**Integration Specification Document**

**Integration of eAduan and SPAN eCLAPS**  
Logo

Description automatically generated

Version: 1.3

Date updated: 29th May 2025

Private and Confidential

*Prepared by:*

**Dagang Net Technologies Sdn Bhd**

# Revision

|  |  |  |
| --- | --- | --- |
| Version | Remarks | Date Updated |
| 1.0 | Initial draft |  |
| 1.1 | Staging specifications |  |
| 1.2 | Second staging specifications update | 7th March 2025 |
| 1.3 | Revisions include:  1. Section 1.2 (b): Added production Authentication Token  2. Section 3.0: Touchpoint production URLs updated | 29th May 2025 |

Table of Contents

[Revision 2](#_Toc199409911)

[1. Scope of Development 4](#_Toc199409912)

[1.1 Objective 4](#_Toc199409913)

[a) Integration API Development 4](#_Toc199409914)

[1.2 Secure Platform and RESTful API 5](#_Toc199409915)

[a) API Type: RESTful Web Services 5](#_Toc199409916)

[b) Token for Authentication 5](#_Toc199409917)

[c) Encryption: Secure Data Transmission 7](#_Toc199409918)

[2.0 Integration Touch Points 8](#_Toc199409919)

[3.0 Touchpoint Details 9](#_Toc199409920)

[3.1 Transmission of Complaint/Pertanyaan from eAduan to eCLAPS (TPRQ-1 and TPRS-1) 9](#_Toc199409921)

[3.2 eAduan submit Complaint/Pertanyaan attachments to eClaps (TPRQ-2 and TPRS-2) 14](#_Toc199409922)

[3.3 eAduan Query Complaint Status (eAduan to eCLAPs) (TPRQ-3 AND TPRS-3) 17](#_Toc199409923)

[3.4 Permit/License Class Query from eAduan to eCLAPS (eAduan to eCLAPs ) (TPRQ-4,TPRQ-5 AND TPRS-4,TPRS-5) 20](#_Toc199409924)

[3.5 Masterdata Complaint/Pertanyaan category (Level 1/2/3) Query from eAduan to eCLAPS (eAduan to eCLAPs ) (TPRQ-6 AND TPRS-6) 23](#_Toc199409925)

[3.5.1 Complaint Group Hierarchy and Parent Relationships 24](#_Toc199409926)

# 1. Scope of Development

## 1.1 Objective

The objective of this integration and related enhancement is to enable seamless communication between the **eAduan** System and the **eCLAPS** , on complaints related to permits and class licenses. This integration will streamline the handling of complaints, ensure that statuses are updated in real time, and enhance the efficiency of complaint resolution across both systems.

## a) Integration API Development

The development of APIs to integrate the eAduan and eCLAPS systems will enable secure communication between the two platforms. This will be achieved through the following deliverables:

**Deliverables:**

* **Requirement Study**: Analyze the functional and non-functional requirements for integrating eAduan and eCLAPS.
* **Integration Design**: Create a detailed design document outlining the API endpoints, data flow, and security measures for the integration.
* **Development**: Develop the API endpoints based on the approved design to handle data exchange between the two systems.
  + Each API call between eAduan and eCLAPS will generate a log entry that includes the request details, status of the operation (success/failure), and any associated error messages. These logs will be crucial for troubleshooting and auditing purposes.
* **System Integration Testing (SIT)**: Conduct testing to ensure that the integration works as expected in a controlled environment.
* **Implementation**: Deploy the integration in the staging and production environment of eCLAPS.
* **Support (1 Year)**: Provide one year of post-implementation support, including monitoring, troubleshooting, and resolving any issues that may arise after the system goes live.

## Secure Platform and RESTful API

The integration between eAduan and eCLAPS, the RESTful APIs will enable secure communication through encrypted data transmission and static API token authentication.

## API Type: RESTful Web Services

RESTful Web Services on HTTPS with methods GET, POST to perform actions like submitting complaints, querying statuses, and updating records.

