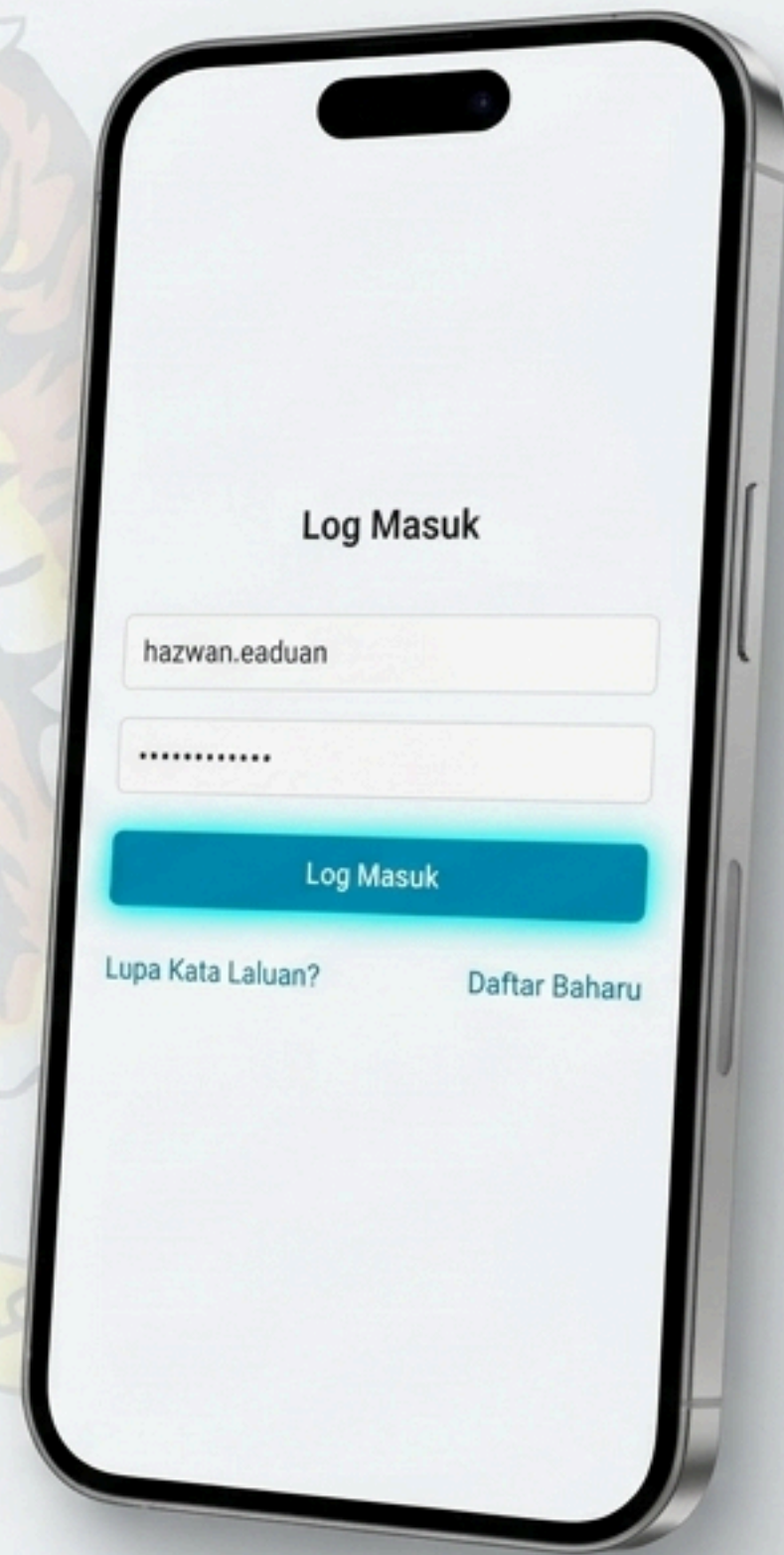


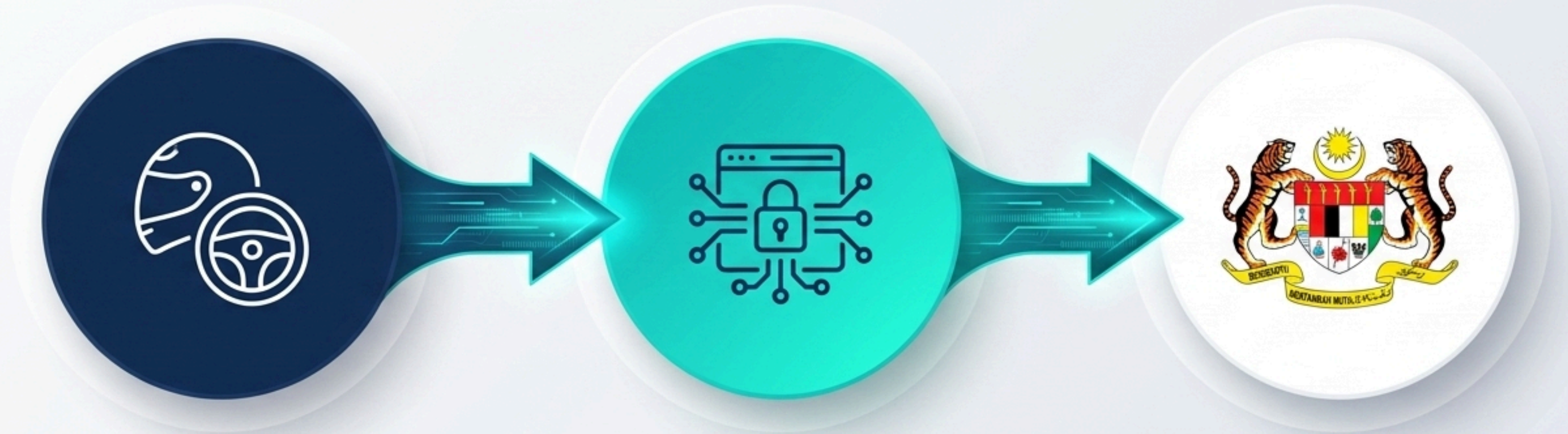
Filing a Gig Worker Grievance

The Official eADUAN Portal Guide
for Drivers, Riders, and
Freelancers.



