



PDC TELECOMMUNICATION SERVICES SDN BHD

(Co. No: 9761-V)

ONE STOP AGENCY

OSA UNIT

STANDARD OPERATING PROCEDURE

VERSION 2.0

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1. PRE-CONSTRUCTION STAGE

1.1. Telco Operator 1st Stage Application (Way leave Approval/ Consent)

1.1.1. To check all their documents on the spot with the Telco operator.

1. Checklist forms used:-

- Way leave checklist form for MPPP
- Way leave checklist form for MPSP
- Way leave checklist form for JKR (all 5 districts)

2. All requirements in the checklists are to follow respective authorities' requirements.

1.1.2. To receive only complete application document.

1.1.3. To reject incomplete application on the spot.

1.2. Application Record

1.2.1. To make copies of the received application.

1.2.2. To record and file the copied application documents.

1.2.3. To key-in the softcopy UUDM plan into UUDM database.

1.2.4. To forward the service fee cheque to finance department.

1.3. Application to Relevant Authorities

1.3.1. To prepare covering letter.

1.3.2. To apply to the respective authorities within 1 week from received date.

1.3.3. To cc the application letter to both CMI and applying Telco operator.

1.3.4. To follow up with authorities to check on any updates once 1 week.

1.4. Receive consent letter from authorities

1.4.1. To record the received consent letter from authority.

1.4.2. To write a cover letter to Telco operator.

1.4.3. To send both the letter to Telco operator.

1.4.4. To follow up with Telco operator for any updates prior to their 2nd stage submission.

1.5. Telco operator 2nd Stage Application (Permit Approval)

- 1.5.1. To check all their documents on the spot with the Telco operator.
- 1.5.2. Checklist forms used:-
 - Permit checklist form for MPPP
 - Permit checklist form for MPSP
 - Permit checklist form for JKR (all 5 districts)
- 1.5.3. All requirements in the checklists are to follow respective authorities' requirements.
- 1.5.4. To receive only complete application document.
- 1.5.5. To reject incomplete application on the spot.

1.6. Application Record

- 1.6.1. To make copies of the received application.
- 1.6.2. To record and file the copied application documents.
- 1.6.3. To key-in the softcopy UUDM plan into UUDM database.

1.7. Forward Application to Relevant Authorities

- 1.7.1. To prepare covering letter.
- 1.7.2. To apply to the respective authorities.
- 1.7.3. To cc the application letter to both CMI and applying Telco operator.
- 1.7.4. To forward deposit fee to CMI
- 1.7.5. To follow up with authorities to check on any updates.

1.8. Receive approval letter from authorities

- 1.8.1. To make copies of the received application.
- 1.8.2. To record and file the copied application documents.

1.9. Issue permit copy to Telco operator

- 1.9.1. To call Telco operator to collect the permit copy
- 1.9.2. To prepare permit issuance letter
- 1.9.3. To ensure Telco operator sign the permit acceptance form

1.10. Conduct Site Kick Off Meeting (SKOM)

- 1.10.1. To receive Telco operator 'Start of Work Notice' 3 working days in advance.
- 1.10.2. To prepare 'Start of Work Notice'
- 1.10.3. To submit the 'Start of Work Notice' to the authority
- 1.10.4. To set SKOM date.
- 1.10.5. To conduct SKOM.

2. ON-GOING-CONSTRUCTION STAGE

2.1. Construction site supervision

- 2.1.1. To conduct regular onsite inspection.
- 2.1.2. To require weekly civil work report from Telco operators.
- 2.1.3. To oversee any outstanding issues on site.

3. POST-CONSTRUCTION STAGE

3.1. Receive interim report from Telco Operator

- 3.1.1. To record and file the report
- 3.1.2. To apply for permit renewal (if necessary). See item 4.

3.2. Conduct CBR/ Coring Test

- 3.2.1. To instruct Telco operator to set a test session.
- 3.2.2. To inform and invite the authority official
- 3.2.3. To attend the test session.