Example: JSON Request (Complaint Submission)

{  
 "ComplaintID": 67890,  
 "ComplaintDate": "2023-09-18T11:00:00",  
 "ComplaintName": "Ahmad",  
 "ComplaintEmail": "Ahmad@example.com",  
 "ComplaintContact": "012-1111111",  
 "PermitNo": "permit123",  
 "Details": "Description of the issue with permit.",

}

## Token for Authentication

1. API token will be used for authentication, token is reused for each API call from eAduan to eCLAPS.
2. Token is generated by the eCLAPS system during the initial setup of the integration. This token is shared securely with the eAduan system.
3. Every API call made from eAduan to eCLAPS must include this token in the Authorization header. eCLAPS will validate the token on the server before processing the request. If the token is invalid or missing, the server will reject the request.

|  |
| --- |
| Staging Token |
| Bearer yPr8bYrOi7vY5mdyZbz6u4WZhlBEJ0zUMcpuLyS3lL5DEUkM3JH4aaUwBTQmXUWK |

|  |
| --- |
| Production Token |
| Bearer B0feWzxwkxihGMZH6eI3MB1cIxZb2uLH5Y8IL7ZNV5MyUPSPmX0QUYoryFVYMw1s |

Example: API Call with Token

POST /api/v1/complaints HTTP/1.1  
Host: https://spandev2.esource.my/api/  
Content-Type: application/json  
Authorization: Bearer yPr8bYrOi7vY5mdyZbz6u4WZhlBEJ0zUMcpuLyS3lL5DEUkM3JH4aaUwBTQmXUWK  
  
{  
 "Id\_eAduan": 12345,  
 "eCLAPS\_ComplaintRefNo": "eCLAPS-2023-000456"  
}

## Encryption: Secure Data Transmission

1. All communication between eAduan and eCLAPS will be encrypted. This ensures that sensitive information, such as complaint details and personal data, is not exposed to unauthorized parties during transmission.
2. Transport Layer Security (TLS) will be used for encryption, ensuring that data is transmitted over HTTPS.

Example: Encrypted HTTPS Request

POST https://eclaps.example.com/api/v1/complaints HTTP/1.1  
Content-Type: application/json  
Authorization: Bearer yPr8bYrOi7vY5mdyZbz6u4WZhlBEJ0zUMcpuLyS3lL5DEUkM3JH4aaUwBTQmXUWK  
  
{  
 "Id\_eAduan": 12345,  
 "eCLAPS\_ComplaintRefNo": "eCLAPS-2023-000456"  
}

# 2.0 Integration Touch Points

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Touchpoint Description** | **Requestor** | **Provider** | **Mode** |
| TPRQ-1 | Submit Complaint/Pertanyaan from eAduan to eCLAPS | eAduan | eCLAPS | On request |
| TPRS-1 | Return Complaint/Pertanyaan ID from eCLAPS to eAduan | eCLAPS | eAduan | Realtime |
| TPRQ-2 | Submit Complaint/Pertanyaan attachments from eAduan to eCLAPS | eAduan | eCLAPS | On request |
| TPRS-2 | Return submit Complaint/Pertanyaan attachment status from eCLAPS to eAduan | eCLAPS | eAduan | Realtime |
| TPRQ-3 | Query Complaint/Pertanyaan Status by eAduan | eAduan | eCLAPS | On request |
| TPRS-3 | Return Complaint/Pertanyaan Status for Query from eCLAPS | eCLAPS | eAduan | realtime |
| TPRQ-4 | Permit Query from eAduan to eCLAPS | eAduan | eCLAPS | Realtime |
| TPRS-4 | Return Permit Details from eCLAPS | eCLAPS | eAduan | Realtime |
| TPRQ-5 | License Class Query from eAduan to eCLAPS | eAduan | eCLAPS | Realtime |
| TPRS-5 | Return License Class Details from eCLAPS | eCLAPS | eAduan | Realtime |
| TPRQ-6 | Query Masterdata Complaint/Pertanyaan category (Level 1/2/3) from eAduan | eAduan | eClaps | scheduler |
| TPRS-6 | Return Masterdata Complaint/Pertanyaan category (Level 1/2/3) from eClaps | eClaps | eAduan | scheduler |

# 3.0 Touchpoint Details

## 3.1 Transmission of Complaint/Pertanyaan from eAduan to eCLAPS (TPRQ-1 and TPRS-1)

Endpoint URL

|  |  |
| --- | --- |
| Staging URL | Endpoint |
| *https://spandev2.esource.my/api/* | createcomplaint |

|  |  |
| --- | --- |
| Production URL | Endpoint |
| *https://eclaps.span.gov.my/api* | createcomplaint |

