



JABATAN KASTAM DIRAJA MALAYSIA
Ibu Pejabat Kastam Diraja Malaysia
Bahagian Teknologi Maklumat (Projek
uCustoms),
Aras 5, Cyberview Tower 12, Block C,
MKN Embassy Techzone No. 3200,
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63000 Cyberjaya.



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Tarikh : 11 Safar 1437H
23hb November 2015

Senarai Lampiran 1

Dato'/Tuan/Puan,

PELANTIKAN DAN PERANAN *NATIONAL SINGLE WINDOW (NSW) SERVICE PROVIDER (SP)*

Dengan segala hormatnya saya merujuk kepada perkara di atas.

2. Untuk makluman pihak Dato'/Tuan/Puan, Mesyuarat Jawatankuasa Pemandu Projek uCustoms (JPPuC) Bilangan 6/2013 yang dipengerusikan oleh Ketua Setiausaha Perbendaharaan (KSP) telah memutuskan untuk melantik satu jawatankuasa khas bagi mengkaji peranan Service Provider (SP) dan melantik syarikat yang akan beroperasi sebagai SP. Hasil dari penilaian *National Single Window (NSW) Service Provider (SP)* yang telah dilakukan pada 22hb Jun 2015, pihak jawatankuasa khas telah memutuskan untuk memilih dua syarikat iaitu DagangNet Sdn. Bhd. dan Edaran Tradenetwork Sdn. Bhd. sebagai NSW SP bagi projek uCustoms.

3. Secara dasarnya, pelantikan SP dilihat dapat membantu untuk menjayakan pelaksanaan NSW dengan menyediakan *end-to-end services* kepada komuniti perdagangan dengan menawarkan perkhidmatan seperti *Electronic Declaration*, *Electronic Manifest*, *Electronic COO* dan *Electronic Permit* yang turut disediakan di dalam sistem uCustoms. Di samping itu juga, pihak SP juga akan menawarkan *Value Added Services (VAS)* bagi memenuhi permintaan khusus yang bermanfaat kepada pelanggan. Walaubagaimanapun, pihak SP akan mengenakan caj yang kompetitif yang akan ditentukan sendiri oleh pihak SP tersebut bagi setiap perkhidmatan yang disediakan. Senarai tanggungjawab NSW SP adalah seperti di Lampiran 2.

BERKHIDMAT MENYEJAHTERAKAN RAKYAT

4. Sehubungan dengan itu, pihak Jabatan Kastam Diraja Malaysia (JKDM) berharap agar maklumat yang diberikan ini akan memberi pencerahan tentang peranan SP semasa implementasi projek uCustoms. Sekiranya terdapat sebarang pertanyaan berhubung NSW SP, mohon emelkan kepada ucustoms@customs.gov.my.

5. Pihak kami menghargai kerjasama dan komitmen yang telah diberikan dari permulaan projek sehingga ke hari ini. Diharap kerjasama ini akan berterusan sehingga projek ini dilaksanakan pada tahun 2017.

Sekian, terima kasih.

"BERKHIDMAT UNTUK NEGARA"

(Zaini Bin Md Desa)

Pengarah Projek uCustoms

b.p. Ketua Pengarah Kastam

MALAYSIA

s.k :

- i. Pengarah Bahagian Teknologi Maklumat (BTM)
- ii. Pengurus Projek uCustoms (Teknikal)
- iii. Pengurus Projek uCustoms (*Business*)
- iv. Project Management Office (PMO) Projek uCustoms
- v. Fail

BERKHIDMAT MENYEJAHTERAKAN RAKYAT

SENARAI EDARAN SURAT

Bil	Agensi	Alamat	Emel/Faks
1	Sabah Ports Sdn Bhd	Sabah Port Sdn. Bhd. Headquarters & Operations Building Sepanggar Bay Container Port Jalan Sepanggar, Sepanggar Bay P.O. Box 203 Pos Mini Indah Permai 88450 Kota Kinabalu, Sabah (u.p. Mohamad Dahlan)	mohd.dahlan@spsb.com.my
2	Bintulu Port Sdn Bhd	Bintulu Port Sdn. Bhd. Lot 15, Blok 20, Kemena Land District, 12th Miles, Tanjung Kidurong Road, P.O. Box 996, 97008 Bintulu, Sarawak (u.p. Tn. Hj. Ahmat b. Narawi Abdul Manan bin Iling Abdul Razak bin Ismail)	abdulmaman@bintuluport.com. my abdulrazak@bintuluport.com.my 086-253 597
3	Kuching Port Authority	Lembaga Pelabuhan Kuching Jalan Pelabuhan, 93710, Kuching, Sarawak (u.p. Tn. Rosli Saup Chai Chin Lin Robert Lau)	itqcm@kuport.com.my robertlau@kuport.com.my 082-334776
4	Miri Port Authority	Lembaga Pelabuhan Miri Jalan Miri Port, Kuala Baram Industrial Estate Kuala Baram, P.O. Box 1179 98008, Miri, Sarawak (u.p. Mr. Steven Chin Hui Seng)	steven@miriport.gov.my 085-604 841
5	Tanjung Manis Integrated Port Sdn Bhd	Tanjung Manis Integrated Port Sdn. Bhd. Bandar Baru Tanjung Manis 96150 Tanjung Manis, Mukah Division, Sarawak (u.p. Mr. Gerard Harry)	gerard@tmport.com.my 084-613 012
6	Kuantan Port Consortium Sdn Bhd	Kuantan Port Consortium Sdn Bhd Wisma KPC, KM25 Tanjung Gelang, P.O Box 199, 25720 Kuantan, Pahang Darul Makmur, Malaysia (u.p. Pn Aishah Abdullah)	aishah@ijm.com 09-5863777

Bil	Agensi	Alamat	Emel/Faks
7	Konsortium Pelabuhan Kemaman Sdn Bhd	Konsortium Pelabuhan Kemaman Sdn Bhd 1st Floor, Admin Building B, Kemaman Supply Base, 24007, Kemaman, Terengganu Darul Iman, Malaysia. (u.p. Ashari Bin Mohammad)	09-863 5500
8	Lembaga Pelabuhan Kuantan	Pengurus Besar Lembaga Pelabuhan Kuantan (LPKtn), Tanjung Gelang, Peti Surat 161, 25720 Kuantan, Pahang Darul Makmur, Malaysia. (u.p. En. Asmawi bin Nordin)	09-583 3866
9	Bintulu Port Authority	Lembaga Pelabuhan Bintulu Tingkat 8,9 & 10, Menara Kidurong 12th Mile, Jalan Tg. Kidurong P.O. Box 296, 97007 Bintulu, Sarawak (u.p. Mr. Jonathan Nolan Nohan)	086-252 929
10	Rajang Port Authority	Lembaga Pelabuhan Rajang Jalan Pulau, 96000 Sibu, Sarawak (u.p. Pn. Dayang Jamaiah Awang Sidek)	dias@rajangport.gov.my 084-318754
11	Port Klang Authority	Pengurus Teknologi Maklumat Lembaga Pelabuhan Kelang, 42005 Pelabuhan Klang, Malaysia (u.p. Pn Noraidah Md Said)	noraidah@pka.gov.my
12	Lembaga Pelabuhan Kemaman	Pengurus Besar Kemaman Port Authority Bangunan Dermaga Timur, Telok Kalong, Terengganu, 24007 Chukai, Malaysia. (u.p. Dato' Khairul Anuar Bin Abdul Rahman)	
13	Malaysia Airports Berhad (MAB)	Malaysia Airports (Sepang) Sdn Bhd Level 3, Customs Complex Free Commercial Zone 64000 KLIA Selangor Darul Ehsan (u.p. Pn. Munira Hanim Binti Alang Ahmad)	munira@malaysiaairports.com.my

