C. NO.

Search

Close

Figure : 104

4. Select the name that shown after searching.

USER SEARCH

NAME ** : Construction

I.C. NO./ COMPANY REGISTRATION NO. ** : I.C. NO.

Search

Please double click to add record

NO.	NAME	I.C. NO.	EMAIL
1	MEDIANA CONSTRUCTION COMPANY	6171	sample@email.com.my
2	SAMPLE COMPANY CONSTRUCTION SDN BHD	123456	sample@email.com.my

Close

Figure : 105

5. Click on the **Save** button to save the record.

TPS/0072/26

Case Information

CASE NO.: TPS/0072/26
REGISTRATION DATE: 23-07-2026

Add - Case Access

TYPE *

:

☐ SARAWAKPASS CORPORATE

☒ SARAWAKPASS INDIVIDUAL

SARAWAKPASS INDIVIDUAL *

:



PARTY *

:



Save

Back

Figure : 106

3.6. Preference

The Preference module allows users to manage their personal profile settings and configure their digital signature and seal. This module ensures that each user's information is accurate, up to date, and properly linked to system functionalities that require identity verification or electronic signing.

1. After successfully logging in, click on the **Profile** icon to open the Preference.

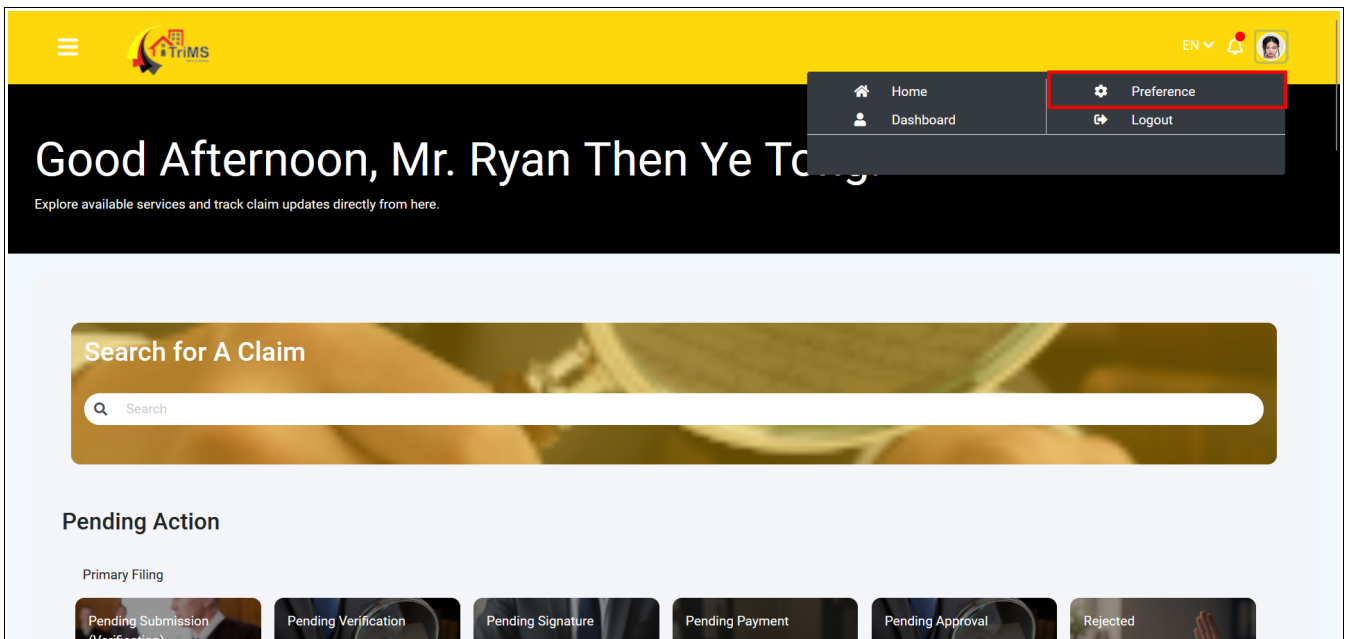
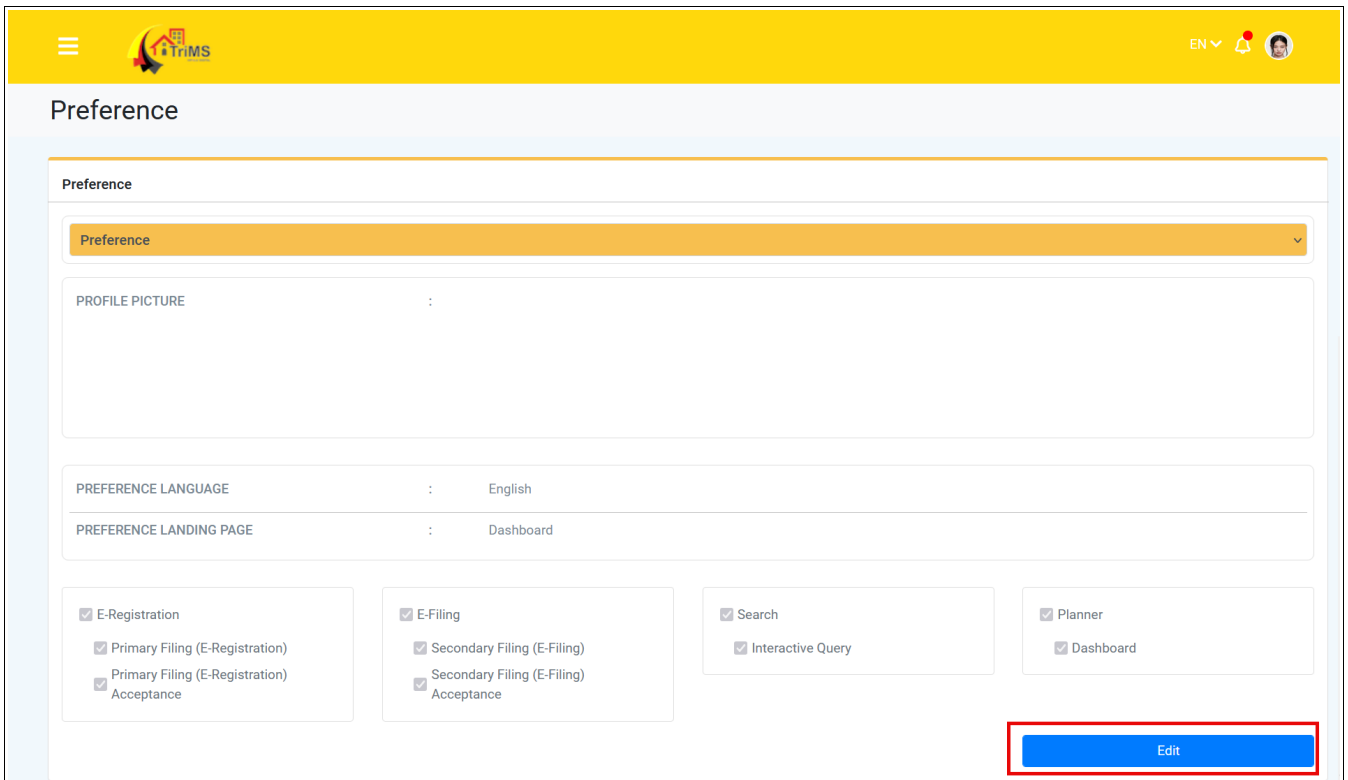


Figure : 107

2. Click on the **Edit** button to edit all the details.



The screenshot shows the 'Preference' page in the Tribunal Management System (TriMS) e-Filing interface. The page has a yellow header with the eSains logo and TriMS text. The main content area is titled 'Preference' and contains a form with various settings. A red box highlights the 'Edit' button at the bottom right.