1. **Request from eAduan (TPRQ-1):**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **COLUMN\_NAME** | **DATA\_TYPE** | **DATA\_LENGTH** | **Remarks** | **Mandatory** |
| Id\_eAduan | int | int | Aduan12345 | Yes |
| Complaint\_MainGroupID | int | int | Reference Id to follow ID in eCLAPS | Yes |
| Complaint\_Level1\_ID | int | int | Reference Id to follow ID in eCLAPS | Yes |
| Complaint\_Level2\_ID | int | int | Reference Id to follow ID in eCLAPS | Yes |
| Complaint\_Level3\_ID | int | int | Reference Id to follow ID in eCLAPS | Yes |
| Complaint\_Date | datetime | datetime | - | Yes |
| Complaint\_Name | nvarchar | nvarchar(250) | - | Yes |
| Complaint\_Email | nvarchar | nvarchar(50) | - | Yes |
| Complaint\_Contact | nvarchar | nvarchar(50) | - | Yes |
| Ref\_PermitNo | nvarchar | nvarchar(50) | - | No |
| Ref\_LKNo | nvarchar | nvarchar(50) | - | No |
| Ref\_CompanyName | nvarchar | nvarchar(250) | - | No |
| Ref\_ROC | nvarchar | nvarchar(50) | - | No |
| Ref\_Name | nvarchar | nvarchar(250) | - | No |
| Ref\_NRIC | nvarchar | nvarchar(50) | - | No |
| Ref\_Details | nvarchar | nvarchar(max) | - | No |

POST /api/v1/complaints HTTP/1.1  
Host: https://spandev2.esource.my/api/  
Content-Type: application/json  
Authorization: Bearer yPr8bYrOi7vY5mdyZbz6u4WZhlBEJ0zUMcpuLyS3lL5DEUkM3JH4aaUwBTQmXUWK  
  
{  
 "Id\_eAduan": 12345,  
 "Complaint\_MainGroupID": 1,  
 "Complaint\_Level1\_ID": 3,  
 "Complaint\_Level2\_ID": 6,  
 "Complaint\_Level3\_ID": 65,  
 "Complaint\_Date": "2023-09-18",  
 "Complaint\_Name": "Ahmad",  
 "Complaint\_Email": "ahmad@example.com",  
 "Complaint\_Contact": "+6012 3456789",  
 "Ref\_PermitNo": "permit123",  
 "Ref\_LKNo": "",  
 "Ref\_CompanyName": "ABC Company",  
 "Ref\_ROC": "123456-P",  
 "Ref\_Name": "Ahmad",  
 "Ref\_NRIC": " 851123109899",  
 "Ref\_Details": "Complaint details related to the permit / license.",  
}

1. **Response from eCLAPS (TPRS-1)**
2. Successful response

|  |  |  |  |
| --- | --- | --- | --- |
| Field | Data Type | Data length | Remarks |
| Id\_eAduan | int | int | Aduan12345 |
| eCLAPS\_ComplaintRefNo | nvarchar | nvarchar(255) | Complaint number will be generated after successful insertion to eCLAPS |
| status | nvarchar | nvarchar(100) | Successful |

HTTP/1.1 200 OK  
Content-Type: application/json  
  
{  
 "Id\_eAduan": 12345,  
 "eCLAPS\_ComplaintRefNo": "eCLAPS-2023-000456",  
 "status": "successful"

}

1. Error response

|  |  |  |  |
| --- | --- | --- | --- |
| Field | Data Type | Data length | Remarks |
| status | nvarchar | nvarchar(100) | Failed |
| Message | nvarchar | nvarchar(100) | Id\_from\_eAduan is required |

HTTP/1.1 400 BAD REQUEST  
Content-Type: application/json  
  
{  
 "status": "failed",

"Message": " eCLAPS\_ComplaintRefNo is required"

}

HTTP/1.1 404 NOT FOUND  
Content-Type: application/json  
  
{  
 "status": "failed",

"Message": "No record found"

}

## eAduan submit Complaint/Pertanyaan attachments to eClaps (TPRQ-2 and TPRS-2)

Endpoint URL

|  |  |
| --- | --- |
| Staging URL | Endpoint |
| *https://spandev2.esource.my/api/* | submitattachment |

|  |  |
| --- | --- |
| Production URL | Endpoint |
| *https://eclaps.span.gov.my/api* | submitattachment |