Bil	Agensi	Alamat	Emel/Faks
14	MASKargo	MASKargo Sdn.Bhd Level 1M, Core 3, Zone D , Advanced Cargo Centre KLIA (FCZ) , Southern Support Zone KLIA , 64000 Sepang , Selanagor Malaysia. (u.p. En. Sulaiman bin Hj. Mohd Amin)	sulaiman.mohdamin@malaysiaa irlines.com
15	Kuala Lumpur Airport Service (KLAS)	KL Airport Services Sdn Bhd Ibu Pejabat Katering Jln KLIA S6, Southern Support Zone KL International Airport, 64000 KLIA, Selangor (u.p. Pn. Nur Suhaila Abdul Sukur)	nursuhaila.sukur@klas.com.my
16	Suruhanjaya Syarikat Malaysia	Suruhanjaya Syarikat Malaysia Bahagian Teknologi Maklumat dan Komunikasi Menara SSM @ Sentral No. 7, Jalan Stesen Sentral 5, Kuala Lumpur Sentral 50623 Kuala Lumpur	
17	Jabatan Laut Malaysia	Ketua Penolong Pengarah JABATAN LAUT MALAYSIA Unit Teknologi Maklumat & Kerajaan Elektronik (UTMKE) Jalan Limbungan, Peti Surat 12, 42007 Pelabuhan Klang (u.p. Puan Nasra Binti Zainuddin)	nasra@marine.gov.my 03-3165 9045
18	Johor Port Berhad	JOHOR PORT BERHAD ICT Department P.O. Box 151 81707 Pasir Gudang Johor, Malaysia (u.p. En. Salehuddin Kamsuri)	saleh@johorport.com.my 07-2524779
19	Pelabuhan Tanjung Pelepas Sdn Bhd	Pelabuhan Tanjung Pelepas Sdn Bhd Information Technology Services, Block A, Wisma PTP Jalan Pelabuhan Tanjung Pelepas TST 507, 81560 Gelang Patah Johor, Malaysia (u.p. En Rashid Bastami)	abdrashid@ptp.com.my 07-5042260

Bil	Agensi	Alamat	Emel/Faks
20	Northport (Malaysia) Bhd	General Manager Northport (Malaysia) Bhd Pejabat Komersial Pelabuhan Utara, 42000 Port Klang, Malaysia. (u.p. En. Ali bin Husain)	m_ali@northport.com.my 03 - 3169 8080
21	Westport Malaysia Sdn Bhd	Westport Malaysia Sdn Bhd Tingkat 4, Tower Block Building, Pulau Indah, 42009 Port Klang, Malaysia. (u.p. Mr. Rohan Rajakumar)	rohan@westports.com.my 03-31694168
22	Penang Port Sdn Bhd	Penang Port Sdn. Bhd. No. 1 Pesara King Edward Georgetown, 10300 Pulau Pinang (u.p. En. Ismail Mohamed Ghouse)	ismail_ghouse@penangport.com.my 04-3249543
23	Lembaga Pelabuhan Johor	Lembaga Pelabuhan Johor Pengurus Besar, Lembaga Pelabuhan Johor, Jalan Mawar Merah 2, Pusat Perdagangan Pasir Gudang 2, 81700 Johor Darul Takzim (u.p. Pn. Noor Rahayu Nasikon)	rahayu@lpi.gov.my 07-2517684
24	Penang Port Commission	Pengurus Besar Suruhanjaya Pelabuhan Pulau Pinang Aras 2, Swettenham Pier Cruise Terminal No.1A, Pesara King Edward 10300 George Town, Pulau Pinang (u.p. En Niana Merican)	04-263 4792
25	Sarawak - Tebedu Inland Port	SM Inland Port Sdn. Bhd. Lot 197, Block 8 Kayang Land District Jalan Serian - Tebedu 94760, Tebedu, Sarawak (u.p. En. Hairil Omar b. Daud)	hairil.tebedu@gmail.com 082-797 025
26	Perak - Ipoh Cargo Terminal	Ipoh Cargo Terminal JKR 4895, Jalan St. John 30200 Ipoh, Perak (u.p. Pn. Sabtiah Abu Kassim)	sabtiah@ictipoh.com.my

Bil	Agensi	Alamat	Emel/Faks
27	Ministry of Finance	KEMENTERIAN KEWANGAN MALAYSIA, Kompleks Kementerian Kewangan, No. 5 Persiaran Perdana, Presint 2, Pusat Pentadbiran Kerajaan Persekutuan, 62592 WP Putrajaya (u.p. Pn. Kamisah Sahari Pn. Norhainani Adnan)	kamisah.sahari@treasury.gov.m y nani.adnan@treasury.gov.my 03-8882 9113 03-8882 9188
28	Ministry of Works (Construction Industry Development Board)	Tingkat 10, Menara Dato' Onn, Pusat Dagangan Dunia Putra, No 45, Jalan Tun Ismail 50480 Kuala Lumpur (u.p. En. Izzat Azri Bin Azmi)	izzat@cidb.gov.my
29	Ministry of Domestic Trade, Cooperative and Consumerism	No 13, Persiaran Perdana, Presint 2, 62623 Putrajaya, Malaysia (u.p. Pn. Marlina Pn. Thiagaletchumi)	marlina@kpdnkk.gov.my letchumi@kpdnkk.gov.my
30	Pejabat Tanah dan Galian	Rumah Persekutuan, Aras G - 6, Jalan Sultan Hishamuddin, Wilayah Persekutuan, 50678 Kuala Lumpur (u.p. Pn. Nerul Iklem)	neruliklem@ptgwp.gov.my
31	National Solid Waste Management Department	Jabatan Pengurusan Sisa Pepejal Negara Kementerian Perumahan dan Kerajaan Tempatan (KPKT), Aras 23 & 24, No. 51, Persiaran Perdana, Presint 4 62100 Putrajaya. (u.p. Pn Khalilunisha Abu Bakar En. Faisal Mohamed Pn Anita Bt Abdullah Cik. Hasliza bt Husain)	jpspn@kpkt.gov.my faisalm@kpkt.gov.my anita_abd@kpkt.gov.my hasliza@kpkt.gov.my
32	Civil and construction section SIRIM QAS International Sdn Bhd	No. 1, Persiaran Dato' Menteri, Section 2 P.O Box 7035, 40911, Shah Alam, Selangor (u.p. En. Abdul Ghani Bin Abdul Rahman)	aghani@sirim.my
33	Commissioner of Heritage Sabah Museum	Jabatan Muzium Sabah Muzium Sabah Kompleks, Jalan Muzium, 88300 Kota Kinabalu, Sabah (u.p. Pn Joanna Kitingan En. Aldofus Milib)	Joanna.Kitingan@sabah.gov.my Aldofus.milib@sabah.gov.my