A Direct Line to the Ministry

The eADUAN system bypasses platform-level customer service, allowing you to report labor violations and contract disputes directly to the Department of Labour Peninsular Malaysia (JTKSM).



Your 3-Step Empowerment Journey



1. Secure Access

Register, verify, and lock down your digital identity.



2. Build Your Case

Navigate the 4-part legal complaint architecture.



3. Track Resolution

Submit your grievance and monitor investigator progress.

The Pre-Flight Checklist

Phase 1: Account Setup

- ✓ Active Email Address
- ✓ MyKad or Passport Number
- ✓ Mobile Phone Number

Phase 2: Filing the Report

- ✓ Target Company Name
(e.g., Grabcar Sdn Bhd)
- ✓ Target Company Registration
Number
- ✓ Official Corporate Address
- ✓ Supporting Evidence (PDF,
PNG, or JPG - Max 10MB)

Step 1: Create Your Digital ID

- 1. Choose Your Role:** You must select PENGADU (Complainant) from the top category dropdown.
- 2. Secure Your Account:** Passwords must meet strict government security criteria: exactly 12 characters, including 1 uppercase letter, 1 lowercase letter, 1 number, and 1 symbol (e.g., P@ssword1234).

Maklumat Asas Pemohon

KATEGORI PEMOHON * PENGADU

ID LOGIN *

KATALALUAN *
Sekurang-kurangnya 12 aksara, 1 huruf besar, 1 huruf kecil, 1 nombor, 1 simbol
contoh : P@ssword1234

PENGESAHAN KATA LALUAN *

EMEL *
Sila isi ruangan ini

NAMA PENGADU *
Sila isi ruangan ini

WARGANEGARA *

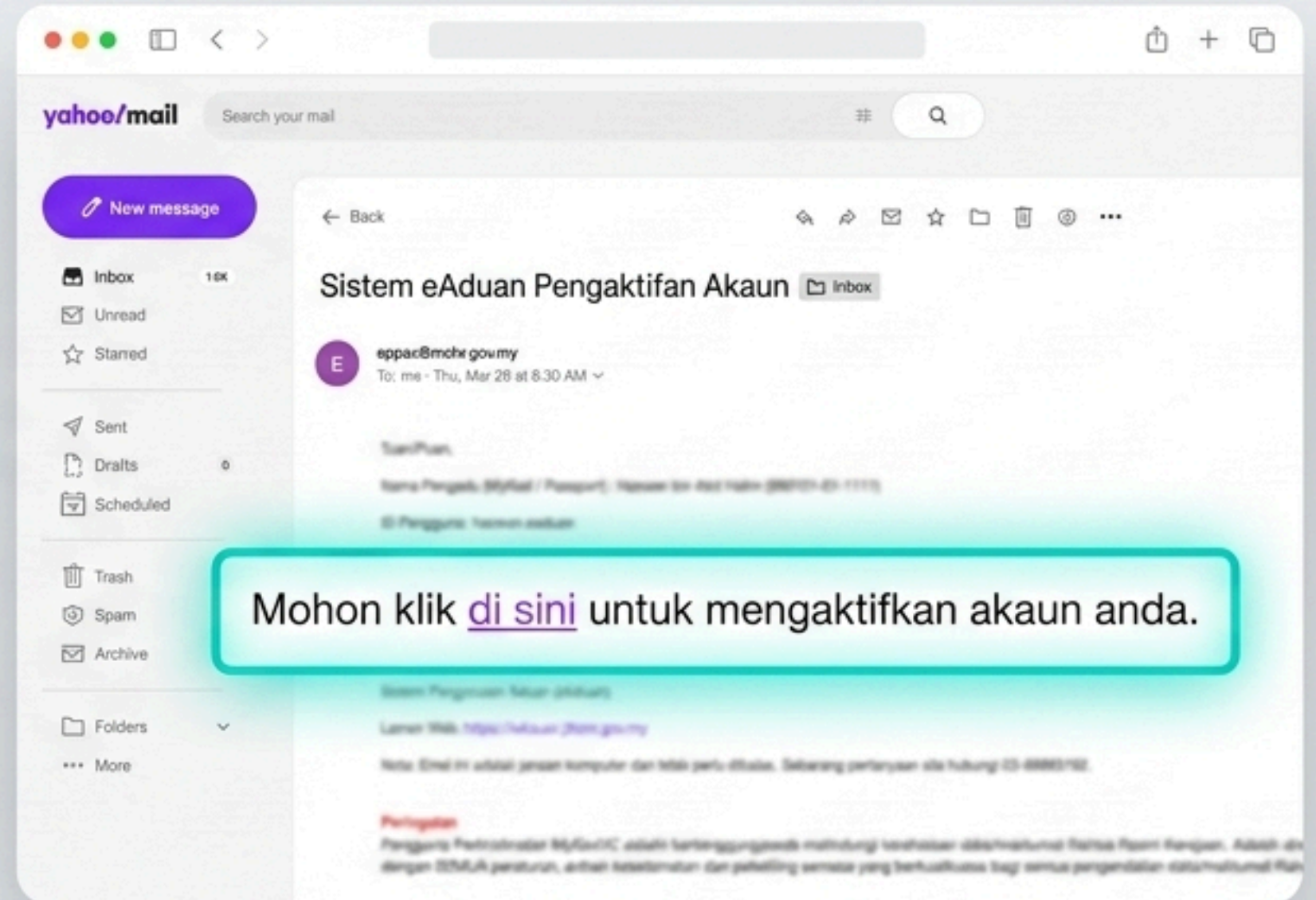
JENIS PENGENALAN *

NO PENGENALAN *

Step 2: The Verification Loop

Action Required: Your account remains dormant until verified. Check your registered email inbox immediately after submission. Click the activation link provided by `eppax@mohr.gov.my` to unlock portal access.