Preference

Preference

PROFILE PICTURE :

PREFERENCE LANGUAGE : English

PREFERENCE LANDING PAGE : Dashboard

☒ E-Registration

- ☒ Primary Filing (E-Registration)
- ☒ Primary Filing (E-Registration) Acceptance

☒ E-Filing

- ☒ Secondary Filing (E-Filing)
- ☒ Secondary Filing (E-Filing) Acceptance

☒ Search

- ☒ Interactive Query

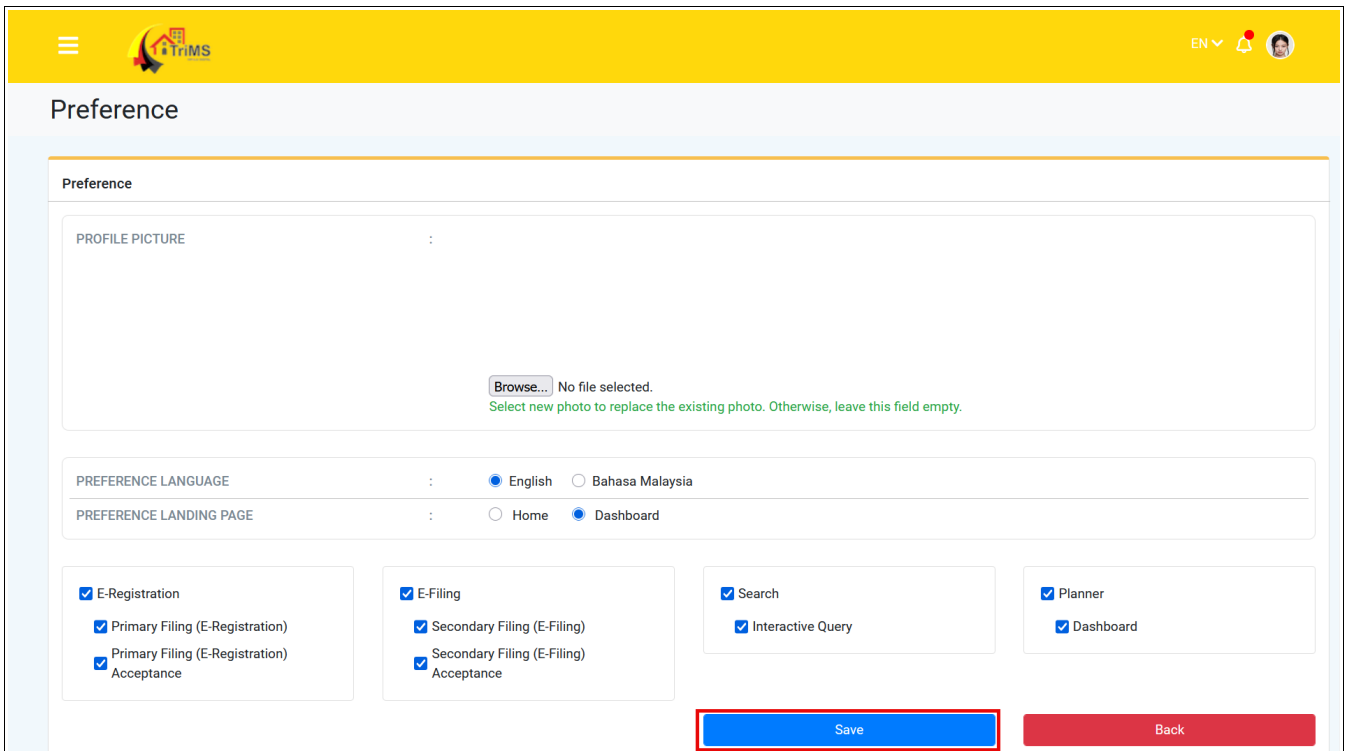
☒ Planner

- ☒ Dashboard

Edit

Figure : 108

- Once finished update the details, then click on the **Save** button to save the record.



Preference

Preference

PROFILE PICTURE :

No file selected.
Select new photo to replace the existing photo. Otherwise, leave this field empty.

PREFERENCE LANGUAGE : ☒ English ☐ Bahasa Malaysia

PREFERENCE LANDING PAGE : ☐ Home ☒ Dashboard

☒ E-Registration

- ☒ Primary Filing (E-Registration)
- ☒ Primary Filing (E-Registration) Acceptance

☒ E-Filing

- ☒ Secondary Filing (E-Filing)
- ☒ Secondary Filing (E-Filing) Acceptance

☒ Search

- ☒ Interactive Query

☒ Planner

- ☒ Dashboard

Figure : 109

3.6.1. Digital Signature & Seal

This module enables Public Members to create and update their Digital Signature and Seal.