Bil	Agensi	Alamat	Emel/Faks
34	Department of Fisheries Sabah	Jabatan Perikanan Sabah Tingkat 4, Wisma Pertanian Sabah, Jalan Tasik, Off Jalan Maktab Gaya, 88624 Kota Kinabalu, Sabah Malaysia. (u.p. Mr Godfrey Kissey)	godfrey.kissey@sabah.gov.my
35	Sabah Wildlife Department	Jabatan Hidupan Liar Sabah 5th Floor, B Block, Wisma MUIS, 88100 Kota Kinabalu, Sabah, Malaysia (u.p. En Melvin Richard Amandus)	ih@sabah@tm.net.my
36	Department of Agriculture Sabah	Ibu Pejabat Jabatan Pertanian, Aras 5, Wisma Pertanian Sabah, Jln. Tasik Luyang, Off Jln. Maktab Gaya, Beg Berkunci No. 2050, 88632 Kota Kinabalu, Sabah, Malaysia (u.p. Puan Maslia)	Masliah.Suhaimi@sabah.gov.my doasabah@sabah.gov.my
37	Department of Forestry Sabah	Jabatan Perhutanan Sabah Beg Berkunci 68, 90009 Sandakan, Sabah, Malaysia (u.p. En. Andurus Abi)	Andurus.Abi@sabah.gov.my
38	Malaysian Timber Industry Board Sabah	Malaysian Timber Industry Board: 4, Jalan Timur 6, Taman Perindustrian Kota Kinabalu, 89200 Kota Kinabalu, Sabah (u.p. En. Amirul Abdullah)	ameerul@mtib.gov.my
39	Sabah Rubber Industry Board	Lembaga Industri Getah Sabah Aras 3, Wisma Pertanian Sabah, Jln Tasik, (Off Jln Maktab Gaya), Beg Berkunci 2016, 88999 Kota Kinabalu, Sabah, Malaysia. (u.p. Liau Ann Chuan)	anchuan.liau@sabah.gov.my qm.getah@sabah.gov.my
40	Film Censorship and Enforcement, Ministry of Home Affairs Sabah	Kompleks Pentadbiran Kerajaan Persekutuan Sabah, Block A, 7th Floor, Jalan UMS-Sulaman, Sabah, 88400 Kota Kinabalu (u.p. En Mohd Nashuddin B Daud)	nashuddin@moha.gov.my

Bil	Agensi	Alamat	Emel/Faks
41	FAMA Sarawak	Lembaga Pemasaran Pertanian Persekutuan (FAMA) Pejabat FAMA Negeri Sarawak Bangunan Wisma Haji Suaidi, Lot 6C, D, E, Jalan Tunku Abdul Rahman, P.O.Box 1929 93738 Petra Jaya, Sarawak, 93050 Kuching (u.p. En Jaafar Lian)	jaafar@fama.gov.my fama@fama.gov.my
42	Commissioner of Heritage Sarawak Museum	Commissioner of Heritage Sarawak Museum, Sarawak Museum Department, Jalan Tun Hj Openg, 93566, Kuching, Sarawak Malaysia (u.p. Pn Dayang Morzanah Bt Awang Haddy)	morzanah@sarawak.gov.my
43	LKIM, Department of Fisheries Sarawak	Lot 329, Seksyen 9, KTLD, Jalan Satok, Peti Surat 2201, 93744 KUCHING (u.p. En. M.Saedon Bin Abd. Majid)	msaedonabmajid@yahoo.com
44	Malaysia Pepper Board	Lembaga Lada Malaysia G2 , 52.0 & 52.1 ,Jalan Sulaman , Alam Mesra Plaza Utama , 88450 Kota Kinabalu , Sabah (u.p. En. Abd. Rahman Bigik Pn. Helen Demi Pn. Jenny George En. Joe Waylon En. Ken Paran Matu)	rahman@mpb.gov.my helen@mpb.gov.my jennvg@mpb.gov.my joewaylon@mpb.gov.my ken@mpb.gov.my
45	Sarawak Health Department	Sarawak Health Department Jalan Diplomatik, Off Jalan Bako, 93050, Kuching, Sarawak (u.p. Dato Dr. Zulkifli Jantan)	zulkifli@moh.gov.my
46	NRE Sarawak	Natural Resources and Environment Board Sarawak 20th Floor, Menara Pelita Jalan Tun Abdul Rahman Ya'akub Petra Jaya, 93050 Kuching Locked Bag 2103 Sarawak, MALAYSIA (u.p. Justine Jok Jau Emang)	justinji@nreb.gov.my 082-312 800
47	Pharmaceutical Services Division (PSD) Ministry of Health (MOH)	Pharmaceutical Services Division, Ministry of Health Malaysia Lot 36, Jalan Universiti, 46350 Petaling Jaya, Selangor. (u.p. En. Abdul Halim bin Abu Naim	abdhaliman@moh.gov.my zurianiarina@moh.gov.my 03-7968 2222