* + - * 1. **Request from eAduan (TPRQ-2):**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **COLUMN\_NAME** | **DATA\_TYPE** | **DATA\_LENGTH** | **Remarks** | **Mandatory** |
| Id\_eAduan | int | int | Aduan12345 | Yes |
| eCLAPS\_ComplaintRefNo | int | int | Reference Id to follow ID in eCLAPS | Yes |
| attachment | Base64 | Nvarchar(max) | PDF/JPG attachment encoded in Base64 format | Yes |
| File\_size | Nvarchar | Nvarchar | File size of the attachment in bytes | Yes |
| File\_name | Nvarchar | Nvarchar | File name of the attachment | Yes |
| File\_extension | Nvarchar | Nvarchar | File extension of the attachment | Yes |

POST /api/v1/complaints HTTP/1.1  
Host: https://spandev2.esource.my/api/  
Content-Type: application/json  
Authorization: Bearer yPr8bYrOi7vY5mdyZbz6u4WZhlBEJ0zUMcpuLyS3lL5DEUkM3JH4aaUwBTQmXUWK  
  
{  
 "Id\_eAduan": 12345,  
 "eCLAPS\_ComplaintRefNo": " EA-2025-00001765",

"attachment": " JVBERi0xLjQKJcOkw7zDtsOfCjIgMCBvYmoKPDwvTGVuZ3RoIDMgMCBSL0ZpbHRlci9GbGF0ZURlY29kZT4+CnN0cmVhbQp4nD2OywoCMQxF9/mKu3YRk7bptDAIDuh+oOAP+AAXgrOZ37etjmSTe3ISIljpDYGwwrKxRwrKGcsNlx1e31mt5UFTIYucMFiqcrlif1ZobP0do6g48eIPKE+ydk6aM0roJG/RegwcNhDr5tChd+z+miTJnWqoT...",

"File\_size": "100kb",

"File\_name": "SSM.pdf",

"File\_entension": ".pdf",  
}

* Submit an attachment once a time, include the meta data of the file
  + - * 1. **Response from eCLAPS (TPRS-2)**

1. Successful response

|  |  |  |  |
| --- | --- | --- | --- |
| Field | Data Type | Data length | Remarks |
| Id\_eAduan | int | int | Aduan12345 |
| eCLAPS\_ComplaintRefNo | nvarchar | nvarchar(255) | Complaint number will be generated after successful insertion to eCLAPS |
| status | nvarchar | nvarchar(100) | Successful |

HTTP/1.1 200 OK  
Content-Type: application/json  
  
{  
 "Id\_eAduan": 12345,  
 "eCLAPS\_ComplaintRefNo": "eCLAPS-2023-000456",  
 "status": "successful"

}

1. Error response

|  |  |  |  |
| --- | --- | --- | --- |
| Field | Data Type | Data length | Remarks |
| status | nvarchar | nvarchar(100) | Failed |
| Message | nvarchar | nvarchar(100) | Error message whether the reference number is invalid or invalid base64 format |

HTTP/1.1 400 BAD REQUEST  
Content-Type: application/json  
  
{  
 "status": "failed",

"Message": " eCLAPS\_ComplaintRefNo is required"

}

HTTP/1.1 404 NOT FOUND  
Content-Type: application/json  
  
{  
 "status": "failed",

"Message": "No record found"

}

## eAduan Query Complaint Status (eAduan to eCLAPs) (TPRQ-3 AND TPRS-3)

Endpoint URL

|  |  |
| --- | --- |
| Staging URL | Endpoint |
| *https://spandev2.esource.my/api/* | getcomplaintstatus |

|  |  |
| --- | --- |
| Production URL | Endpoint |
| *https://eclaps.span.gov.my/api* | getcomplaintstatus |

1. **Request from eAduan (TPRQ-3)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Field | Data Type | Data length | Remarks | Mandatory |
| Id\_eAduan | int | int | Aduan id from eAduan system | Yes |
| eCLAPS\_ComplaintRefNo | nvarchar | nvarchar(255) | Aduan reference no from eClaps | Yes |

POST /api/v1/complaint/status HTTP/1.1  
Host: https://spandev2.esource.my/api/  
Content-Type: application/json  
Authorization: Bearer yPr8bYrOi7vY5mdyZbz6u4WZhlBEJ0zUMcpuLyS3lL5DEUkM3JH4aaUwBTQmXUWK  
  