3.3. Submit Completion of Work Notice to Authorities

- 3.3.1. To receive/ require CBR/ Coring test report
- 3.3.2. To prepare a 'Completion of Work' notice
- 3.3.3. To ensure Telco operator do reinstatement work
- 3.3.4. To submit the notice to authority along with CBR/Coring test report

3.4. Receive Certificate of Work Completion from Authorities

- 3.4.1. To record and file the certificate
- 3.4.2. To wait for six (6) months (Defect Liability Period or DLP)

3.5. Deposit Claim Application

- 3.5.1. Telco to produce request letter attached by the original receipt.
- 3.5.2. To prepare a covering letter.
- 3.5.3. To submit the request to CMI.
 - Deposits will not be refunded until being verified by CMI.
 - If there is any reinstatement work being done by authorities during DLP, a bill will be sent to the Telco operator.
 - If the Telco operators do not pay the reinstatement work bill, the sum for the work cost will be deducted from the deposit.
- 3.5.4. CMI to process the request with JKN.
- 3.5.5. To receive the deposit.
- 3.5.6. To return the deposit to Telco operator.

4. PERMIT RENEWAL PROCESS

4.1. Renewal Application from Telco Operator

- 4.1.1. To receive application documents 3 working days prior to site visit.
- 4.1.2. To receive only complete documents which include:-
 - Covering letter.
 - Interim Report to justify the permit renewal request.
- 4.1.3. To reject any incomplete application.

4.2. Renewal Application Record

- 4.2.1. To make copies of the received application.
- 4.2.2. To record and file the copied application documents.

4.3. Forward Renewal Application to Relevant Authorities

- 4.3.1. To prepare covering letter.
- 4.3.2. To attach with original permit and approved plans.

- 4.3.3. To apply to the respective authorities.
- 4.3.4. To cc the application letter to both CMI and applying Telco operator.
- 4.3.5. To follow up with authorities to check on any updates.

4.4. Receive Renewal Permit Approval from authorities

- 4.4.1. To make copies of the received approved permit renewal application.
- 4.4.2. To record and file the copied documents.
- 4.4.3. To prepare permit issuance letter.

4.5. Site Visit & Issuance Renewal Permit Copy to Telco operator

- 4.5.1. To conduct a site visit to the site after receiving the renewal request from operator three (3) working days before.
- 4.5.2. To hand over the renewed permit copy to Telco operator.
- 4.5.3. To ensure Telco operator sign the permit acceptance form.

5. APPLICATION DOCUMENT REQUIREMENTS

5.1. Way Leave Application For MPPP

- 5.1.1. OSA Service Fee
 - With a fixed sum of RM 2,500.00 by cheque.
- 5.1.2. Covering Letter
 - To be produce by Telco operator.
- 5.1.3. JK/PJ(1) Form
 - To be filled in by the Telco operator as applicant.
- 5.1.4. Underground Utility and Detection Mapping Plan
 - Only plans produced by underground utility Mapping contractors pre-qualified by PDC Telco are accepted.
 - Minimum plan paper size is A3.
- 5.1.5. Construction Plan
 - Limited to overall proposed length of 2.5 km.
 - Minimum plan paper size is A3.
- 5.1.6. Traffic Management Plan
 - Minimum plan paper size is A3.
- 5.1.7. Existing Back Haul Data Information/ Plan
 - Must be submitted in .dwg format for comprehensive planning purpose.