Bil	Agensi	Alamat	Emel/Faks
		Nik Zurianarina Mohd Zaki)	
48	Federal Agricultural Marketing Association (FAMA)	FAMA, Bangunan FAMA Point, Lot 17304 Jalan Persiaran 1, Bandar Baru Selayang, 68100 Batu Caves, Selangor. (u.p. En. Mohd Azuan B. Mohd Amir En. Mohd Addly B Mohamad Sueb)	mohdazuan@fama.gov.my addly@fama.gov.my 03-61383650/61385200
49	Pesticides Control Division Department of Agriculture Malaysia	Pesticides Control Division Department of Agriculture Malaysia Level 4, Wisma Tani, Jalan Sultan Salahuddin, 50632 Kuala Lumpur, Malaysia. (u.p. Pn. Fatimah Md. Anwar Pn. Nurul Huda binti Ismail)	faimahmdanwar@doa.gov.my nurul@doa.gov.my 03-2691 7551
50	Paddy and Rice Industry Division Ministry of Agriculture and Agro-based Industry (MOA)	Paddy and Rice Industry Division Ministry of Agriculture and Agro-based Industry (MOA) Aras 2, Menara, 4G1, Wisma Tani, No.28 Persiaran Perdana, Presint 4, Pusat Pentadbiran Kerajaan Persekutuan, 62624 Putrajaya Malaysia (u.p. Nik Nor Aiza Bt Nik Abdul Aziz En. Wan Abdul Hadi bin Wan Mohd Shafie Puan Rohaya Ahmad)	aiza@moa.gov.my wanabdulhadi@moa.gov.my arohaya@moa.gov.my 03-8888 6050
51	Malaysian Pineapple Industry Board (MPIB)	Malaysian Pineapple Industry Board (MPIB) Wisma Nanas, No.5, Jalan Padi Mahsuri, Bandar Baru Uda, 81200 Johor Bahru, Johor (u.p. Mohamad Zaki Mohamad Jasa)	zaki.jasa@mpib.gov.my 07-2365694 07-2365451
52	Film Censorship Control and Enforcement Division	Film Censorship Control and Enforcement Division Ministry of Home Affairs Block D1 & D2, Complex D, Administrative Center, Federal Territory, 62546 Putrajaya (u.p. Pn. Helmilia Binti Hassan En. Mohd Rusdi Effendy bin Rusli)	helmilia@moha.gov.my rusdi.effendy@moha.gov.my 03-88891613 03-88891610
53	Publication and Quranic Texts Control Division	Publication and Quranic Texts Control Division Ministry of Home Affairs	hilme@moha.gov.my abaiyah@moha.gov.my hamidahanan@moha.gov.my

Bil	Agensi	Alamat	Emel/Faks
		Block D1 & D2, Complex D, Administrative Center, Federal Territory, 62546 Putrajaya (u.p. En. Hilme Bin Mazlan Pn. Abaiyah Binti Abdul Aziz Pn. Hamidah Bt Hj Anan Pn. Tengku Rohani Binti Tengku Yusoff)	tgrosnani@moha.gov.my 03-88891613 03-88891610
54	Department of Forestry Sarawak	Department of Forestry Sarawak Kementerian Perancangan Sumber dan Alam Sekitar, Tingkat 3, Wisma Sumber Alam, Jalan Stadium, Petra Jaya, 93050 Kuching (u.p. En. Hii Tow Peck Pn. Rafedah Anuar)	tpiii@sarawak.gov.my rafedaha@sarawak.gov.my 082-313810
55	Veterinary Division Department of Agriculture Sarawak	Veterinary Division Department of Agriculture Sarawak Lot 877, Jalan Semenggok Off Jalan Batu 12 Jalan Kuching Serian 93250 Kuching, Sarawak, Malaysia. (u.p. Dr. Chia Pek Chn, Pn. Jaliah Hasdi En. Lee Miaw Mwi)	chiapc1@sarawak.gov.my jaliahh@sarawak.gov.my leemm@sarawak.gov.my
56	Department of Wildlife and National Parks	Department of Wildlife and National Parks Km 10 Jalan Cheras, 56100 Kuala Lumpur (u.p. En. Faizal Izham Pikri En. W. Nazarudin W. Ngah Pn. Nurain Bt Arshad En. Wan Mohd Adib Wan Mohd Yusoh)	faizal@wildlife.gov.my nazar@wildlife.gov.my nurain@wildlife.gov.my wmadib@wildlife.gov.my 03-90752873
57	Ministry of Natural Resource and Environment (NRE)	Ministry of Natural Resource and Environment (NRE) Wisma Sumber Asli No.25 Persiaran Perdana Presint 4 62574 Putrajaya, Malaysia (u.p. Pn. Norhidayah Binti Masuari Pn. Nadia Faseeha Binti Azaman)	norhidayah.nre@1govuc.gov.my nadia@nre.gov.my 03 8889 2672
58	Hazardous Substances I Division	Hazardous Substances I Division Department of Environment (DOE) Level 2, Podium 3, Lot 4G3, Precint 4, 62574 Putrajaya	karen@doe.gov.my 03-88886120

Bil	Agensi	Alamat	Emel/Faks
		(u.p. Cressida Karen Chung)	
59	Air Division Department of Environment (DOE)	Air Division Department of Environment (DOE) Aras 1 – 4, Podium 2 & 3, Wisma Sumber Asli No.25, Persiaran Perdana, Precint 4 Pusat Pentadbiran Kerajaan Persekutuan 62574 Putrajaya, Malaysia. (u.p. Pn. Shafizah Jabar Basha)	shafiza@doe.gov.my 03 2713 2990
60	Plant Protection and Quarantine Branch Department of Agriculture Sarawak	Plant Protection and Quarantine Branch Department of Agriculture Sarawak Department of Agriculture Sarawak, 7, 12-17th Floor, Menara Pelita, Jln. Tun Abdul Rahman Yakub, Petra Jaya, 93050 Kuching Sarawak. (u.p. Pn. Joyce Lim)	limhl@sarawak.gov.my 082-447821
61	Malaysian Rubber Board	Malaysian Rubber Board 18th Floor Bangunan Getah Asli (Menara) 148 Jalan Ampang 50450 Kuala Lumpur (u.p. Md. Zaid Ahmad En. Kameruzaman Ab. Rahman Pn. Siti Shazwani Bt Mohd Nazaruddin)	zaid@lqm.gov.my kameruzaman@lqm.gov.my shazwani@lqm.gov.my 03-2163 4492
62	Domestic Trade Section Sarawak Timber Industry Development Corporation (STIDC)	Domestic Trade Section Sarawak Timber Industry Development Corporation (STIDC) Wisma Sumber Alam, Jalan Stadium, Petra Jaya, 93050 Kuching, P.O. Box 194, 93702 Kuching, Sarawak, Malaysia. (u.p. En. Hamzah Bin Haji Morshidi)	hmazahm@pusaka.gov.my
63	International Marketing Division National Kenaf and Tobacco Board	International Marketing Division National Kenaf and Tobacco Board Kubang Kerian, 16150 Kota Bharu, Kelantan, Malaysia. (u.p. En. Mohd Azemi B Sepian En. Mohd Shukeri Yusoff	mohdazemi@lkt.gov.my shukeri@lkt.gov.my ismailhamat@lkt.gov.my 09-766 8071