1. At the *Preference* page, click on the drop-down button to view Digital Signature & Seal Image module.

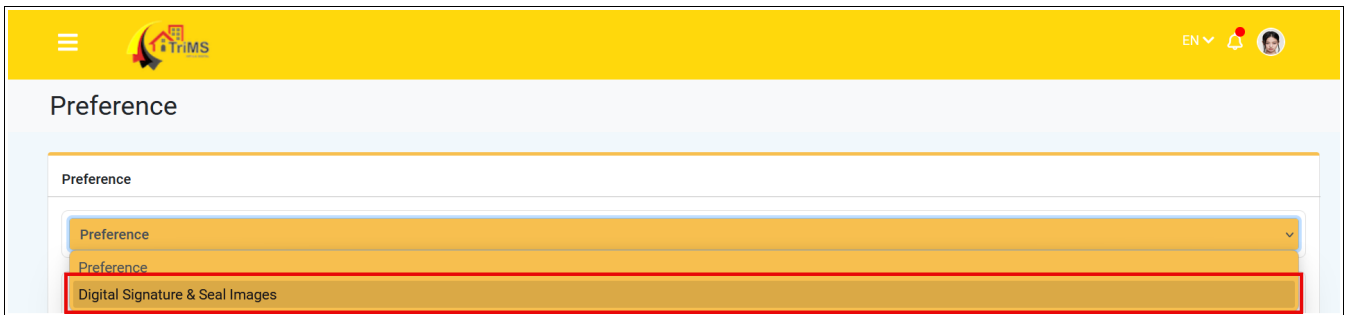


Figure : 110

3.6.1.1. Add Digital Signature & Seal

6. Click on the **Add** button to add the details.

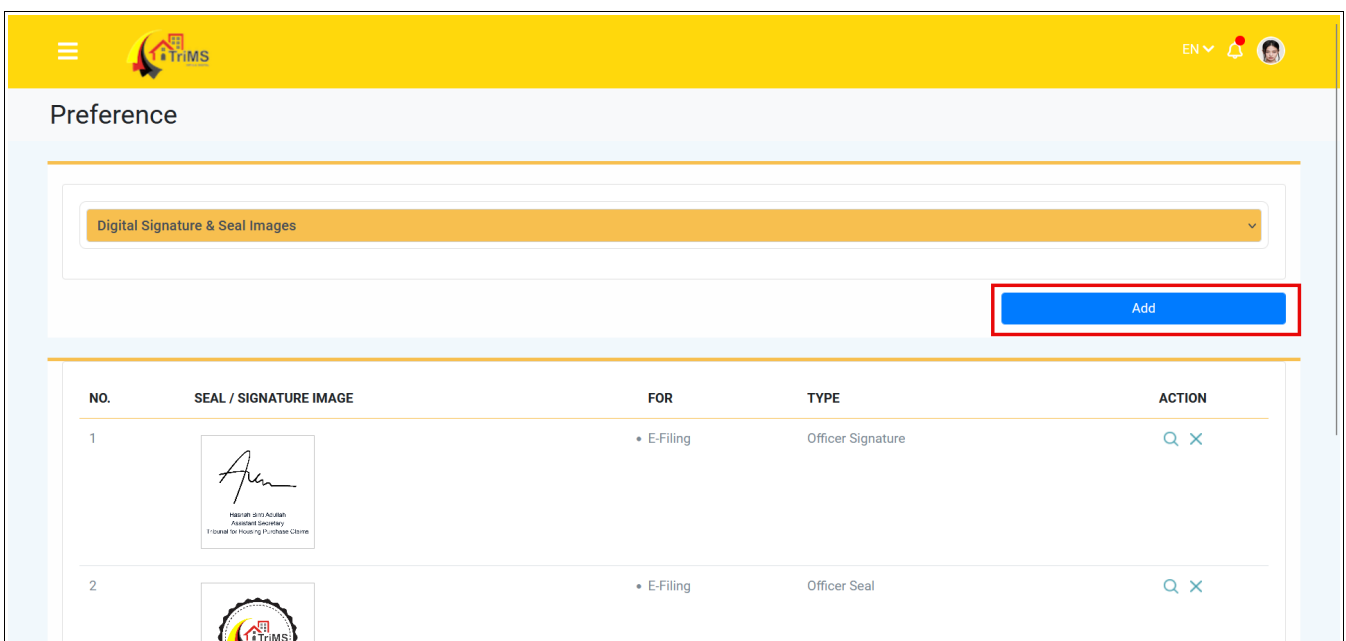


Figure : 111

7. Select the Officer Signature or Officer Seal to add, then click on the **Save** button to save the record.

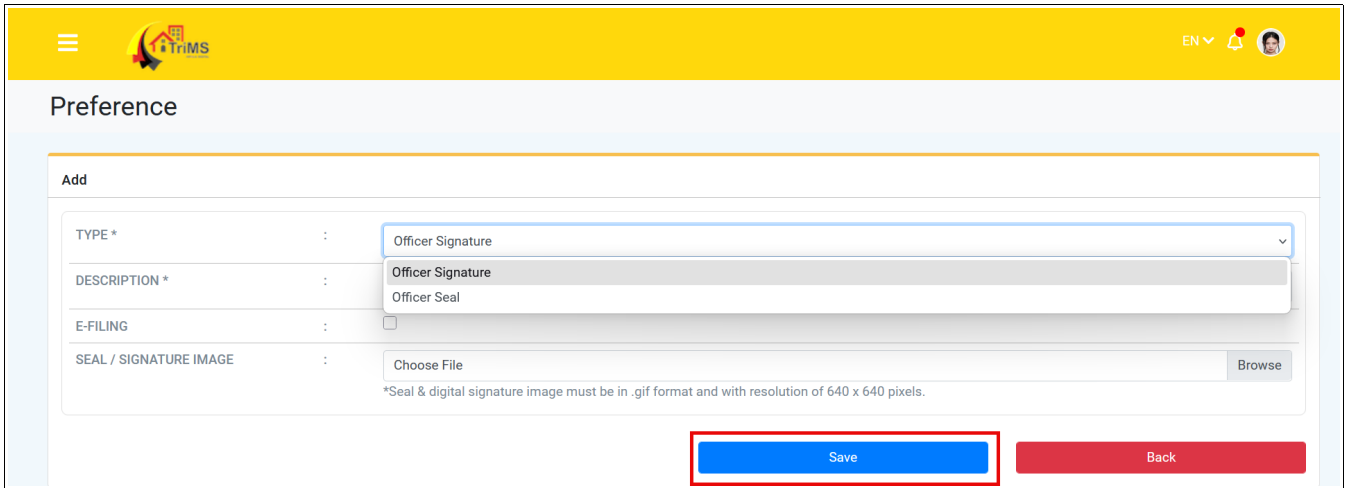


Figure : 112

Notes:

- The system will alert the user if the Signature and Seal are not in the required GIF format.

*Company Stamp & digital signature image must be in .gif format and with resolution of 640 x 640 pixels. Seal & digital signature image must be in gif format