- 5.1.8. Work Method Statement
- 5.1.9. Contractor Appointment Letter
 - Only PDCTelco's appointed panel of contractors is accepted.
- 5.1.10. Contractor's Certificate in Trenching & Digging Works
- 5.1.11. Work Schedule
- 5.1.12. Softcopy of Underground Utility and Detection Mapping Plan
 - Must be submitted in .dwg format
- 5.1.13. Other Related Documents

5.2. Permit Application For MPPP

- 5.2.1. Covering Letter
- 5.2.2. Letter of Undertaking to all MPPP conditions
- 5.2.3. Deposit payment in a form of cheque to "Bendahari Negeri Pulau Pinang"
- 5.2.4. Work Notice Signage Picture
- 5.2.5. Temporary Traffic Signage Picture
- 5.2.6. Consent letter from JPS (if applicable)
 - An application must be made to JPS if the proposed fiber optics trenching will cross drainage/ river with 1.2 m width or more.

5.3. Way Leave Application For JKR

- 5.3.1. OSA Service Fee
 - With a fixed sum of RM 2,500.00 by cheque.
- 5.3.2. Covering Letter
 - To be produce by Telco operator.
- 5.3.3. JKR 84/1Form
 - To be filled in by the Telco operator as applicant.
- 5.3.4. Underground Utility and Detection Mapping Plan
 - Only plans produced by underground utility Mapping contractors pre-qualified by PDC Telco are accepted.
 - Minimum plan paper size is A3.
- 5.3.5. Construction Plan
 - Limited to overall proposed length of 2.5 km.
 - Minimum plan paper size is A3.
- 5.3.6. Traffic Management Plan

- Minimum plan paper size is A3.

5.3.7. Existing Back Haul Data Information/ Plan

- Must be submitted in .dwg format for comprehensive planning purpose.

5.3.8. Work Method Statement

5.3.9. Contractor Appointment Letter

- Only PDCTelco's appointed panel of contractors is accepted.

5.3.10. Contractor's Certificate in Trenching & Digging Works

5.3.11. Work Schedule

5.3.12. Softcopy of Underground Utility and Detection Mapping Plan

- Must be submitted in .dwg format

5.3.13. Site Photographs

5.3.14. Other Related Documents

5.4. Permit Application For JKR

5.4.1. Covering Letter

5.4.2. Letter of Undertaking to all JKR conditions

5.4.3. Deposit payment confirmation letter

5.4.4. Deposit payment in a form of cheque to "Bendahari Negeri Pulau Pinang"

5.4.5. Work Notice Signage Picture

5.4.6. Temporary Traffic Signage Picture

5.4.7. Consent letter from JPS (if applicable)

- An application must be made to JPS if the proposed fiber optics trenching will cross drainage/ river with 1.2 m width or more.

5.4.8. Public Liability Insurance

5.4.9. Workmen Compensation Insurance

5.4.10. Temporary Traffic Equipment Pictures

5.5. Way Leave Application For MPSP

5.5.1. OSA Service Fee

- With a fixed sum of RM 2,500.00 by cheque.

5.5.2. Covering Letter

- To be produce by Telco operator.

5.5.3. MPSP Form

- To be filled in by the Telco operator as applicant.

5.5.4. Underground Utility and Detection Mapping Plan

- Only plans produced by underground utility Mapping contractors pre-qualified by PDC Telco are accepted.
- Minimum plan paper size is A3.

5.5.5. Construction Plan

- Limited to overall proposed length of 2.5 km.
- Must be endorsed by P.E.
- Minimum plan paper size is A3.

5.5.6. Traffic Management Plan

- Must be endorsed by P.E.
- Minimum plan paper size is A3.

5.5.7. Existing Back Haul Data Information/ Plan

- Must be submitted in .dwg format for comprehensive planning purpose.

5.5.8. Work Method Statement

5.5.9. Contractor Appointment Letter

- Only contractors pre-qualified by PDC Telco are accepted.

5.5.10. Contractor's Certificate in Trenching & Digging Works

5.5.11. Work Schedule

5.5.12. Softcopy of Underground Utility and Detection Mapping Plan

- Must be submitted in .dwg format

5.5.13. Other Related Documents

5.6. Permit Application For MPSP

5.6.1. Covering Letter

5.6.2. Deposit payment in a form of cheque to "Bendahari Negeri Pulau Pinang"

5.6.3. Consent letter from JPS (if applicable)

- An application must be made to JPS if the proposed fiber optics trenching will cross drainage/ river with 1.2 m width or more.