Bil	Agensi	Alamat	Emel/Faks
		Ismail Hamat)	
64	Firearms Licensing Division Royal Malaysian Police	Firearms Licensing Division Royal Malaysian Police Jalan Bukit Aman, Tasik Perdana, 50480 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur, Malaysia	zaldhassan@mp.gov.my 03 - 2070 7500
65	Energy Commission	Energy Commission No. 12, Jalan Tun Hussein Precinct 2, 62100, Putrajaya. (u.p. Pn. Ir Rairus Bt Abd Manaf Pn. Nur Faidarina Alias)	faims@st.gov.my norfaidarina@st.gov.my 03-8888 8637
66	Communication and Multimedia Certification Section SIRIM QAS International Sdn. Bhd	Communication and Multimedia Certification Section SIRIM QAS International Sdn. Bhd 1, Persiaran Dato' Menteri, P.O. Box 7035, Section 2, 40700 Shah Alam, Selangor, Malaysia. (u.p. En. Wan Mohd Iidil Bin Abdul Rahman En. Ahmad Faizan Bin Pardi)	iidil@sirim.my afaizan@sirim.my 03 5544 6912
67	Plant Biosecurity Division Department of Agriculture (DOA)	Plant Biosecurity Division Department of Agriculture (DOA) Tingkat 1-3, Wisma Tani Jln Sultan Salahuddin 50632 Kuala Lumpur. (u.p. Pn. Che An Binti Mohd Joned Pn. Sabariah Binti Kamis Pn. Nurul Huda Binti Ismail En. Tony Nyanau Pn. Nur Mazni Binti Mazilan@Mazalan)	sabkam17@gmail.com nurul@doa.gov.my tony@doa.gov.my mazni@doa.gov.my 03-2691 3550
68	Malaysia Quarantine and Inspection Service (MAQIS)	Malaysia Quarantine and Inspection Service (MAQIS) Level 7, Menara 4G2, Wisma Tani, Presint 4, No. 30, Persiaran Perdana, Federal Government Administrative Centre, 62624 Putrajaya. Malaysia. (u.p. En. Ramli Bin Md Afandi En. Mohamad Ariffin Bin Saralla En. Muhamad Ezamry Bin Arpan	ramli@moa.gov.my mohdariffin@moa.gov.my ezamry@moa.gov.my sitinur@moa.gov.my 03-8870 2910

Bil	Agensi	Alamat	Emel/Faks
		Pn. Siti Nur Binti Ahmad)	
69	Regulation and Quality Control Division Malaysian Cocoa Board	Regulation and Quality Control Division Malaysian Cocoa Board CITC, Lot 12621 Kawasan Perindustrian Nilai, 71800 Nilai, Negeri Sembilan, Malaysia. (u.p. En. Mohd Zamri Abd Ghani En. Muhammad Alzad Bin Johari)	zamri@koko.gov.my aizad@koko.gov.my 06-794 1910
70	Department of Fisheries Malaysia (DOF)	Department of Fisheries Malaysia (DOF) Wisma Tani, Level 1-6, Blok Menara 4G2, Precinct 4, 62628 Putrajaya. (u.p. Pn. Fauzidah bt Othman En. Yusri Yusof En. Nummeran Mohd Nordin En. Hamidan Ahmad)	fauzidah@dof.gov.my yusri@dof.gov.my nummeran@dof.gov.my hamidan@dof.gov.my 03 - 8889 2460
71	Malaysian Palm Oil Board (MPOB)	Malaysian Palm Oil Board (MPOB) Wisma Sawit Lot 6, SS6, Jalan Perbandaran 47301 Kelana Jaya Selangor (u.p. Pn. Noor Azizul Ibrahim Pn. Marina Shahron Pn. Siti Fatimatu Zahara)	azizul@mpob.gov.my marrina@mpob.gov.my fatimatu@mpob.gov.my 03-7803 3533
72	Chemical Weapons Convention Ministry of Foreign Affairs	Chemical Weapons Convention Ministry of Foreign Affairs Wisma Putra, No 1, Jalan Wisma Putra, Precinct 2, 62602 PUTRAJAYA (u.p. Pn. Halimatussa'adiah Mat Som)	halimatus@kln.gov.my 03-8889 1717
73	Atomic Energy Licencing Board (AELB)	Atomic Energy Licencing Board (AELB) Kementerian Sains, Teknologi dan Inovasi, Batu 24, Jalan Dengkil, 43800 Dengkil, Selangor, Malaysia. (u.p. En. Mohd Firdaus Pn. Noraini Razali En. Ghazali Mamat)	firdaus@aelb.gov.my noni@aelb.gov.my ghazali@aelb.gov.my 03-89223685
74	Veterinary Services Division	Veterinary Services Division Wisma Tani, Block Podium, Lot 4G1, Precinct 4	lida@dvs.gov.my 03-8888 6021

Bil	Agensi	Alamat	Emel/Faks
		Federal Government Administrative Center, 62624 Putrajaya (u.p. Pn. Norlida Bt Adan)	
75	Malaysian Timber Industry Board	Malaysian Timber Industry Board Level 13 - 17 Menara PGRM, No. 8, Jalan Pudu Ulu, Cheras 56100, Kuala Lumpur (u.p. En. Ahmad Ridduwan Darus)	ridduwan@mtib.gov.my 03-9200 3769
76	Malaysian Communication and Multimedia Commission (MCMC)	Malaysian Communication and Multimedia Commission (MCMC) MCMC Tower 1 Jalan Impact Cyber 6 63000 Cyberjaya Selangor Darul Ehsan Malaysia (u.p. En. Mohd Fahmi Idrus Pn. Intan Atiqah Dzulkifli)	mohd.fahmi@cmc.gov.my intanatiqah.dzulkifli@cmc.gov.my 03-8688 1000
77	Ministry of International Trade and Industry (MITI) - Permit Application	Ministry of International Trade and Industry (MITI) - Permit Application Ministry of International Trade and Industry Block 10, Government Offices Complex, Jalan Tuanku Abdul Halim, 50622 Kuala Lumpur Malaysia. (u.p. Pn. Sarliza Md. Isa)	sarliza@miti.gov.my 03-6201 2337
78	Ministry of International Trade and Industry (MITI) - Permit STA	Ministry of International Trade and Industry (MITI) - Permit STA Ministry of International Trade and Industry Block 10, Government Offices Complex, Jalan Tuanku Abdul Halim, 50622 Kuala Lumpur Malaysia. (u.p. En. Hasmarizwan Umar)	rizwan@miti.gov.my 03-6201 2337
79	Johor Freight Forwarders Association (JOFFA)	Wisma JOFFA, 71, Jalan Jaya Mas 1, Taman Jaya Mas, Johor, 81300 Skudai, Malaysia (u.p. Mr. Vijayan A/L CPK Narayana Pillai)	joffajhr@gmail.com / joffa_secreatariat@joffa.net
80	Warehouse Operator (Pekema)	A12A-3, Jalan Selaman 1/1, Dataran Palma, Ampang, 68000, Ampang, Selangor, 68000, Malaysia (u.p. En. Ally Azwin bin Abdul Hamid)	allyazwin@gmail.com

