

# BROCHURE 09



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GUIDE TO  
SUBMIT  
COMPLAINTS

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COMPLAINTS  
RELATED FAQs

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GUIDE TO  
SUBMIT  
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&  
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BROCHURE 09

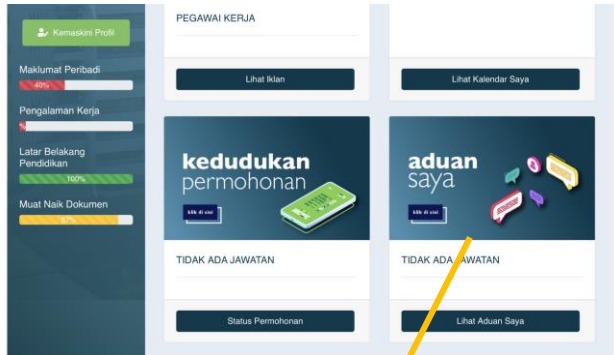
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# GUIDE FOR COMPLAINT SUBMISSION THROUGH PSCR 2.0 PORTAL

## 1. Log in to PSCR 2.0 portal



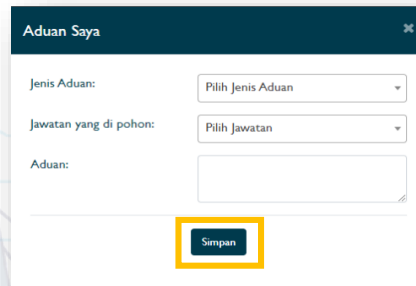
## 2. Click “Dashboard Saya” then click “Aduan Saya”



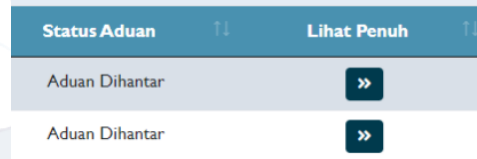
## 3. Click “Tambah” to add



## 4. Choose your complaint category in “Jenis Aduan” field then choose relevant applied post under the “Jawatan yang dipohon” field, type in your complaint in “Aduan Saya” and lastly click “Simpan” to save.



## Progress of your complaint can be viewed through the “Aduan Saya” module



## FREQUENTLY ASKED QUESTIONS

1. If there are any problems or doubts about the vacancy application, how do I submit my complaint?

Please fill in the details and submit the complaint using the “Aduan Saya” module.

2. Do I need to be a registered PSCR 2.0 user to submit my complaint?

Yes, users are required to be registered with PSCR 2.0 to submit a complaint through the “Aduan Saya” module.

3. How do I follow through with the progress of my complaints?

Users may monitor the progress of their complaint through the status section of the “Aduan Saya” module.

## NOTES

### Complaints:

1. Qualification/school/ institution or any information not listed in the options
2. Request to delete information/documents
3. Not Shortlisted

Required to attach **relevant evidence** such as certificate/ transcript/ declaration letter/ Recognition Letter of the National Council for Recognition of Approval (MKPK) and any related documents

### Appeals:

1. Reschedule exam date
2. Reschedule interview date

Required to attach **evidence related to the reason for being absent** such as Sick Leave Certificate/Mandatory Separation Notice/Quarantine Order/Correspondence following Meetings/Courses/Travel documents out of state and others.