3.6.1.2. Delete Digital Signature & Seal

1. At the *Digital Signature & Seal* page, click on the **Delete** icon to delete the record.

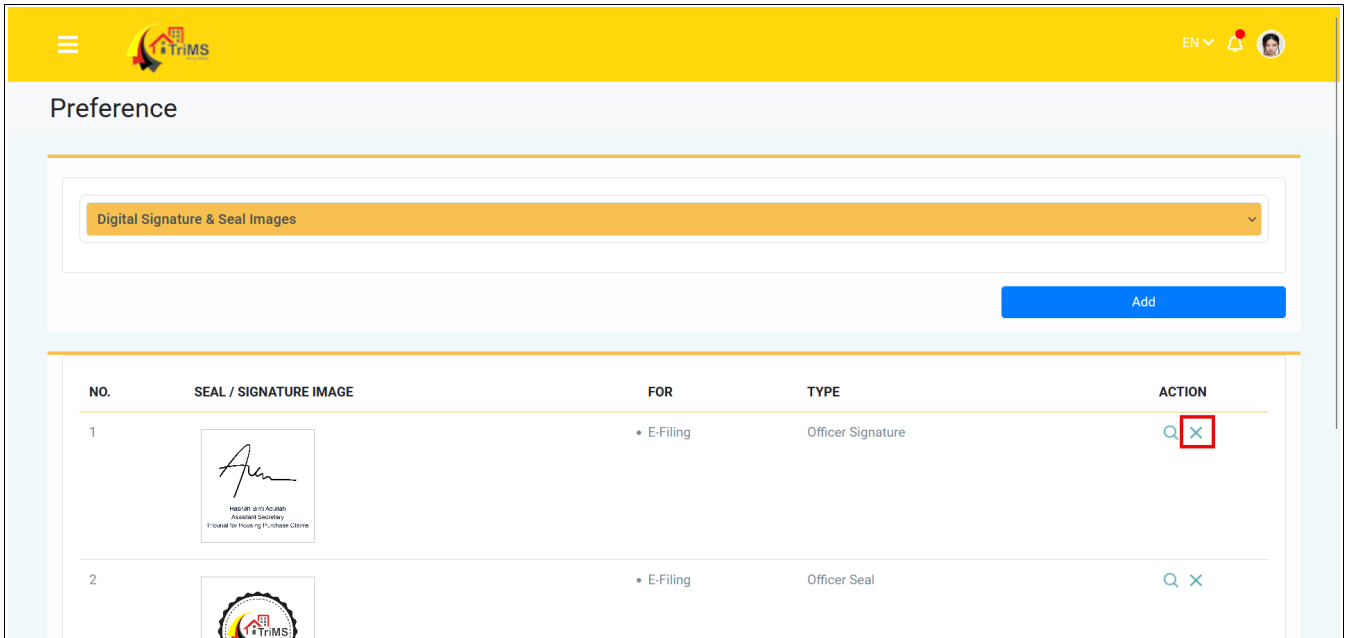


Figure : 113

2. Click on the **Confirm** button to delete the record.

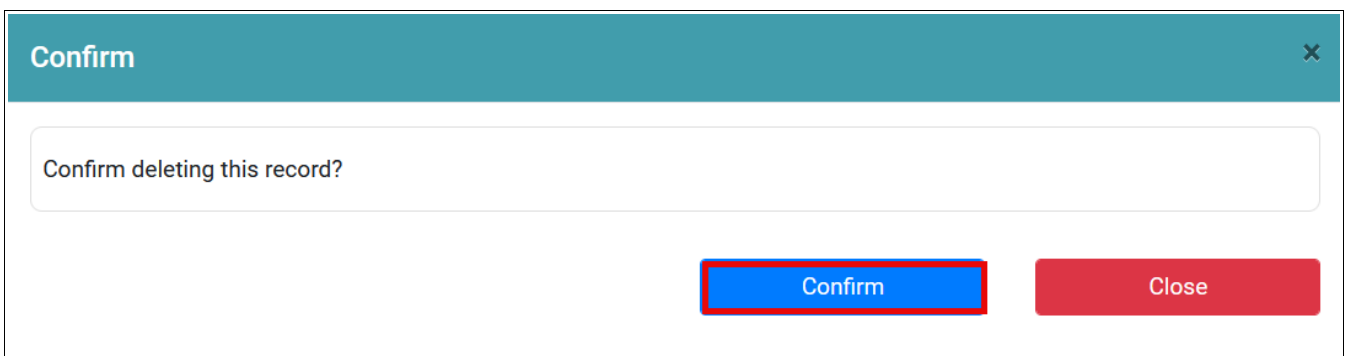


Figure : 114

3.7. Feedback

This function allows the Tribunal Court Officer to view and manage feedback submitted by members of the public or panel members. Officers can review the feedback details, including the feedback type and message, and provide an appropriate response to address the enquiry, complaint, suggestion, or reported issue.

1. After successfully log in to the TriMS, at the *My Mailbox* the email regarding Feedback from Personal Panel will be shown as below.