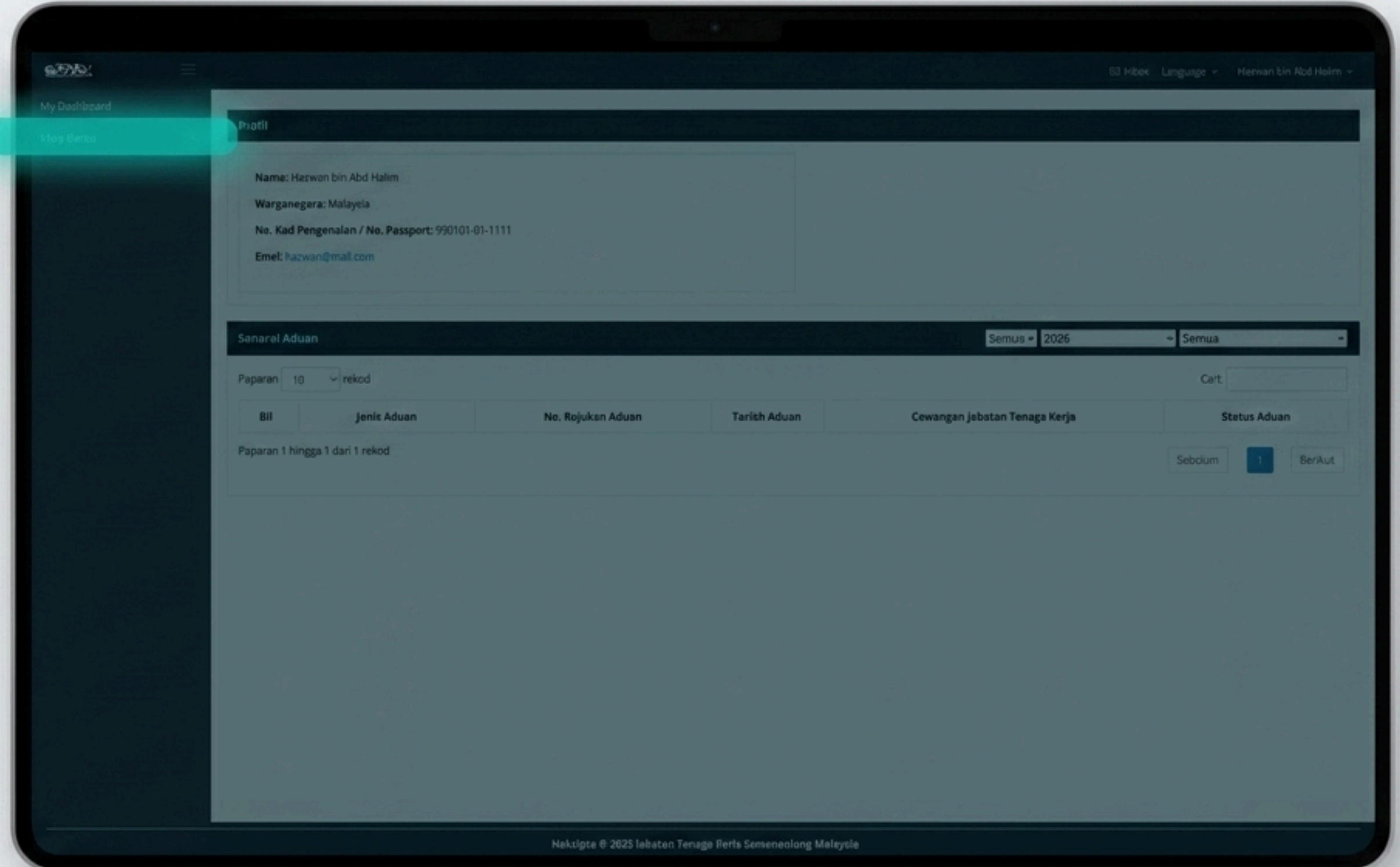
Hantar



Dashboard Orientation

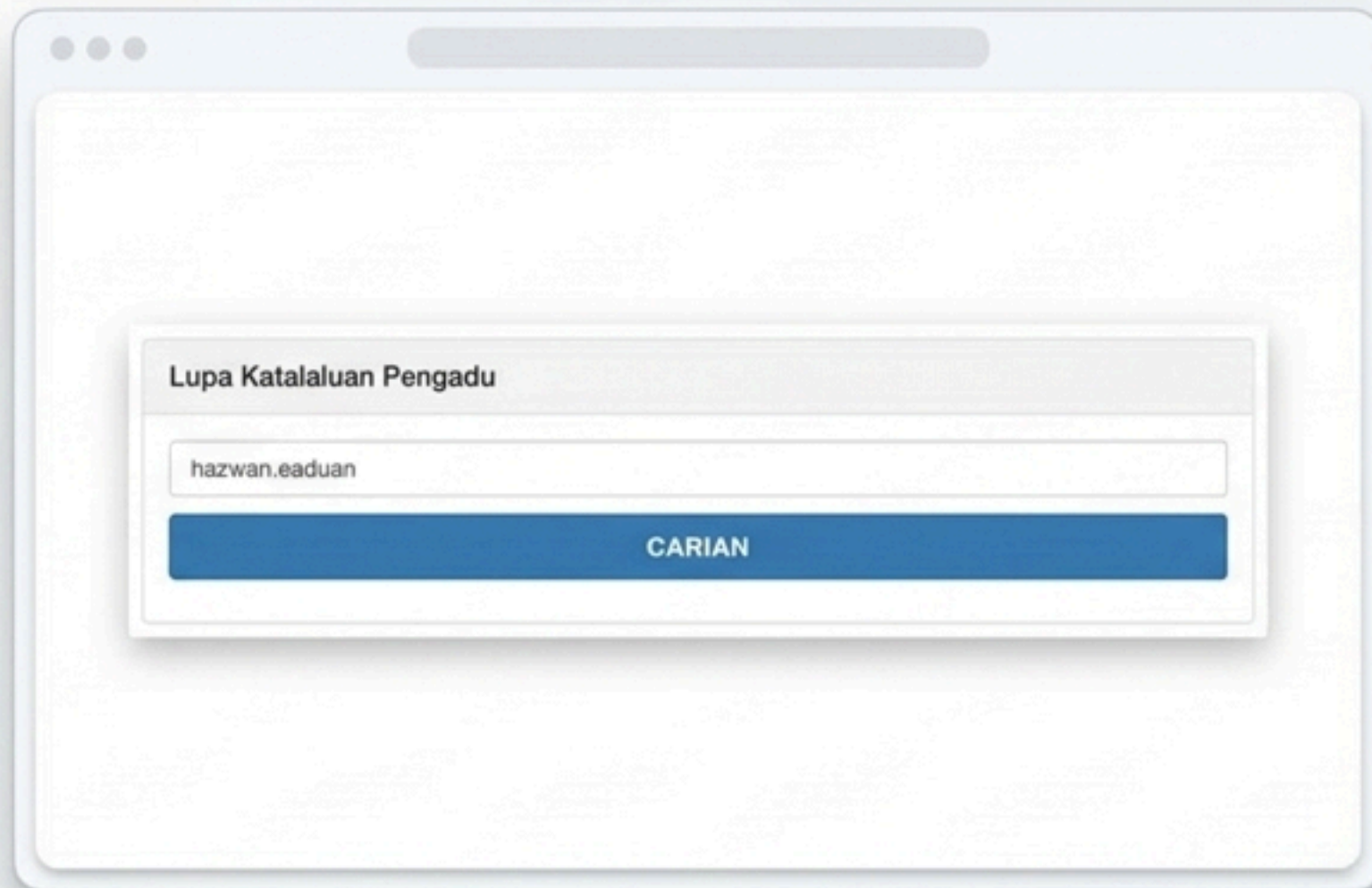
Command Center: Upon successful login, you land on your personal dashboard. Your primary navigation is the left sidebar.

Next Move: To begin filing, locate and click **Meja Bantu** (Help Desk) to expand the action menu.