5.6.4. Consent Letter from District Office (if applicable)

5.6.5. MPSP Consent Letter

5.7. Renewal Application for MPPP, MPSP & JKR

5.7.1. Covering Letter

5.7.2. Interim Report

6. PANEL OF CONTRACTORS

6.1. Common Trenching Contractors

- 6.1.1. Binadam Sdn Bhd
- 6.1.2. Dynamic Telecommunication Sdn Bhd
- 6.1.3. Jamil Ghani Construction Sdn Bhd
- 6.1.4. PDC Nusabina Sdn Bhd
- 6.1.5. R&A Telecommunication Sdn Bhd
- 6.1.6. Sri Tanjung Bina Sdn Bhd
- 6.1.7. Wilayah Utara Sdn Bhd

6.2. Building Access Contractors


- 6.2.1. Juruniaga Sdn Bhd
- 6.2.2. Prospek Dinamik Sdn Bhd

6.3. Underground Utility Detection & Mapping (UUDM) Surveyors


- 6.3.1. Equarater (Penang) Sdn Bhd
- 6.3.2. Jurukur Perunding Services Sdn Bhd
- 6.3.3. Prisma Makmur (M) Sdn Bhd
- 6.3.4. UGS Technology Sdn Bhd (Consortium)
- 6.3.5. Wilayah Utara Sdn Bhd

7. APPENDIX

7.1. Way leave checklist form for MPPP

	PDC TELECOMMUNICATION SERVICES SDN BHD (Co. No: 9761-V) 1-12A-12A, SUNTECH@Penang Cybercity, Lintang Mayang Pasir 3, Bandar Bayan Baru, 11950 Bayan Lepas, Pulau Pinang Tel : 04-640 6644 Faks : 04-640 6640 Email : general@pdctelco.com.my Website : www.pdctelco.com.my	Pindaan 4.0 23/01/13			
BORANG SEMAKAN PERMOHONAN PERMIT PENGOREKAN JALAN UNTUK PEMASANGAN UTILITI TELEKOMUNIKASI DI DALAM KAWASAN MPPP (WAYLEAVE)					
Nama Projek :					
Pembawa Pelan (Telco/Juruperunding), Nama: Jawatan: Syarikat:					
No. Telefon Bimbit : No. Rujukan Surat :					
Bil.	Dokumen	Qty	√	X	Catatan
1	Yuran Pemprosesan Permohonan (RM2,500.00)	1			No Cek :
2	Surat permohonan kepada Jabatan Kejuruteraan MPPP melalui PDC Telecommunication Services Sdn Bhd daripada juruperunding/telco.	2			
3	Borang JK/PJ(1) – Borang Permohonan permit menggali jalan MPPP yang asal.	1			
4	Pelan pemetaan utiliti bawah yang dikeluarkan oleh Equarater (Penang) Sdn Bhd.	1			
5	Pelan cadangan pengorekan pemasangan sesahur dan hurang baru (Construction Plan) yg lengkap.	3			
6	Pelan pengurusan lalu lintas (Traffic Management Plan)	1			
7	Butiran cara pemasangan (Work Method Statement) yg disahkan P.E.	1			
8	Surat perantikan kontraktor oleh pemaju	1			
9	Sijil Kelayakan Kontraktor Kerja Perparitan & Pengorekan	1			
10	Jadual Perancangan Kerja	1			
11	Softcopy dalam CD pelan cadangan pengorekan (perkara no.4) dan pelan pemetaan utiliti bawah tanah (perkara no.3) dlm format .dwg (AutoCAD)	1			
12	Salinan pelan Back Haul sedia ada yang akan disambung dengan permohonan cadangan ini.	1			
13	Dokumen-Dokumen lain yang berkaitan.	1			
14					
15					
Tindakan: Diterima <input type="checkbox"/> Dikembalikan <input type="checkbox"/>					
Disemak oleh:			Nota :		
Tandatangan :					
Nama :					
Jawatan :					
Tarikh :					
Jabatan Next Generation Network			Wayleave Checklist/MPPP/3.0		