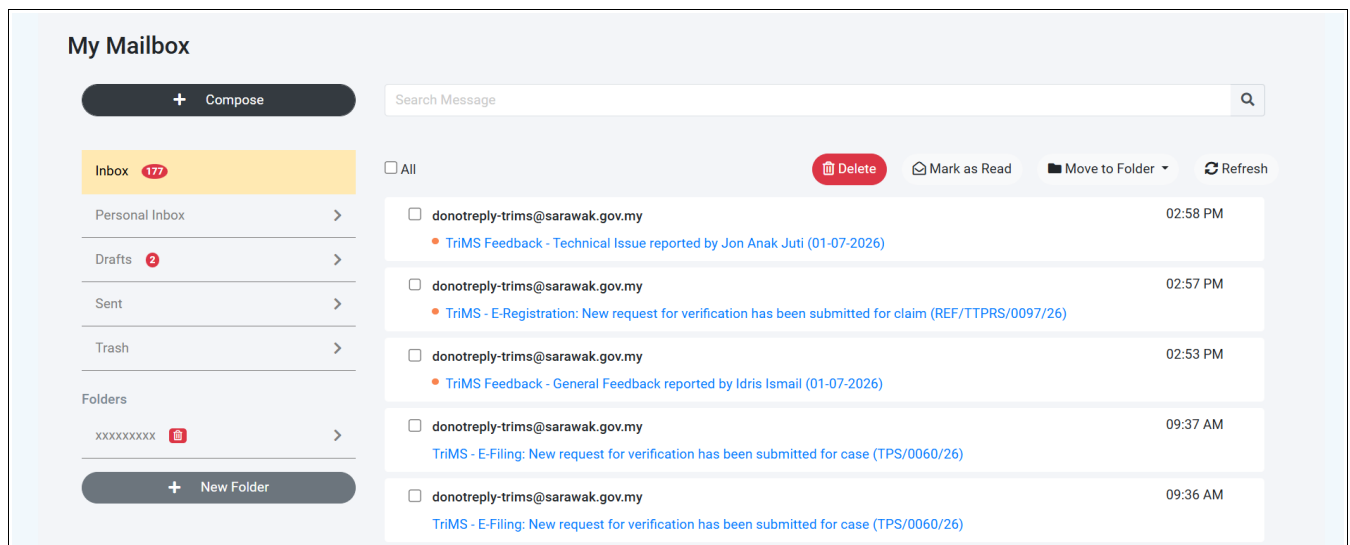


Figure : 115

2. Click on the **Feedback** hyperlink to see the details.

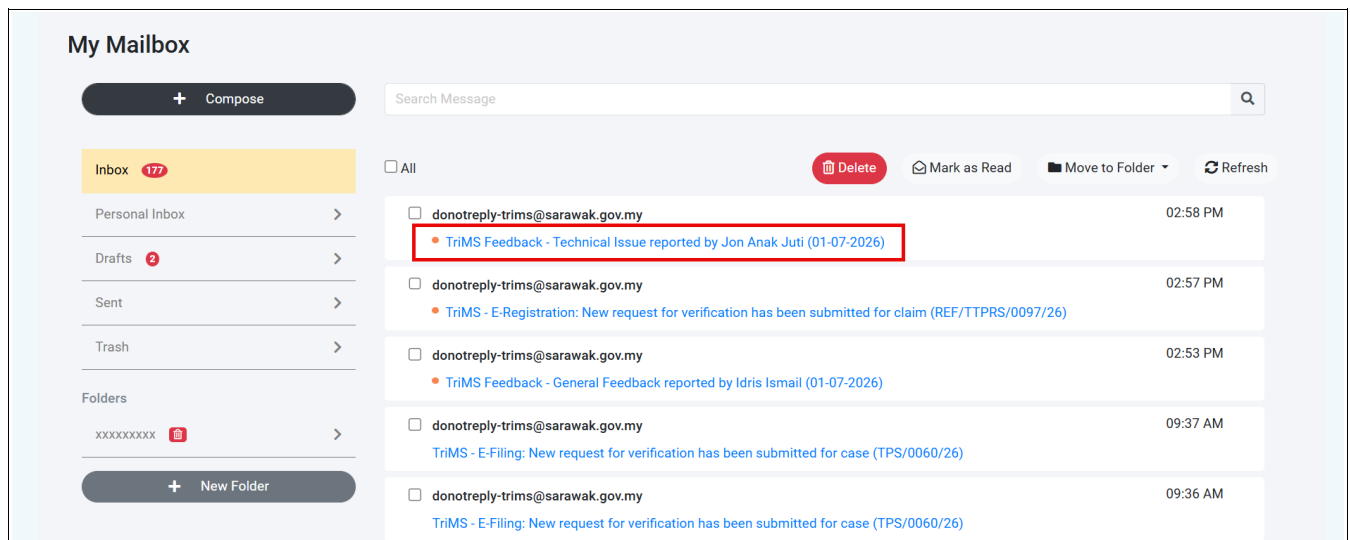
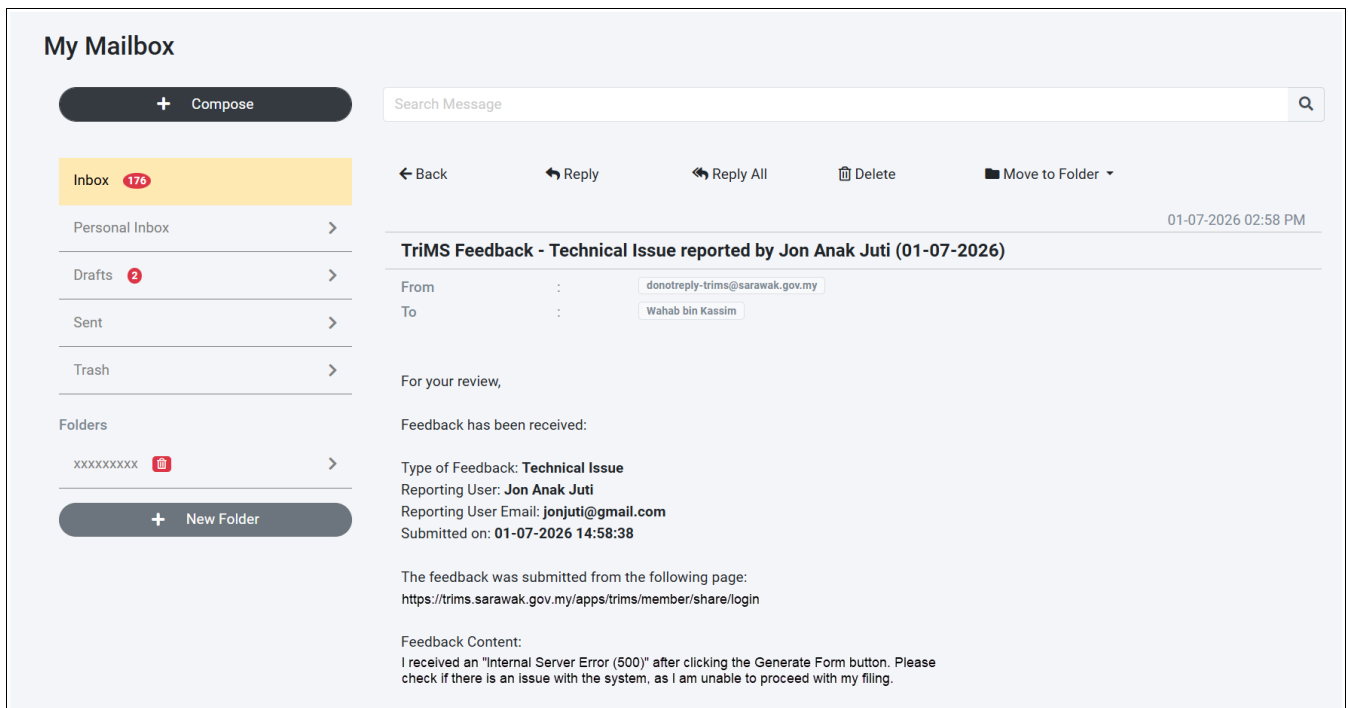


Figure : 116

3. The Feedback details will be shown as below.



The screenshot displays the 'My Mailbox' interface. On the left, there is a sidebar with a 'Compose' button, a search bar, and a list of folders: 'Inbox' (176), 'Personal Inbox', 'Drafts' (2), 'Sent', 'Trash', and 'Folders'. A 'New Folder' button is at the bottom of the sidebar. The main area shows an email titled 'TriMS Feedback - Technical Issue reported by Jon Anak Juti (01-07-2026)'. The email header includes 'Back', 'Reply', 'Reply All', 'Delete', and 'Move to Folder' buttons. The email content states: 'For your review, Feedback has been received: Type of Feedback: Technical Issue Reporting User: Jon Anak Juti Reporting User Email: jonjuti@gmail.com Submitted on: 01-07-2026 14:58:38'. It also mentions the feedback was submitted from a specific URL and provides the feedback content: 'I received an "Internal Server Error (500)" after clicking the Generate Form button. Please check if there is an issue with the system, as I am unable to proceed with my filing.'

Figure : 117

Notes:

- For feedback categorised as *Technical Issue*, the Tribunal Court Officer is responsible for logging a support report with SAINS to investigate and resolve the reported issue.
- For all other feedback categories (e.g., *General Feedback, Inquiry, Complaint, Feature Request, Content Feedback, and Accessibility Issue*), the Tribunal Court Officer should review the feedback and respond directly to the submitter via email or other appropriate communication channels.



Tribunal Management System (TriMS) REPORT

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4. Report

Not Applicable.



Tribunal Management System (TriMS)

FAQ & TROUBLESHOOTING

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5. FAQ & Troubleshooting

FAQ and Troubleshooting section will answer some basic technical questions and explain frequently misunderstood topics, features and concepts.

This section provides the following frequently asked questions and troubleshooting information:

FAQ

- [How to take a screen capture?](#)
- [How to update my browser?](#)

Troubleshooting

- [System Access](#)
- [Printing Problem](#)
- [System Performance](#)
- [User Account Problem](#)