Bil	Agensi	Alamat	Emel/Faks
81	Malaysia External Trade Development Corporation (MATRADE)	Jalan Sultan Haji Ahmad Shah, 50480 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur, Malaysia (u.p. En. Azizzulhilmi Hamid)	azizzul@matrade.gov.my
82	Persatuan Pengusaha Logistik Bumiputra	No.50, Wisma SA, Jln Anggerik Mokara 31/47 Kota Kemuning, 40460 Shah Alam Selangor Darul Ehsan (u.p. Dato' Samsudin Abd Rahman)	din1220@tm.net.my samsudin@sakargo.com.my
83	Dewan Perniagaan Melayu Malaysia (DPMM)	No. 33 & 35, Jalan Medan Setia, Bukit Damansara, Wilayah Persekutuan, 50490 Kuala Lumpur, Malaysia (u.p. Dato Syed Ali Mohamed Al Attas)	info@dpm.org.my
84	Institut Akauntan Malaysia (MIA)	2, Jalan Tun Sambanthan 3, Brickfields, 50470 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur, Malaysia (u.p. Datuk Mohd.Nasir bin Ahmad)	mia@mia.org.my
85	Veterinary Services and Animal Industry Department Sabah (DOVSAI)	Wisma Pertanian Sabah, No. 2051, Jalan Tasik, Sabah, 88999 Kota Kinabalu, Malaysia (u.p. Dr Nasip Eli Dr Peter A.K Lee)	Nasip.Eli@sabah.gov.my Peter.Lee@sabah.gov.my
86	Institut Akauntan Awam Bertauliah Malaysia (MICPA)	15, Jalan Medan Tuanku, 50300 Kuala Lumpur, Malaysia. (u.p. En. Foo Yoke Pin)	micpa@micpa.com.my / technical@micpa.com.my
87	Airfreight Forwarders Association of Malaysia (AFAM)	16B, Jalan Kemuja, 2nd Floor, Bangsar Utama, Kuala Lumpur, 59000, Kuala Lumpur, WP Kuala Lumpur, 59000, Malaysia (u.p. En. Walter Culas En. Zainal Abidin)	chairman@afam.org.my secretariat@afam.org.my
88	Majlis Perhubungan Industri Negri Sembilan Darul Khusus (NSILC)	(u.p. En. Ismanizam bin Yahaya)	nsilc@hotmail.com, hamidahali2003@yahoo.com
89	Ministry of Transport (MOT)	No. 26, Jalan Tun Hussein, Presint 4, 62100 W.P. Putrajaya (u.p. Pn. Hafizah Meor Osman Fatimah binti Ghazali)	hafizah@mot.gov.my fatimahghazali@mot.gov.my
90	Persatuan Syarikat-Syarikat Penghantaran Ekspres Asia Pasifik – Malaysia (CAPEC)	(u.p. Pn. Jessica Ho)	jessica.ho@fedex.com

Bil	Agensi	Alamat	Emel/Faks
91	Lighthouse Technologies	Suite 2B-2-2 Level 2, Block 2B Plaza Sentral, Jalan Stesen Sentral 5, 50470, Kuala Lumpur, Malaysia (u.p. En. Lim Chee Wei)	cheewei.lim@portrade.com
92	Labuan Logistics Association	(u.p. Mdm Prunella Phoong)	prunella@ablakuan.com
93	Road Transport Department Malaysia (JPJ)	Aras 3-5, No. 26, Jalan Tun Hussein, Presint 4 Pusat Pentadbiran Kerajaan Persekutuan 62100 Putrajaya (u.p. En. Mohammad Rafizan Abd Razak)	rafizan@jpj.gov.my
94	MyClear	Tower 2A, Avenue 5, Bangsar South, 8 Jalan Kerinchi, 59200 Kuala Lumpur (u.p. En. Mohd Khairuan Abdul Rahman En. Mohd Faizal Razali)	khairuan@myclear.org.my faizal.razali@myclear.org.my
95	Extreme Edge Sdn Bhd	(u.p. En. Mohd Ridzuan Watroly En. Mohd Nazlan Hassan)	mohdridzuan@extremedge.com.my mdnazlan@extremedge.com.my
96	Persatuan Pengusaha-Pengusaha Perkapalan, Shipping Association Malaysia (SAM)	(u.p. Mr Ooi Lean Hin En. Fong Keng Lun)	fongkenglun@gmail.com
97	Persekutuan Penghantaran Fret Malaysia (FMFF)	(u.p. Mr. Alvin Chua Mr. Paul Seo)	paul@fmff.net secretariat@fmff.net
98	Persatuan Industri Komputer Dan Multimedia Malaysia (PIKOM)	E1 Empire Damansara, No 2, Jalan PJU 8/8A, Damansara Perdana, 47820 Petaling Jaya, Selangor, Malaysia (u.p. Mr. Cheah Kok Hoong)	info@pikom.org.my
99	Malaysian Knitting Manufacturers Association (MKMA)	12-1, Jalan Megat, Batu Pahat, 83000, Batu Pahat, Johor, 83000, Malaysia (u.p. Mr. Kung Beng Li Ms. Zoe Ng)	mkma@mkma.org zoe.ng@mkma.org
100	Persekutuan Wakil-Wakil Perkapalan Malaysia (FOMSA)	(u.p. Mr. Muthiah a/l Vellakutty)	muthiah@envoy.com.my
101	Dewan Perniagaan dan Perindustrian Antarabangsa Malaysia (MICCI)	C-8-8 Block C, Plaza Mont'Kiara, 2 Jalan Kiara, Mont' Kiara, Kuala Lumpur, 50480, Kuala Lumpur, WP Kuala Lumpur, Malaysia (u.p. Ms. Wong Hin Wei)	wong@micci.com

Bil	Agensi	Alamat	Emel/Faks
102	Institut Percukaian Malaysia (CTIM)	B-13-2 & B-13-3, Megan Avenue II, 12, Jalan Yap Kwan Seng, Kuala Lumpur, 50450, Kuala Lumpur, WP Kuala Lumpur, Malaysia (u.p. Ms. Yamuna)	yamuna@ctim.org.my
103	Bahagian Kawalan Mutu Makanan (Sistem FoSIM)	(u.p. Pn. Rosnita Bt Abdul Kahar)	roshita.kahar@moh.gov.my
104	MDEC	(u.p. Pn. Ruzilah Mohamad Razali Pn. Aida Masuri Mustafa)	ruzilah@mdec.com.my masuri@mdec.com.my
105	POS Malaysia	(u.p. Pn. Sofhinaz Abdul Hamid)	sofhinaz@pos.com.my
106	Department of Statistics Malaysia (DOSM)	Block C6, Kompleks C, Pusat Pentadbiran Kerajaan Persekutuan, 62514, Putrajaya, WP Putrajaya, Malaysia (u.p. Tan Bee Bee)	tanbb@stats.gov.my
107	Federation of Malaysia Manufacturing	Wisma FMM, No. 3, Persiaran Dagang, PJU 9, Bandar Sri Damansara, Kuala Lumpur, 52200, Kuala Lumpur, WP Kuala Lumpur, Malaysia (u.p. Tan Sri Datuk Yong Poh Kong)	president@fmm.org.my
108	Central Region Shipping Association (CRSA)	c/o Megawan Secretariat Services Sdn Bhd No. 149A, 149B, 151B Persiaran Raja Muda Musa 42000 Port Klang Malaysia (u.p. Tuan Haji Abu Bakar bin Hussein Cik Shuhaila Yaacob)	crsa@mega-wan.com
109	The National Chamber Of Commerce And Industry Of Malaysia (NCCIM)	Level 3, West Wing, MENARA MATRADE, Jalan Khidmat Usaha, Off Jalan Duta, 50480, Kuala Lumpur, Malaysia (u.p. Tuan Syed Ali Alattas)	kswong@nccim.org.my
110	Department of Wildlife and National Parks (DWNP)	(u.p. En. Wan Mohd Adib En. Khairul Nizam Ismail En. Asa'afar Nizam bin Asa'ari)	wmadib@wildlife.gov.my khairulns@wildlife.gov.my asaafar@wildlife.gov.my
111	Dewan Perniagaan Dan Perindustrian India Malaysia (MAICCI)	Block B, 9th Floor Unit 1, 12, Jalan Yap Kwan Seng, Kuala	info@maicci.org.my president@maicci.org.my