Account Recovery

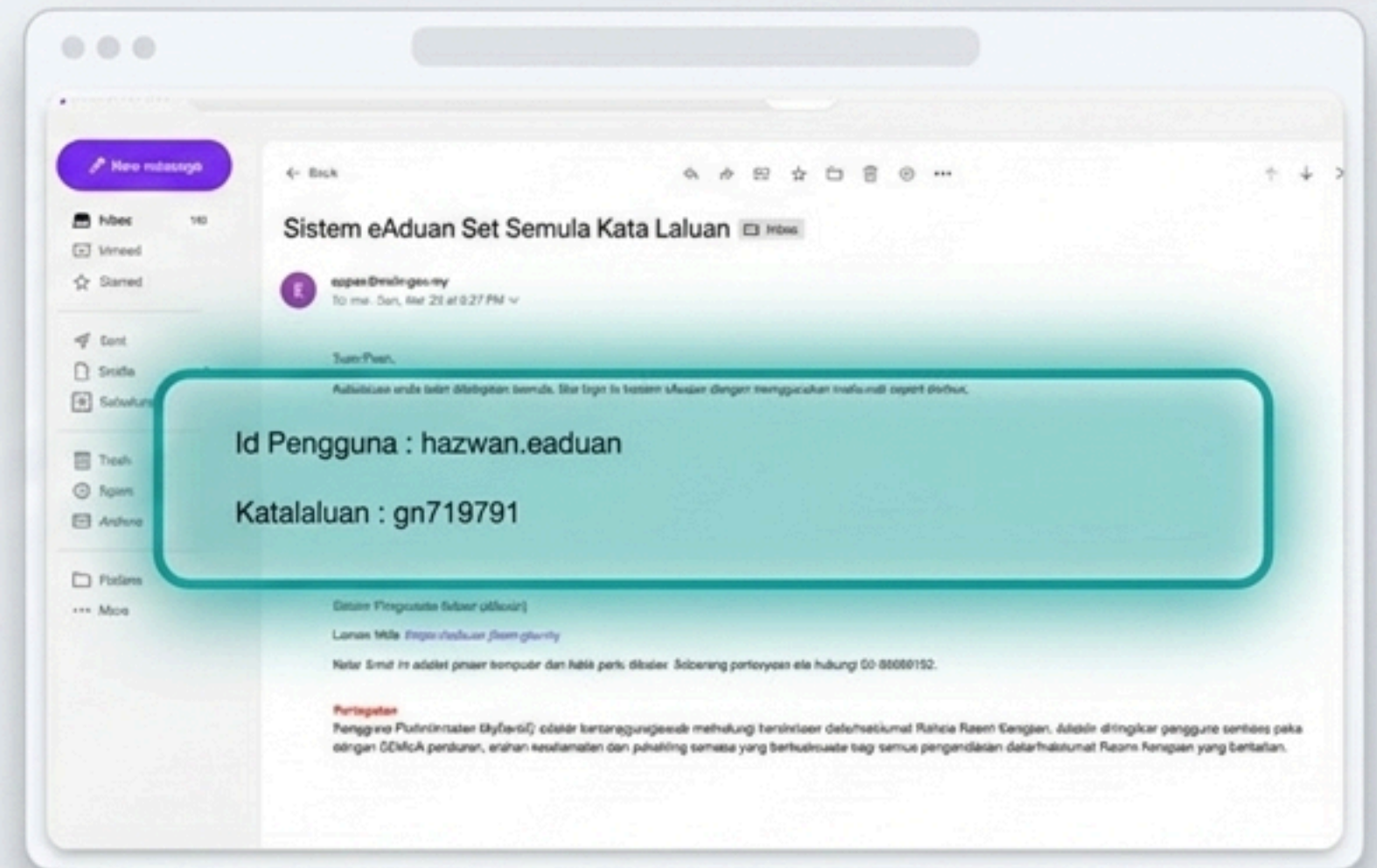
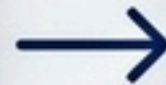
Locked Out? If you forget your credentials, do not create a duplicate account. Click Lupa Kata Laluan, enter your ID, and click Reset. The system will dispatch a temporary system-generated password to your registered email.