7.2. Way leave checklist form for JKR (all 5 districts)



PDC TELECOMMUNICATION SERVICES SDN BHD (Co. No: 9761-V)
 1-12A-12A, SUNTECH@Penang Cybercity, Lintang Masyang Pasir 3, Bandar Bayan Baru, 11950 Bayan Lepas, Pulau Pinang
 Tel : 04-640 6644 Faks : 04-640 6640 Email : general@pdctelco.com.my Website : www.pdctelco.com.my

Pindaan 4.0
23/01/13

BORANG SEMAKAN PERMOHONAN PERMIT PENGOREKAN JALAN UNTUK PEMASANGAN UTILITI TELEKOMUNIKASI DI DALAM KAWASAN JKR (WAYLEAVE)

Nama Projek :

.....

.....

Pembawa Pelan (Telco/Juruperunding), Nama:

Jawatan: Syarikat:

No. Telefon Bimbit : No. Rujukan Surat :

Bil.	Dokumen	Qty	√	X	Catatan
1	Yuran Pemprosesan Permohonan (RM2,500.00)	1			No. Cek :
2	Surat permohonan kepada Pejabat JKR Daerah yang terlibat melalui PDC Telecommunication Services Sdn Bhd daripada juruperunding/telco.	2			
3	Borang JKR 84/1 - Permohonan untuk pemasangan perkhidmatan utiliti awam dalam rizab jalan yang disahkan oleh P.E.	1			
4	Pelan pemetaan utiliti bawah tanah yang dikeluarkan oleh Equarater (Penang) Sdn Bhd.	3			
5	Pelan cadangan pengorekan pemasangan sesalur dan hurang (Construction Plan) yang lengkap.	3			
6	Pelan pengurusan lalu lintas (Traffic Management Plan) yang disahkan oleh P.E.	3			
7	Butiran cara pemasangan (Work Method Statement) yang disahkan oleh P.E.	1			
8	Soficopy dalam CD pelan cadangan pengorekan (perkara no.4) dan pelan pemetaan utiliti bawah tanah (perkara no.3) dalam format .dwg (AutoCAD).	1			
9	Gambar jalan-jalan yang terlibat dalam cadangan pengorekan.	1			
10	Surat perantikan kontraktor oleh pemaju.	1			
11	Salinan pelan <i>Back Haul</i> sedia ada yang akan disambung dengan permohonan cadangan ini.	1			
12	Dokumen-Dokumen lain yang berkaitan.	1			
13					
14					
15					

Tindakan: Diterima Dikembalikan

Disemak oleh: Nota :

Tandatangan :


Nama :

Jawatan :

Tarikh :

Jabatan Next Generation Network Wayleave Checklist/JKR/3.0

7.3. Permit checklist form for MPPP



PDC TELECOMMUNICATION SERVICES SDN BHD (Co. No: 9761-V)
 1-12A-12A, SUNTECH@Penang Cybercity, Lintang Mayang Pasir 3, Bandar Bayan Baru, 11950 Bayan Lepas, Pulau Pinang
 Tel : 04-640 6644 Faks : 04-640 6640 Email : general@pdctelco.com.my Website : www.pdctelco.com.my

Pindaan 2.0
23/05/12

BORANG SEMAKAN PERMOHONAN PERMIT PENGOREKAN JALAN UNTUK PEMASANGAN UTILITI TELEKOMUNIKASI DI DALAM KAWASAN MPPP (PERMIT)

Nama Projek :

.....

.....