5.1. FAQ

5.1.1. How to take a screen capture?

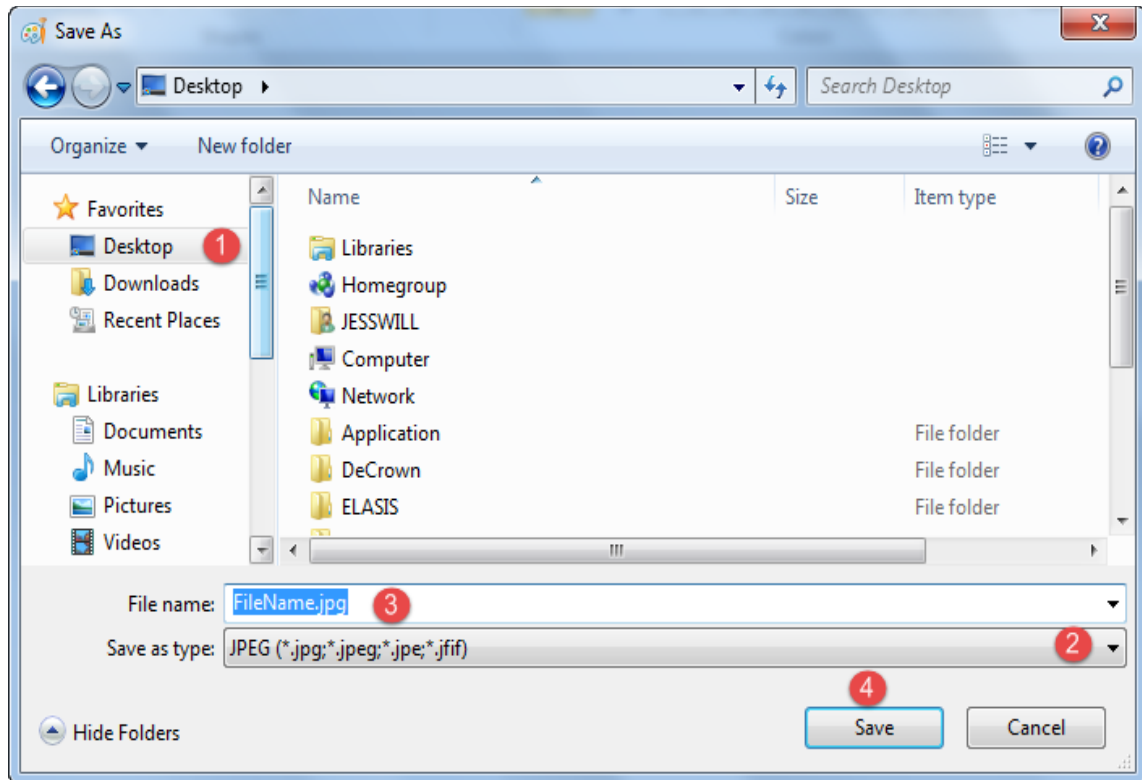
- [How to take a screen capture of the entire screen?](#)

Method 1: Using "Print Screen"

1. Open the window screen you want to capture.
2. Press **PrtSc** on your keyboard. This will capture an image of your entire screen and copy it to clipboard. The "Print Screen" button may be labelled as "PrtScn", "Prnt Scrn", "Print Scr", or something similar. On a laptop keyboard, you may have to press the "Fn" or "Function" key to access "Print Screen".



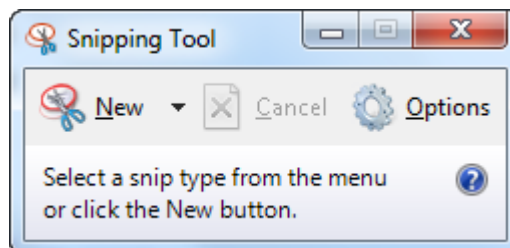
3. Open Paint by clicking the **Start** button , clicking **All Programs**, clicking **Accessories** and then clicking **Paint**.
4. In Paint, on the **Home** tab, in the Clipboard group and then click **Paste**.
5. Click the **Paint** button , and then click **Save**.



6. You may save it on your desktop by clicking (1) **Desktop** icon and (2) select “**JPG**” or “**PNG**” file type.
7. Write down your (3) **file name** and click (4) **Save** button.

Method 2: Using Snipping Tools

1. Open the window screen you want to capture.
2. Go to **Start >> All Programs >> Accessories >> Snipping Tools**.



3. Click the “**New**” icon and then drag your cursor on the area you want to capture.
4. Go to **File** and click “**Save As**” to save the file as **PNG** or **JPG** file type format.
5. Name your file, browse to the desired folder and then click **Save**.

5.1.2. How to update my browser?

It is recommended that you update your browser regularly to minimize any security risk posed by the internet criminals. Security vulnerabilities of your computer may be exploited to gain your personal information (including emails, banking details, online sales, photos and other sensitive information) which could be stolen or destroyed. The following are the steps to update Mozilla Firefox and Chrome browsers.

A. Update Mozilla Firefox to the latest version.

By default, Firefox is set to automatically update itself but you can also do a manual update.

1. To do a manual update, click the menu  button, click help  and select "About Firefox".
2. The **About Firefox** window will open and Firefox will begin checking for updates and downloading them automatically.
3. When the updates are ready to be installed, click "**Restart to Update**".

B. Update Google Chrome to the latest version.

1. Click the Chrome menu  on the browser toolbar and select **About Google Chrome**.
2. The current version number is the series of numbers beneath the "Google Chrome" heading.
3. Chrome will check for updates when you're on this page. Click **Relaunch** to apply any available update.

5.2. Troubleshooting

5.2.1. System Access

Q: [Why I cannot access the system?](#)

A: Please read the following to find out the actual cause of the problem.

Q: [Can your colleagues access the system using their PC?](#)

A: If yes, the problem is could be your PC.

If no, could be your area network connection is down.

Q: [Can you access your email on Sarawaknet?](#)

A: If no, most likely your network is down, contact SAINS Contact Centre.

Q: [Are you granted access to the system?](#)

A: If no, apply to the relevant party to get your access.

If yes, can you try using your colleague's PC?

If you can access the system using other PC, then likely the problem is with your PC.

Q: [Can other people access the system using your PC?](#)

If yes, then most likely the problem is related to your account.

If no, it is confirmed that your PC is having the problem.

5.2.2. Printing Problem

Q: [Why I cannot print?](#)

A: Please read the following to find out the actual cause of the problem.

Q: [Can you print before?](#)

A: If yes, check your printer, make sure it is turn on and check your PC network or cable connection to the printer.

If you cannot ping the printer IP address, most likely the network cable/wireless connection is down.

If your computer or printer is new, install printer driver in your PC or inform the relevant people to install for you and configure the printer to be used in your application if applicable.

Q: [Can you view the document that you want to print?](#)

A: If no, check your Acrobat Reader if it is required for viewing and printing the document.

Install Acrobat Reader with the latest version required by your application.

If yes, check the printer whether it is available under the General tab or Printer name drop-down list. If the printer is not found, install the printer driver.

5.2.3. System Performance

Q: [Why my computer is very slow?](#)

A: The most likely causes of your computer slowness are listed below.

- If your computer has not been rebooted recently, make sure to reboot it before following any of the steps below.
- Remove or disable any **background** and **startup programs** that automatically start each time the computer boots.
- Delete temporary files using the Windows Disk Cleanup utility or other similar utility. You may delete manually all the files inside the “temp” folder.
- Make sure your computer hard drive has at least **200 - 500 MB** of free space available for swap and temporary files.
- Run **ScanDisk**, **chkdsk**, or something equivalent to check the condition of the computer's hard drive.
- Run **Defrag** to help ensure that data is arranged in the best possible order.
- Scan for **spyware** and **malware** using a free version of Malwarebytes.
- Scan for viruses using an antivirus program installed on your computer. You can run Trend Micro's free **Housecall** online utility to check for viruses on your computer and to remove them.