Bil	Agensi	Alamat	Emel/Faks
		Lumpur, 50450 Megan Avenue 11, Malaysia (u.p. Y.Bhg. Tan Sri Datuk. KK Eswaran)	
112	Gabungan Dewan-Dewan Perniagaan Dan Perindustrian Cina Malaysia (ACCCIM)	6th Floor, Wisma Chinese Chamber, 258, Jalan Ampang, 50450 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur, Malaysia (u.p. Y.Bhg.Dato' Lim Kok Cheong Ms. Tan Ai Joo)	accim@accim.org.my tanai@accim.org.my
113	Persekutuan Pekilang-Pekilang Malaysia (FMM)	Wisma FMM, No 3 Persiaran Dagang, PJU 9, Bandar Sri Damansara, 52200 Kuala Lumpur (u.p. Y.Bhg. Tan Sri Datuk Yong Poh Kon Ms. Shamini Shaktinathan)	shamini@fmm.org.my
114	Immigration Department of Malaysia (IMI)	(u.p. Pn. Zarimah Jumari)	zarimah@imi.gov.my
115	Ministry of Home Affairs	Block D1 & D2, Complex D, Administrative Center, Federal Territory, 62546 Putrajaya (u.p. Zulaikha Ahmad Puteri Noorsyazwani Abu Sufian)	zulaikha@moha.gov.my noorsyazwani@moha.gov.my
116	FedEx	(u.p. Pn. Jessica Ho)	jessica.ho@fedex.com
117	DHL Express (Malaysia) Sdn Bhd	(u.p. En. Kamarul Azman Hashim)	kamarul.azman@dhl.com
118	TNT Express Worldwide (M) Sdn Bhd	(u.p. En. Melvin Reynolds)	Melvin.reynolds.erickson@tnt.com
119	Ejen Penghantaran Sandakan	(u.p. Mr Loo Yat Kiang)	looyatkiangkiang@yahoo.com
120	UPS (M) Sdn Bhd	(u.p. Nazaina Nasir)	bnazaina@ups.com
121	Wan Hai Lines (M) Sdn. Bhd.	(u.p. A.M.Sivabalan)	siva@wanhai.com
122	Hanjin Shipping (M) Sdn. Bhd.	(u.p. En. Ahmad Shahidan Bin Mohd Yusop)	shahidan@my.hanjin.com
123	UASC (M) Sdn Bhd	(u.p. En. Azmi Abdul Wahid)	azmi.wahid@uasc.net
124	Straits Auto Logistics Sdn Bhd	(u.p. Capt Muhammad Hairi Ho)	muhammad_hairi_ho@salship.com.my
125	MOL Malaysia Sdn Bhd	(u.p. En. Damitha Halgoda)	damitha.Halgoda@mol-liner.com

Bil	Agensi	Alamat	Emel/Faks
126	Malaysian Shipowners' Association	A2-3-3, Ayer @ 8, Jalan P8G Presint 8, 62250 Putrajaya, Wilayah Persekutuan Putrajaya, Malaysia (u.p. En Nordin Mat Yusoff)	03-22602575
127	Hapag-Lloyd (M) Sdn. Bhd.	(u.p. En. Hazezi Bin Mohd Sidik)	hazezi.sidik@hlag.com
128	NYK Line (Malaysia)	(u.p. En. Ho Bee Pheng)	ho_bee_pheng@my.nykline.com
129	Newstar Agencies Sdn Bhd	(u.p. Pn. Kamariah Bt Hj Ibrahim)	kamariah.ibrahim@newstar.com.my
130	China Shipping	(u.p. En. Maniraja A/L Kaliappan)	maniraja@chinashipping.com.my
131	Evergreen Marine (M) Sdn. Bhd.	(u.p. Master Wong)	masterwong@evergreen-marine.com.my
132	North Malaysia Shipping Agent Association (NMASA)	(u.p. Mr Franco Ong)	franco@penftr.com
133	Hyundai Merchant Marine (M) Sdn Bhd	(u.p. En. Norman Bin Hashim)	mkman@hmm21.com
134	Wilhelmsen Ships Services	(u.p. En. Ralph Wong)	ralph.wong@wilhelmsen.com
135	Coscon (M) Sdn Bhd	(u.p. En. Salehuddin bin Abdullah)	salehud@coscon.com
136	Uasac (M) Sdn Bhd	(u.p. En. Siti Fatimah Baharudin)	siti.fatimah@uasc.net
137	Maersk Malaysia	(u.p. En. Steven Seah)	steven.seah@maersk.com
138	Trans-Coastal Sdn. Bhd.	(u.p. En. Tang Kok Han)	kokhan.tang@trans-coastal.com
139	OOCL	(u.p. En. Tee Jin Yee)	j.y.tee@oocl.com
140	CMA CGM Malaysia	(u.p. En. Thomas Yeoh)	kua.tyeoh@cma-cgm.com
141	Sunship (M) Sdn Bhd	(u.p. En. Wong Kian Siong)	alan_wong@sunship3.com.my
142	Persatuan Agen Perkapalan & Penghantaran Pelabuhan Terengganu	(u.p. En Mat Nawi Mohd Talib)	nawi@cseworldwide.com
143	Persatuan Agen Penghantaran Bukit Kayu Hitam	(u.p. En Mohd Johari B Sukaimi)	mjsufa@yahoo.com
144	Persatuan Perkapalan & Penghantaran Pelabuhan Kuantan	(u.p. En Muzamil Abdul Rahman)	jomktn09@stramyx.com