Pembawa Pelan (Telco/Juruperunding), Nama:

Jawatan: Syarikat:

No. Telefon Bimbit: No. Rujukan Surat:

Bil.	Dokumen	Qty	√	X	Catatan
1	Surat permohonan kepada Jabatan Kejuruteraan MPPP melalui PDC Telecommunication Services Sdn Bhd daripada juruperunding/telco	2			
2	Surat akujanji mematuhi syarat kerja pengorekan jalan (MPPP)	1			
3	Surat akujanji akan menyelenggara manhole	1			
4	Surat kebenaran daripada JPS (sekiranya diperlukan)	1			
5	Bayaran wang cagaran	1			
6	Gambar papan tanda pemberitahuan (contoh)	1			
7	Gambar papan-papan tanda trafik sementara	1			
8					
9					
10					
11					
12					
13					
14					
15					

Tindakan: Diterima Dikembalikan

Disemak oleh: Nota :

Tandatangan :

Nama :


Jawatan :

Tarikh :

Jabatan Next Generation Network

Permit Checklist/MPPP/2.0

7.4. Permit checklist form for JKR (all 5 districts)



PDC TELECOMMUNICATION SERVICES SDN BHD (Co. No: 9761-M)
 1-12A-12A, SUNTECH@Penang Cybercity, Lintang Mayang Pasir 3, Bandar Bayan Baru, 11950 Bayan Lepas, Pulau Pinang
 Tel : 04-640 6644 Faks : 04-640 6640 Email : general@pdctelco.com.my Website : www.pdctelco.com.my

Pindaan 2.0
23/05/12

BORANG SEMAKAN PERMOHONAN PERMIT PENGOREKAN JALAN UNTUK PEMASANGAN UTILITI TELEKOMUNIKASI DI DALAM KAWASAN JKR (PERMIT)

Nama Projek :

Pembawa Pelan (Telco/Juruperunding), Nama:

Jawatan: Syarikat:

No. Telefon Bimbit : No. Rujukan Surat :

Bil.	Dokumen	Kuantiti	Ada	Tiada	Catatan
1	Surat permohonan daripada Juruperunding/Telco	2			
2	Bayaran Wang Cagaran	1			
3	Surat Pengesahan Bayaran Wang Cagaran	1			
4	Surat pengesahan mematuhi syarat kerja pengorekan jalan (JKR)	1			
5	Surat perlantikan kontraktor oleh pemaju.	1			
6	Jadual Perancangan Kerja	1			
Sijil-Sijil					
7	7.1 Sijil Kelayakan Kontraktor Kerja Perparitan & Pengorekan	1			
	7.2 Sijil Pusat Khidmat Kontraktor (PKK)	1			
	7.3 Sijil CIDB	1			
Insurans (Minimum selama 1 tahun 3 bulan)					
8	8.1 Insurans Liabiliti Awam	1			
	8.2 Insurans Pampasan Pekerja	1			
Gambaran					
9	9.1 Papan tanda pemberitahuan (contoh)	1			
	9.2 Papan-Papan Tanda Trafik Sementara	1			
	9.3 Alat-Alat Kawalan Lalulintas (e.g. cone, plastic barrier, etc.)	1			
	9.4 Jalan-Jalan yang terlibat dengan kerja pengorekan.	1			
Lain-Lain dokumen yang berkaitan					
10	10.1 Surat kelulusan daripada JPS (jika perlu)	1			
	10.2				
	10.3				
	10.4				
	10.5				

Tindakan: Diterima Dikembalikan

Disemak oleh: Nota :

Tandatangan :

Nama :

Jawatan :