- Check for any hardware conflicts from the **Device Manager**.
- Update your windows security and browser plugins regularly to get all the latest updates.
- Update your computer with the latest drivers, especially the video drivers.
- If you have done any of the above steps but your computer is still slow try rebooting the computer again at this point.
- Upgrade your computer memory. Minimum of **1GB** of memory for **32-bit** system and **2GB** for a **64-bit** system.
- Run registry cleaner on your computer.
- If none of the above solutions resolve your issues, another option is to **reinstall Windows or erase everything** on your computer and then start over. **Caution: Make sure you backup your data!**
- If your computer continues to be slower than normal after doing all the above recommendations, it is possible that your computer has a hardware failure such as bad **hard drive, CPU, RAM, motherboard** or other component.
- Automatic map drive connection can cause slowness in boot up.
- Multiple anti-virus programs are installed in your computer.
- Close all other applications that you are not using.
- Check your network connection, make sure it is not down. If you cannot open or read your email, most likely your network is down.
- Uninstall unused software.
- Empty your Recycle Bin regularly.
- The "high end" computer purchased as new 5 years ago may run the latest version of Windows, but that doesn't mean that it will do it very well.
- Make sure your computer fan is functioning as an overheating computer can slower its performance.
- Delete cookies, cache and internet history from web browsers.

5.2.4. User Account Problem

Q: [How do I request for an account to access the system?](#)

A: Fill in the Account Request Form and submit to your Section Head for approval. Once it is approved notify the relevant personnel to create your account.

Q: [My account is locked, what should I do?](#)

A: Go to the application login page, click the "**Forgot Password**" link and follow the required steps to unlock your account or inform the relevant party to unlock if applicable.



Tribunal Management System (TriMS)

CONTACT US

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6. Contact Us

6.1. SAINS Contact Centre

SAINS Contact Centre is a customer friendly (24x7) one-stop centre whereby you contact us via various channels listed below for system faults on hardware, software applications, network and on other required services especially the ones covered in our Service Level Agreements (SLA).

With SAINS Contact Centre, we will be able to respond to your service request more systematically, quickly and effectively as all the service requests are recorded, tracked and monitored using d'CROWN.

If you have any service requests and need help or support, please contact us via various channels listed below.

 Email	contactcentre@sains.com.my
 Online Submission	http://callcentre.sains.com.my
 MCATS Application	  Android User IOS User

 Telephone	SAINS Contact Centre Operational Hours: (24 hours x 7 days) Tel: 1-300-88-SAINS 1-300-88-7246
 Fax	Fax: (60) 82-442522

6.2. Application Improvement Feedback

To help us to improve our system, we provide online feedback form for you to raise your comments, suggestions or feedbacks related to applications. As a token of our appreciation, we will give away a fantastic mystery gift every 6 months in June and December to our selected lucky customer who contributed the most innovative and constructive comments on our application(s).

Notes:

Please use this online feedback function/form to send comments/suggestions for the application or service only. If you wish to feedback on any technical problems encountered while using the system, please contact our SAINS Contact Centre.

Send us your comment/suggestion by completing the Online Application Improvement Feedback Form or by emailing to us using the following email address : feedback@sains.com.my



The Online Application Improvement Feedback Form is normally found at the System Main Page for web-based application.

Below are the details on how you can submit your feedback to us:

- Via Web-based Feedback Form
- Via Email

6.2.1. Via Web-based Feedback Form

1. At the browser, enter the URL <http://callcentre.sains.com.my>.

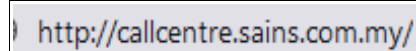


Figure : 118

2. The contact centre landing page will be shown and click Report a Problem to lodge the issue.

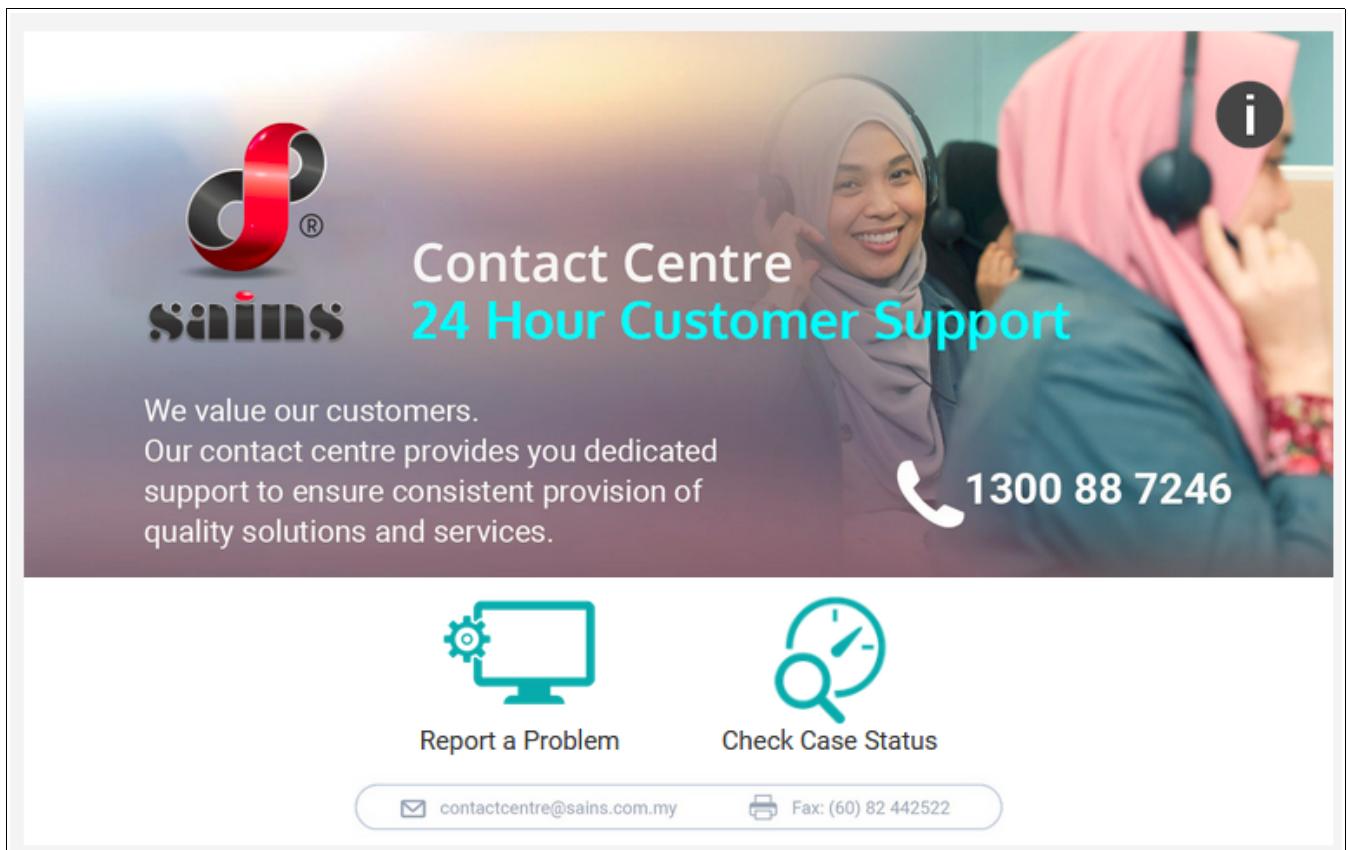


Figure : 119

3. The Contact Centre form page will be shown and enter all the fields accordingly. Once done, Click the **Submit** button.