{  
 "Id\_eAduan": 12345,  
 "eCLAPS\_ComplaintRefNo": "eCLAPS-2023-000456"  
}

1. **Response from eCLAPS (TPRS-3)**
   * 1. Successful response

|  |  |  |  |
| --- | --- | --- | --- |
| Field | Data Type | Data length | Remarks |
| Id\_eAduan | int | int |  |
| eCLAPS\_ComplaintRefNo | nvarchar | nvarchar(255) | Complaint number will be generated after successful insertion to eCLAPS |
| StatusID | int | int | 281 - Dalam Tindakan  282 - Dalam Semakan  283 - Tutup  284 - Selesai  285 - Tindakan Penguatkuasaan  395 - Draft  397 - Dihantar |
| StatusText | nvarchar | nvarchar(100) | Status text from eClaps |
| Feedback | nvarchar | nvarchar(255) | maklumbalas tugasan |
| Feedback\_To\_Complainant | nvarchar | nvarchar(255) | maklumbalas kepada pengadu |
| updated\_at | datetime | datetime |  |

HTTP/1.1 200 OK  
Content-Type: application/json  
  
{  
 "Id\_eAduan": 12345,  
 "eCLAPS\_ComplaintRefNo": "EA-2025-0000176",  
 "StatusID": 284,

"StatusText": "Selesai",

"Feedback": "Maklumbalas tugasan",

"Feedback\_To\_Complainant": "Maklumbalas kepada pengadu",  
 "updated\_at": "2023-09-18T16:00:00"  
}

* + 1. Error response

|  |  |  |  |
| --- | --- | --- | --- |
| Field | Data Type | Data length | Remarks |
| status | nvarchar | nvarchar(100) | “Failed” will be returned if error detec |
| Message | nvarchar | nvarchar(100) | Error message will be returned |

HTTP/1.1 404 Not Found  
Content-Type: application/json  
  
{  
 "status": "failed",

"Message": "No record found”

}

## Permit/License Class Query from eAduan to eCLAPS (eAduan to eCLAPs ) (TPRQ-4,TPRQ-5 AND TPRS-4,TPRS-5)

Endpoint URL

|  |  |
| --- | --- |
| Staging URL | Endpoint |
| *https://spandev2.esource.my/api/* | getpermitlk |

|  |  |
| --- | --- |
| Production URL | Endpoint |
| *https://eclaps.span.gov.my/api* | getpermitlk |

**a.) Request from eAduan (TPRQ-4,TPRQ-5)**

|  |  |  |  |
| --- | --- | --- | --- |
| Field | Data Type | Data Length | Remarks |
| Type | Nvarchar | Nvarchar(100) | If Permit, the Type will be “PA”  If Lesen Kelas, the Type will be “LK” |
| Ref\_No | nvarchar | nvarchar(100) | Send either Permit No or Lesen Kelas No  eg: A2/2024/03/00848, LK/6/24/02628 |

POST /api/v1/complaint/status HTTP/1.1  
Host: https://spandev2.esource.my/api/  
Content-Type: application/json  
Authorization: Bearer yPr8bYrOi7vY5mdyZbz6u4WZhlBEJ0zUMcpuLyS3lL5DEUkM3JH4aaUwBTQmXUWK  
  
{  
 "Type": “LK”,  
 " Ref \_No": " LK/6/24/02628"  
}

1. **Response from eCLAPS (TPRS-4,TPRS-5)**
2. Successful response

|  |  |  |  |
| --- | --- | --- | --- |
| Field | Data Type | Data length | Remarks |
| Type | Nvarchar | Nvarchar(255) | LK |
| Permit\_LK\_No | nvarchar | nvarchar(255) | LK/6/24/02628 |
| Company\_name | Nvarchar | Nvarchar(255) | Eg: ABD SDN BHD |
| ROC | nvarchar | nvarchar(100) | Eg: 123456-P |
| Applicant\_name | Nvarchar | Nvarchar(100) | Eg: John Doe |
| Applicant\_ic\_no | Nvarchar | Nvarchar(100) | Eg: 851123109899 |

* If type is Permit A, only Applicant\_name and Applicant\_ic\_no will be returned in the response, Company\_name and ROC will be returned as null
* If type is Permit B,C,D,E or Lesen Kelas, only Company\_name and ROC will be returned in the response, Applicant\_name and Applicant\_ic\_no will be returned as null