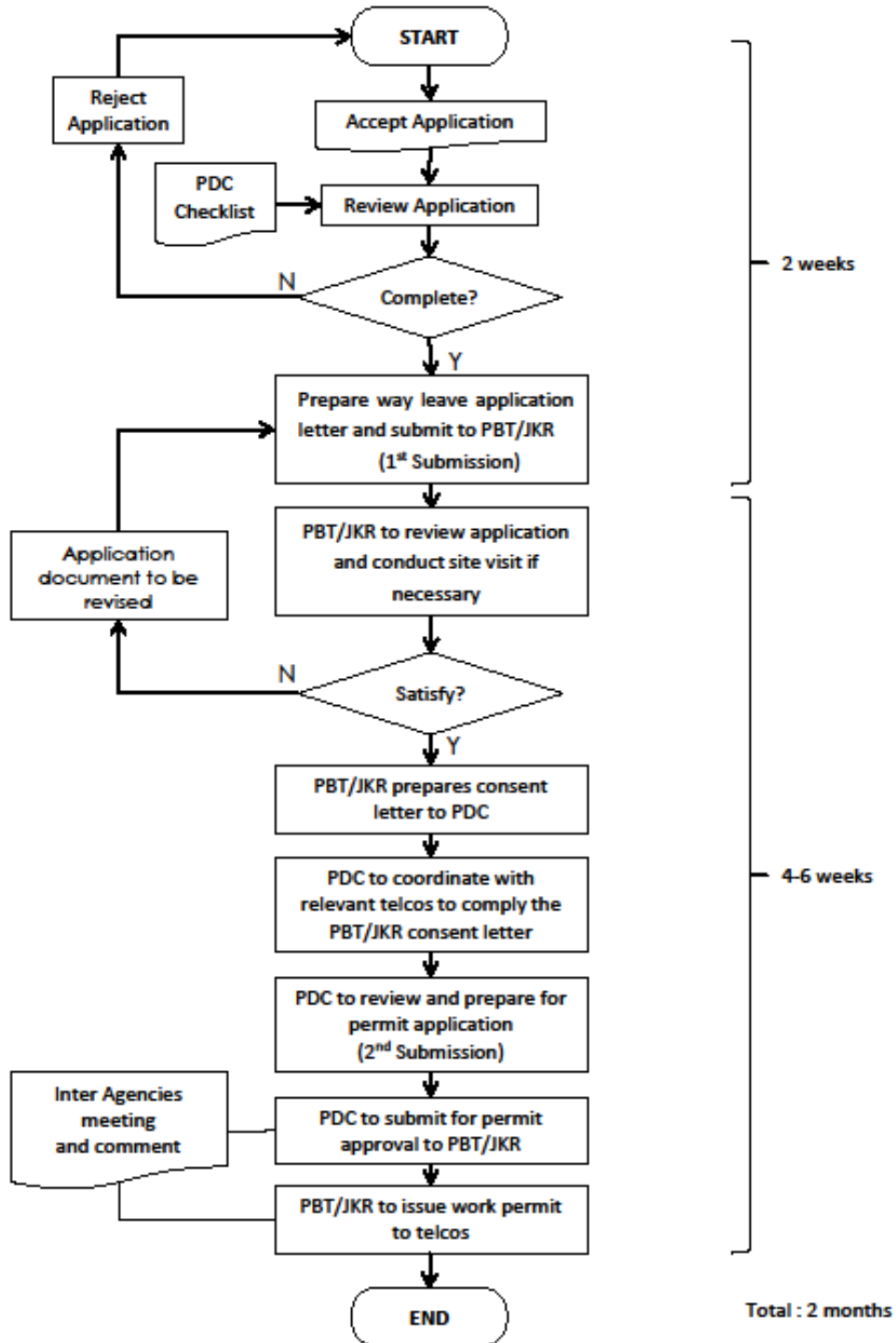
Tarikh :