Lupa Kata Laluan Pengadu

hazwan.eaduan

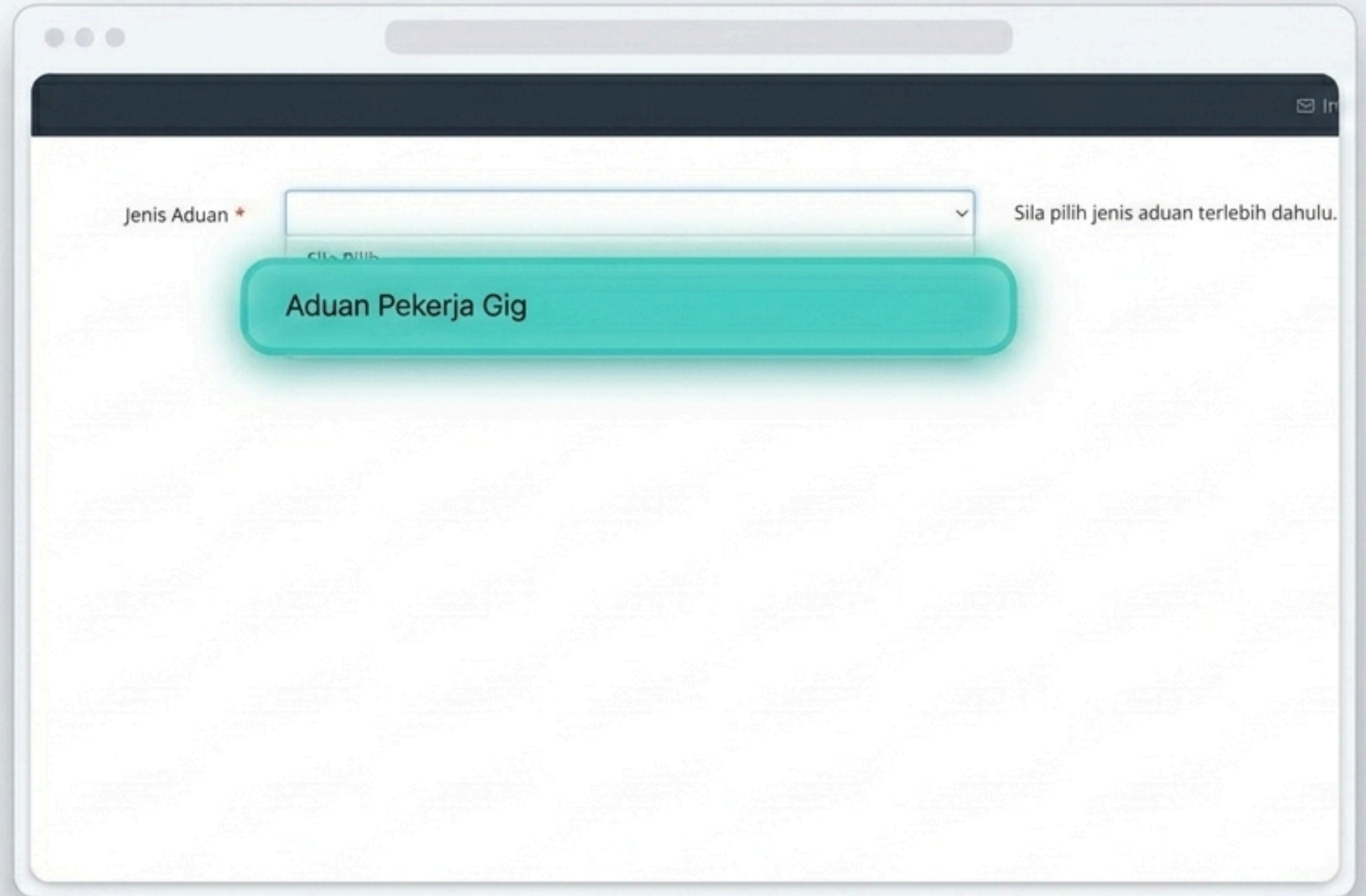
CARIAN



Initiating the Formal Report

Path: Meja Bantu > Lapor Aduan

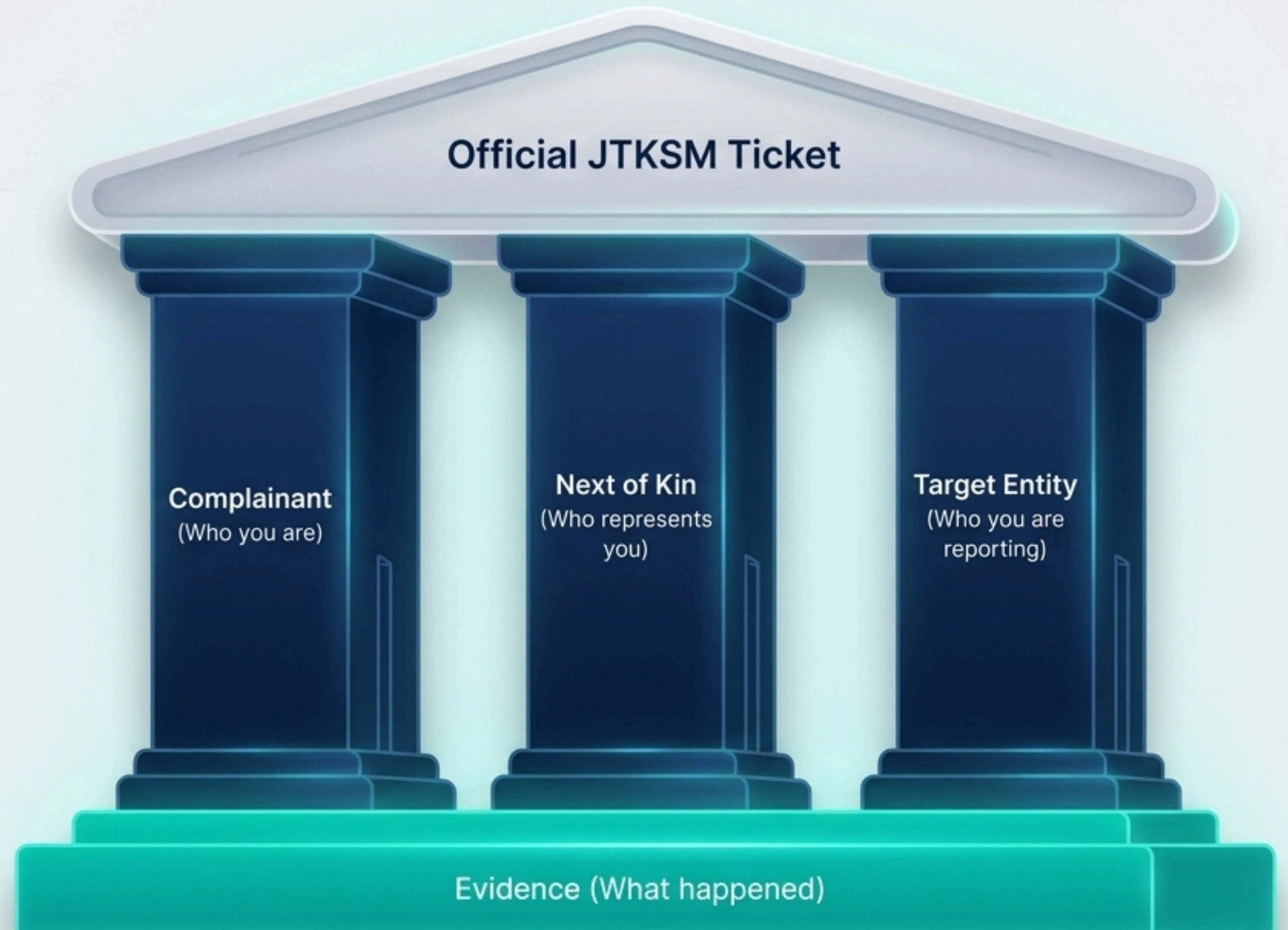
Critical Selection: The eADUAN portal handles multiple types of labor disputes. You must explicitly select Aduan Pekerja Gig from the **Jenis Aduan** (Complaint Type) dropdown to load the correct legal framework for freelancers and platform workers.



The screenshot displays a web interface for reporting a complaint. At the top, there is a dark navigation bar with a mail icon and the letter 'In'. Below this, the main content area features a dropdown menu labeled 'Jenis Aduan' with a red asterisk. The dropdown is open, showing a list of options, with 'Aduan Pekerja Gig' highlighted in a teal box. To the right of the dropdown, there is a text prompt: 'Sila pilih jenis aduan terlebih dahulu.' The background of the page is a light, abstract pattern.