Bil	Agensi	Alamat	Emel/Faks
145	Selangor Freight Forwarders & Logistics Association (SFFLA)	(u.p. Mr Alvin Chua Seng Wah)	alvinchua@sffla.com
146	KK Forwarding Agents Association	(u.p. Mr Johnson Dal)	borneotl@streamyx.com
147	Sarawak Forwarding Agencies Association	(u.p. Mr Joseph Chung Mr Alfred)	walfred39@yahoo.com 082-484779
148	Penang Freight Forwarders Association	(u.p. Mr Krishnan Chelliah Mr Bryan Kor)	exe.secretary@pffa.org.my 04-6444932
149	Malaysian Container Depot Association	(u.p. Mr Loo Chee Woon)	03-3166 7188
150	Johor Port Shipping and Forwarding Association (JPSFA)	(u.p. Mr Michael Cheah)	president@jpsfa.com
151	Persatuan Haulier Malaysia	(u.p. Mr Mohd Hanif B. Abd Ghani)	03-3176 4676
152	Perak Freight Forwarders Association	(u.p. Mr Poon Yoke Sang)	yspoon.transocean@gmail.com
153	Padang Besar Forwarding Association	(u.p. Mr Tan Wei Chang)	ysc_my@tm.net.my
154	Tawau Forwarding Agent Association	(u.p. Mr. Tan Chiew Kong)	089-751989
155	Senai Airport (SATSSB)	(u.p. Azwafi Abdul Wahab)	azwafi@senaiairport.com
156	Naptune Air	(u.p. Fuad Bafana)	fuadbaf@gmail.com
157	Firefly	(u.p. Shah Ikham bin Ahmad)	shahikram.ahmad@malaysiaairlines.com
158	Transmile Air Service	(u.p. Shamsul Bin Idrus)	shamsul.idrus@transmile.com
159	Keretapi Tanah Melayu Berhad (KTMB)	(u.p. Mohd Farihan Fauzan)	farihan@ktmb.co.my
160	Multimodal Freight Sdn Bhd (MMF)	Multimodal Freight Sdn. Bhd. Bangunan Multimodal Jalan Padang Besar 02100 Padang Besar, Perlis (u.p. En. Zulkifli Mohd)	zulkifli@multimodal.com.my
161	Sabah Port Authority	SPA Head Office Building,, Jalan Tanjung Lipat, Kota Kinabalu, 88617 Kota Kinabalu, Sabah, Malaysia (u.p. Mr Augustine Yapp)	088-254089
162	Pangkalan Bekalan Kemaman Sdn Bhd (PBKSB)	(u.p. Pn. Siti Farah Yusof Adnan)	sitifarah@epicgroup.com.my
163	Samalaju Industrial Port Sdn Bhd	(u.p. En. Badrul Nisah binti Helmi)	badrulnisah@bintuluport.com.my

Bil	Agensi	Alamat	Emel/Faks
164	Tanjung Langsat Port	(u.p. En. Mohd Kordi b. Bakir)	kordi@hp.com.my
165	Nilai Inland Port	(u.p. En. Mohd Fariza b. Zakaria @MD Yusof)	reza_zakaria79@yahoo.com
166	BWCT	(u.p. En. Hafizzuddin b. Abdul Halil)	hafizhalil@hotmail.com
167	Penang - North Butterworth Container Terminal (NBCT)	(u.p. En. Kelana bin Putih)	kelana@penangport.com.my
168	Lembaga Pelabuhan Melaka (LPM)	(u.p. Kpt Subramaniam A/L Karuppiyah)	subra@pka.gov.my
169	Syarikat Perkhidmatan Pelabuhan Gabungan Sdn Bhd	Pelabuhan Tanjung Bruas, Melaka, 76400 Tanjung Kling, Malaysia (u.p. Mr.Chua Yew Ling)	06-3511216
170	BSI / Tanjung Kupang	(u.p. En. Azali Bachok)	azalibachock.bph@1govuc.gov.my
171	Seaport	(u.p. En. Fakhru Azhar Tajudin)	fakhru@johorport.com.my
172	Segamat Inland Port	(u.p. En. Mark Tan)	mark.tan@mct.com.my
173	Lumut Port	(u.p. En. Christopher Arokiasamy)	christopher@lumutport.com
174	Lumut Maritime Terminal Sdn Bhd	(u.p. En. Amin Halim Rasip)	general@lumutport.com
175	Vale Port Lumut	(u.p. En. Ireland Mohar B.A Rahman)	ireland.mohar@vale.com
176	Ipoh Cargo Terminal Sdn Bhd	(u.p. Pn. Rosnawati binti Ramli)	rosnawati@ictipoh.com.my
177	Pengkalan Bekalan Kemaman Sdn Bhd	(u.p. Pn. Norfardiana Salleh)	nafardiana@epicgroup.com.my
178	Langkawi Port Sdn Bhd	Kompleks Dermaga Tanjung Lembung, Mukim Ulu Melaka, 07000, Langkawi, Kedah, Malaysia (u.p. En. Muhd Nasir Hj Abdul Aziz)	nasir@langkawiport.com.my
179	Lafarge (KCJSB)	(u.p. En. Syamsul Kamal Abdullah)	syamsul_kamal.abdullah@lafarge.com
180	Pelabuhan Asaniaga	(u.p. En. Azhari bin Dato' Shaari)	azhari@asagroup.com.my
181	Port Klang Free Zone (PKFZ)	(u.p. En. Ng Ching Hiang)	ngch@pkfz.com

TANGGUNGJAWAB NATIONAL SINGLE WINDOW (NSW) SERVICE PROVIDER (SP)

- i) The SP is responsible to design, develop, install, test, commission, operate and maintain the SPWP that will front the NSW Users in providing services in relation to trade facilitation and access to services that are part of the NSW system.
- ii) The SP is responsible for providing end-to-end support, operation and maintenance functions including Core Services and VAS. The SP must ensure 99.9% availability to access the Core Services and VAS SP, and ensure that additional services offered creates value and enriches the customer's experience;
- iii) The SP is responsible for providing effective and efficient support to the NSW Users in the form of a call centre which is to be operated 24x7 and within the Service Level Agreements (SLA) established by the Government.
- iv) The SP is responsible to provide on-going and ad-hoc trainings to the NSW users;
- v) The SP is responsible for developing, maintaining and updating SOPs to facilitate the process and procedures required in the NSW. SOPs can be used in the case of running periodic maintenance throughout the duration of the contract with the Government;
- vi) The SP must work closely with the NSW Operator and the NSW Lead Agency to provide Core Services and VAS maintained and operated by the NSW Operator. A strong SLA needs to be established between the SP and the NSW Operator to ensure minimal disruption in connection between the SP and the NSW Operator; and
- vii) The SP is required to address all issues in regards to the NSW operation and would seek prior approval from the Government (via the Lead Agency) for any decisions which require changes to the NSW environment. Possible issues that are raised with regards to the NSW operation could be in the form of:
 - System integration to NSW Operator that is hampered due to software issues; or
 - Non-compliance of SLA from other stakeholders such as NSW Operator.

- viii) The SP must adhere to the policies, guidelines and restrictions set by the Government in the national interest of safeguarding the NSW.
- ix) The SP is responsible to create awareness, to reach out to the trade community and to increase trade in Malaysia.
- x) The SP must also provide training on its services and provide feedback to the Government on how trade can be improved where necessary.