Jabatan Next Generation Network

Permit Checklist/JKR/2.0

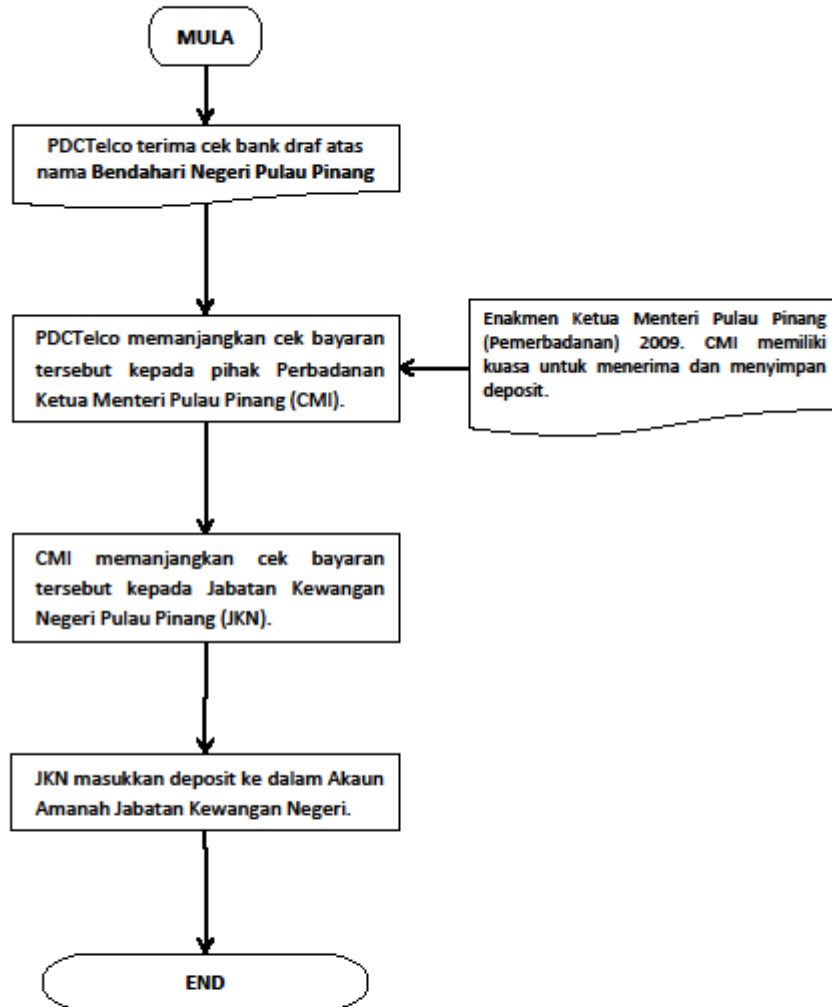
7.5. OSA Process Flow Chart

C. PROSES KERJA BAGI MENJALANKAN FUNGSI OSA



7.6. Payment Process Flow Chart

OSA DEPOSIT FEE PAYMENT PROCESS FLOW CHART



8. AMENDMENTS

8.1. 01st January 2013 - Amendment No. 01. Amend SOP as follows:-

8.1.1. On page 7, line 16, chapter 4.0, adding "Permit Renewal Process" chapter.

8.1.2. On page 8, line 30, chapter 5.1.7, adding "Existing Back Haul Data Information/ Plan" requirement.

8.1.3. On page 10, line 2, chapter 5.3.7, adding "Existing Back Haul Data Information/ Plan" requirement.

8.1.4. On page 11, line 12, chapter 5.5.7, adding "Existing Back Haul Data Information/ Plan" requirement.

8.2. 01st March 2013 - Amendment No. 02. Amend SOP as follows:-

8.2.1. On page 12, line 1, chapter 6.0, updating list of panel contractors.

9. SIGNATURES

<p>This document was prepared by:-</p> <p>Date:-.....</p>	<p>(KAMARULARIFIN BIN ARSHAD) Technical Assistant Planning Unit Next Generation Network Division</p>
<p>This document was checked by:-</p> <p>Date:-.....</p>	<p>(MANIKUMAR A/L MARIMUTHO) Head Next Generation Network Division</p>
<p>This document was endorsed by:-</p> <p>Date:-.....</p>	<p>Chief Executive Officer PDC Telecommunication Services Sdn Bhd</p>