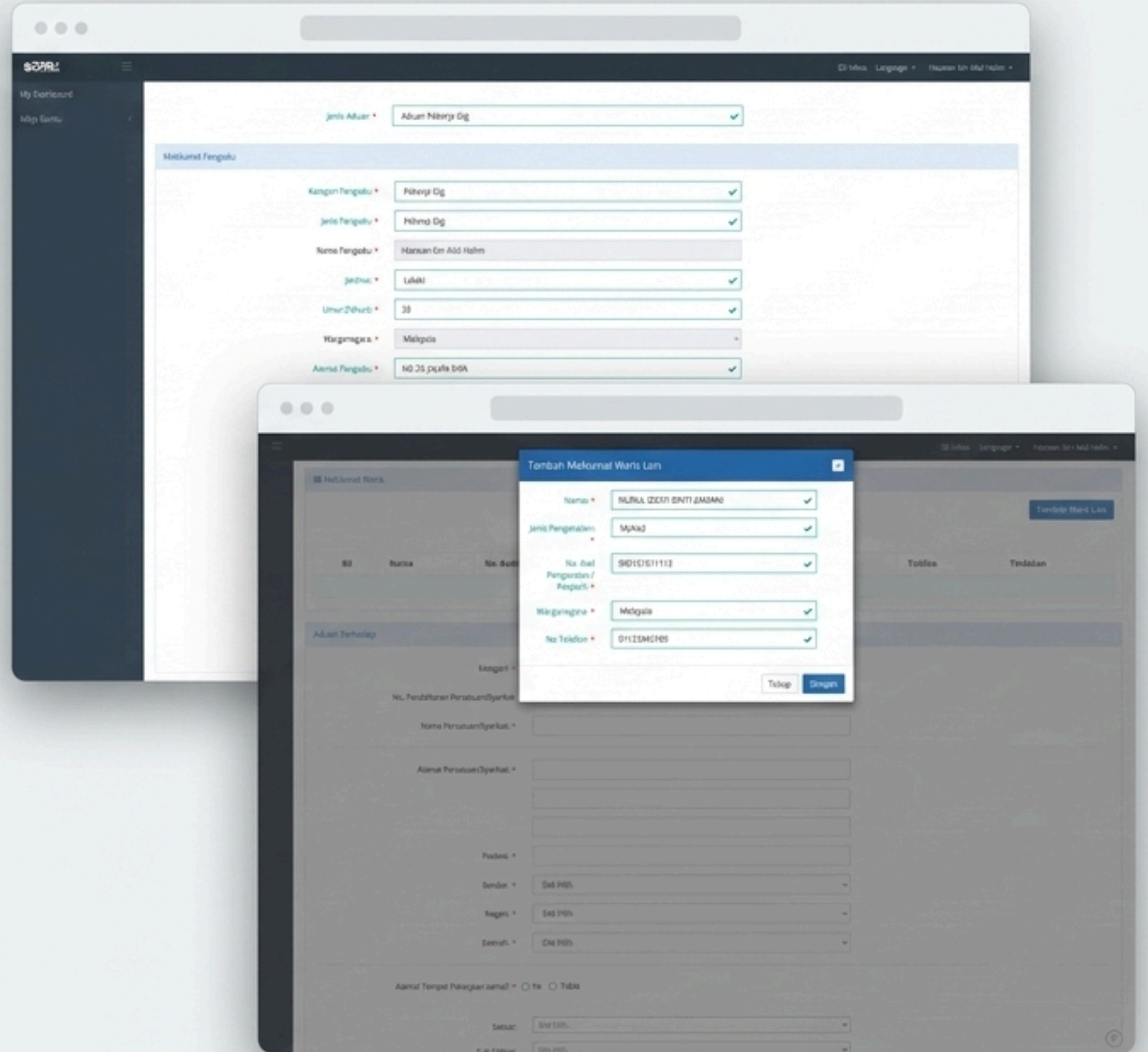
The 4 Pillars of a Successful Case

Context: The JTKSM form requires four distinct modules of information. Understanding this structure helps you gather the right data and ensures investigators have a complete legal picture to act upon.



Modules 1 & 2: You and Your Representatives

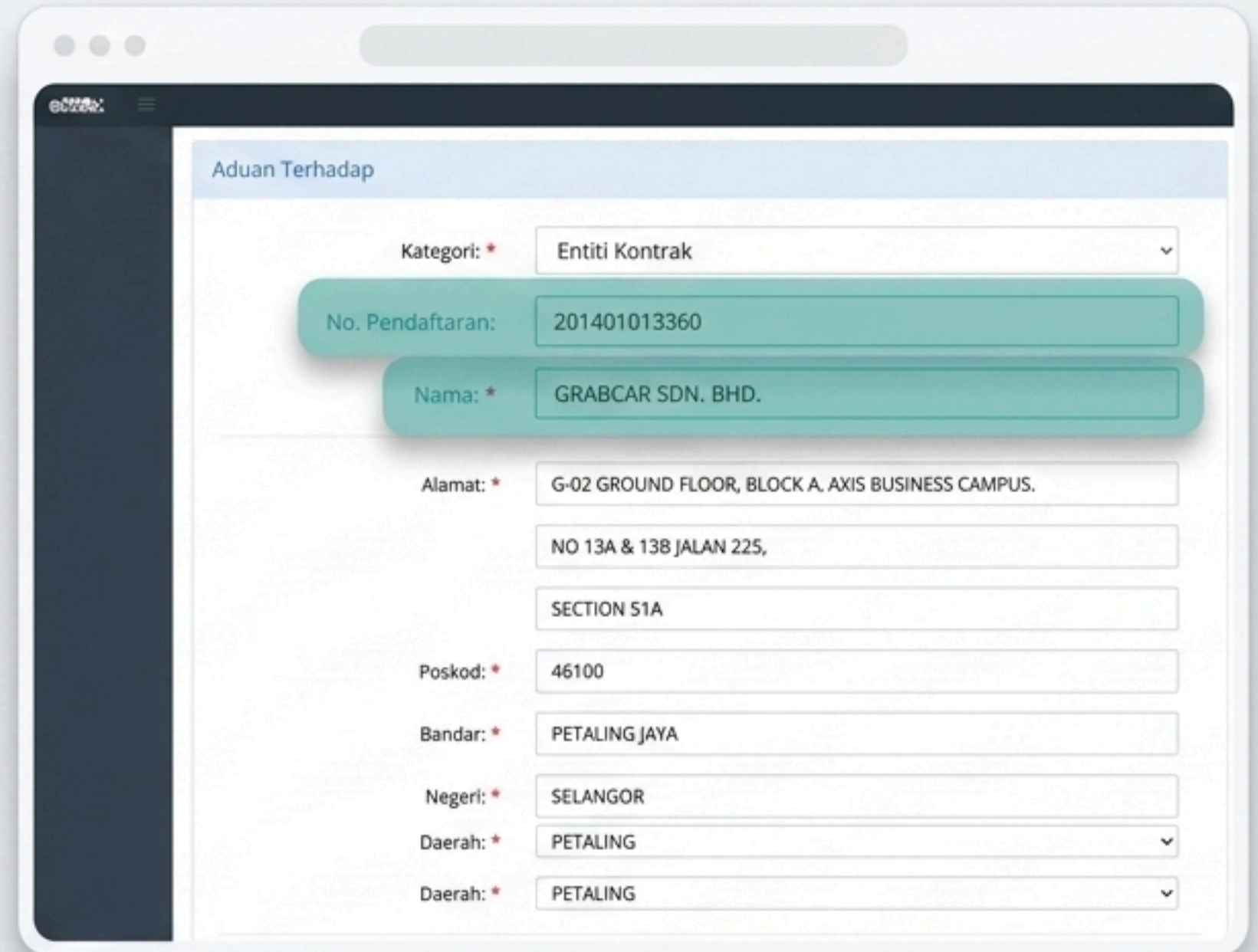
- **Personal Data:** Fields marked with an asterisk (*) are mandatory.
- **Waris (Next of Kin):** You can add trusted representatives via the Tambah Waris Lain module.
- **Legal Warning:** Ensure all data is exact. Providing false information in a government portal carries legal consequences and will invalidate your grievance.