[Home](#) | [Report a Problem](#) | [Check Case Status](#)

**Contact Centre**
Report a Problem

[SAINS Customer Satisfaction Survey 2022](#)

Reported By *

Email *

Tel. No. *

Organisation * ▼

Location *

Type *
☒ Application ☐ Network ☐ Hardware ☐ Others

Please specify application name *

Attachments

Browse +

Figure : 120

Ticket Description by User *



Security Code *

☐ I agree to SAINS [Privacy Policy](#)

Submit

Figure : 121

6.2.2. Via Email

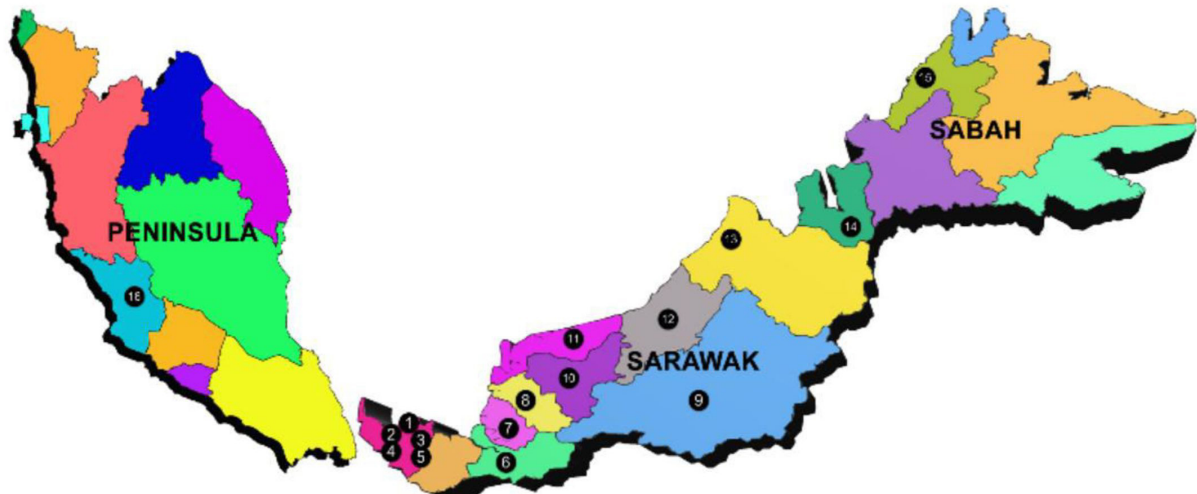
You may also submit your feedback via our email address feedback@sains.com.my or contact our **SAINS Contact Centre** as listed above.

1 SAINS Head Office

Tel: (60) 82-668668
Fax: (60) 82-668669
Lot 250, Block 250, Kuching-Samarahan
Expressway, 93010 Samarahan, Sarawak,
Malaysia.

2 SAINS Contact Centre

Tel : 1300-88-7246
Fax: (60) 82-442522
Email : contactcentre@sains.com.my
Website: <http://callcentre.sains.com.my>



3 SAINS Petra Jaya Office

Tel : (60) 82-512333
Fax: (60) 82-512330
Sublot 9&10 of 2nd Flr, Medan Hamizan Jln Tun
Datuk Ya'kub Petra Jaya, 93050 Kuching
Sarawak, Malaysia.

4 SAINS EcoMall Training Centre

Tel: (60) 82-447602
Fax: (60) 82-447602
Unit No.MF-1,Mezzanine Flr, EcoMall, Lot 13967,
Section 65, KTLD, Jln Semariang, 93050 Kuching
Sarawak, Malaysia.

5 SAINS CityOne Office (CT1)

Tel : (06) 82-266266
Fax: (06) 82-266255
LG 12, Lower Ground Floor, Mall 2, CityOne
Megamall, Jalan Song, 93350 Kuching, Sarawak

6 SAINS Sri Aman

Tel: (60) 83 - 324 423
Fax: (60) 83 - 324 423
Pejabat Residen Sri Aman, Jln Abang Aing,
95000, Sri Aman

7 SAINS Betong

Tel: (60) 83-472 811
Fax: (60) 83-472 811
Lot 611, 1st Floor, Jln Ah Wee, Betong Town
District, 95700 Betong

8 SAINS Sarikei

Tel: (60) 84 - 658 793
Fax: (60) 84 - 651 132
1st Floor, Sublot 3, Lot 1799, Block 36 No. 5,
Lorong Mutiara 2, Jln Bersatu, 96100 Sarikei

9 SAINS Kapit

Tel: (60) 84-789 040
Lot 2141, 1st Floor, Shop Lot 35, Jln. Bletch,
96800 Kapit, Sarawak

10 SAINS Sibu

Tel: (60)16 306 7246
1st & 2nd Floor, No 8, Lorong Intan 6B, 96000
Sibu, Sarawak.

SAINS Mukah

11 Tel: (60) 84-872 987
Fax: (60) 84-873 987
Tingkat Bawah, Bangunan Pejabat Daerah
Mukah, Jln. Kubu 1, 96400 Mukah, Sarawak.

12 SAINS Bintulu

Tel: (60) 86-314518 / 314519
Lot 37, Level 5, Ibraco Town Square,
Jalan Tun Ahmad Zaidi, 97000 Bintulu, Sarawak

13 SAINS Miri

Tel: (60) 85-431
Fax: (60) 85-431 213 /426 117
A-3A-31B, Miri Time Square, Marina Parkcity,
98000 Miri, Sarawak

14 SAINS Limbang

Tel : (60) 85 - 211 488
Fax: (60) 85 - 211 488
Bangunan Limbang Plaza, Tingkat 4 (LDC Office),
98700 Limbang, Sarawak.

15 SAINS Kota Kinabalu

Tel: (60) 88 - 746879
Lot 2, Block F, 1st Floor, Lintas Jaya Uptownship,
Jalan Lintas Kepyayan Highway, 88300 Kota
Kinabalu, Sabah

16 Silicon Communication Sdn.Bhd. (SELANGOR)

Tel: (60) 3-8945 8648
Fax: (60) 3-8943 1648
9-2, 2nd Floor, Jalan Prima Tropika Barat 2,
Taman Prima Tropika, 43300 Seri Kembangan,
Selangor Darul Ehsan



Digital Partner for Life

SARAWAK INFORMATION SYSTEMS SDN BHD

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Tel: (06) 82-668668

Fax: (06) 82-668669

Lot 250, Block 250, Kuching-Samarahan Expressway,
93010 Samarahan, Sarawak, Malaysia

SAINS Contact Centre

Tel : 1300-88-7246

Fax: (60)-82-442522

Email: contactcentre@sains.com.my

Website: <http://callcentre.sains.com.my>

SAINS EcoMall Training Centre

Tel : (60) 82-447602

Fax: (60) 82-447602

Email: training@sains.com.my

Unit No.MF-1, Mezzanine Flr, EcoMall,
Lot 13967, Section 65, KTLD, Jln Semariang,
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