Module 3: Identifying the Target Entity

Aduan Terhadap: You are filing against a registered corporate entity, not an app.

Precision Required: You must provide the exact legal name of the platform (e.g., GRABCAR SDN. BHD.) and their official Corporate Registration Number. This targets the grievance accurately for JTKSM investigators.



The screenshot displays the 'Aduan Terhadap' (Complaint Against) form in the eSOS system. The form is titled 'Aduan Terhadap' and is set to 'Entiti Kontrak' (Contract Entity). The registration number is 201401013360, and the name is GRABCAR SDN. BHD. The address is G-02 GROUND FLOOR, BLOCK A, AXIS BUSINESS CAMPUS, NO 13A & 13B JALAN 225, SECTION 51A, PETALING JAYA, SELANGOR, PETALING. The postal code is 46100. The form is highlighted with a teal overlay.

Field	Value
Kategori *	Entiti Kontrak
No. Pendaftaran	201401013360
Nama *	GRABCAR SDN. BHD.
Alamat *	G-02 GROUND FLOOR, BLOCK A, AXIS BUSINESS CAMPUS, NO 13A & 13B JALAN 225, SECTION 51A
Poskod *	46100
Bandar *	PETALING JAYA
Negeri *	SELANGOR
Daerah *	PETALING
Daerah *	PETALING

Module 4: Detailing the Issue & Evidence

The Narrative: Define the exact issue (e.g., Unjustified account suspension).

Supporting Evidence: Upload your screenshots, contracts, or communications here.

System Limits: Total file size cannot exceed **10MB**. Only .png, .pdf, and .jpg formats are accepted.

Tambah Isu Aduan

Isu Aduan: * Akaun Platform

Butiran Aduan: * Akaun disekat tambah sebab yang munasabah

Dokumen Sokongan: Grab.pdf, Pilih Fail, Hapus

Maksimum saiz (10MB)
Jenis dokumen sokongan (.png . pdf, .jpg)

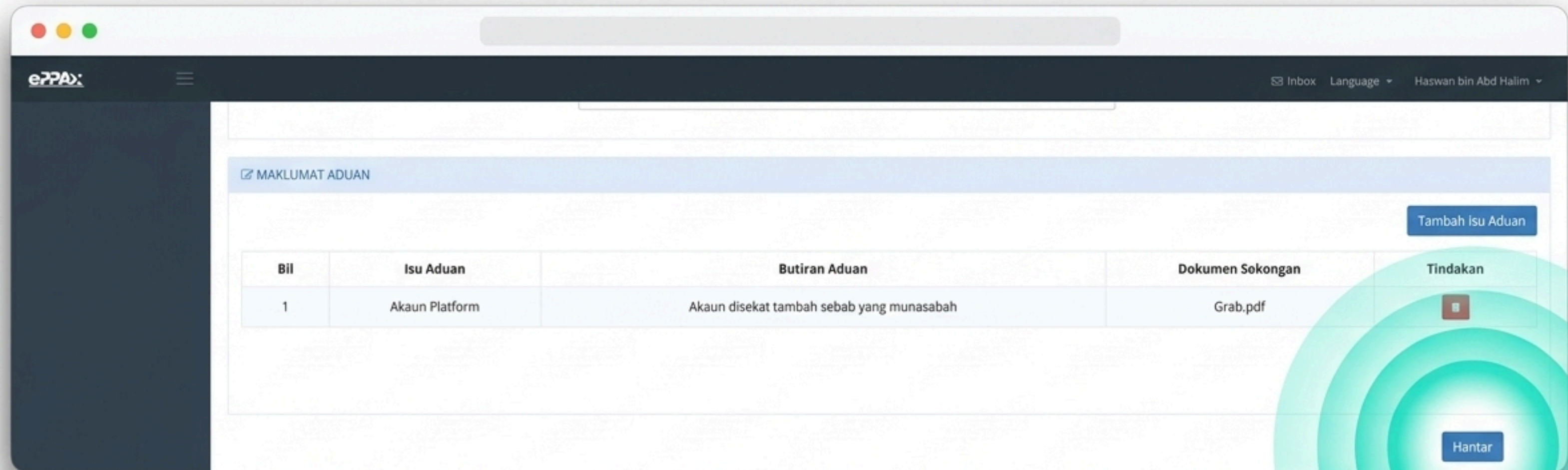
Tutup Simpan




Final Review & Submission

Review Your Roster: All your listed issues and attached files will appear in the **Maklumat Aduan** table. You can still delete using the red trash icon.

Commit: Once verified, click **Hantar** to officially file your case with the Ministry.



The screenshot displays the ePPA web application interface. The top navigation bar includes the ePPA logo, a menu icon, and user information: 'Inbox', 'Language', and 'Haswan bin Abd Halim'. The main content area is titled 'MAKLUMAT ADUAN' and features a table with the following data:

Bil	Isu Aduan	Butiran Aduan	Dokumen Sokongan	Tindakan
1	Akaun Platform	Akaun disekat tambah sebab yang munasabah	Grab.pdf	

Additional interface elements include a 'Tambah Isu Aduan' button in the top right and a 'Hantar' button in the bottom right, which is highlighted by a large teal circular graphic.

The Golden Ticket

Reference Number: Your grievance is now an active case.

The system generates a unique **Ticket Number**.

Next Steps: Click **Cetak Slip Aduan** to download a PDF copy for your records.

You will also receive an identical digital receipt via email.

Use this number for all future communications with JTKSM.