HTTP/1.1 200 OK  
Content-Type: application/json  
  
{  
 "Type": " Lesen Kelas ",

" Permit\_LK\_No ": " LK/6/24/02628",  
 " Company\_name": “ABD SDN BHD”,

"ROC": "123456-P",  
 "Applicant\_name": "John Doe",

“Applicant\_ic\_no”: “820310035997”  
}

* + 1. Error response

|  |  |  |  |
| --- | --- | --- | --- |
| Field | Data Type | Data length | Remarks |
| status | nvarchar | nvarchar(100) | Failed |
| Message | nvarchar | nvarchar(100) | Invalid Permit/LK no |

HTTP/1.1 404 Not Found  
Content-Type: application/json  
  
{  
 "status": "failed",

"Message": "No record found”

}

## Masterdata Complaint/Pertanyaan category (Level 1/2/3) Query from eAduan to eCLAPS (eAduan to eCLAPs ) (TPRQ-6 AND TPRS-6)

Endpoint URL

|  |  |
| --- | --- |
| Staging URL | Endpoint |
| *https://spandev2.esource.my/api/* | getcomplaintgroup |

|  |  |
| --- | --- |
| Production URL | Endpoint |
| *https://eclaps.span.gov.my/api* | getcomplaintgroup |

1. **Request from eAduan (TPRQ-6)**

|  |  |  |  |
| --- | --- | --- | --- |
| Field | Data Type | Data Length | Remarks |
| Group | Nvarchar | Nvarchar(100) | All/MainGroup/GroupLevel1/ GroupLevel2/ GroupLevel3 |

1. To retrieve all complaint group, kindly send “All” in the request, else specify which group to retrieve.

POST /api/v1/complaint/status HTTP/1.1  
Host: https://spandev2.esource.my/api/  
Content-Type: application/json  
Authorization: Bearer yPr8bYrOi7vY5mdyZbz6u4WZhlBEJ0zUMcpuLyS3lL5DEUkM3JH4aaUwBTQmXUWK  
  
{  
 "Group": “MainGroup”,  
}

1. **Response from eCLAPS (TPRS-6)**
2. Successful response

|  |  |  |  |
| --- | --- | --- | --- |
| Field | Data Type | Data length | Remarks |
| Result | Array | Array | Contains a list of complaints/enquiries |
| Id | Int | Int | Group id |
| GroupCode | nvarchar | nvarchar(50) | K001 |
| GroupName | Nvarchar | Nvarchar(100) | MainGroup |
| Description\_en | Nvarchar | nvarchar(100) | Complaint |
| Description\_my | nvarchar | nvarchar(100) | Aduan |
| Main\_Group\_Parents\_id | Int | Int | Contains ids of MainGroup |
| Level1\_Parents\_Id | Int | Int | Contains ids of Level 1 |
| Level2\_Parents\_Id | Int | Int | Contains ids of Level 2 |

### Complaint Group Hierarchy and Parent Relationships

#### Parent Fields Explanation

##### Main Group Parents for Group Level 1

Applicable to: Group Level 1

Definition: Identifies the Main Group to which a Group Level 1 belongs.

Example:

- Permit (Group Level 1, ID = 3) belongs to Complaint (Main Group, ID = 1).

- Lesen Kelas (Group Level 1, ID = 4) belongs to Complaint (Main Group, ID = 1).

|  |  |  |
| --- | --- | --- |
| Group Level 1 ID | Group Level 1 Name | Main\_Group\_Parents\_Id (Main Group ID) |
| 3 | Permit | 1 |

##### Group Level 1 Parents for Group Level 2

Applicable to: Group Level 2

Definition: Identifies the Group Level 1 parent(s) of a Group Level 2.

Example:

- Application (Group Level 2, ID = 6) belongs to Permit (Level 1, ID = 3) and Lesen Kelas (Level 1, ID = 4).

- Non-compliance of Permit (Group Level 2, ID = 7) belongs to Permit (Level 1, ID = 3).

##### Group Level 2 Parents for Group Level 3

Applicable to: Group Level 3

Definition: Identifies the Group Level 2 parent(s) of a Group Level 3.

Example:

- Application Status (Group Level 3, ID = 18) belongs to Application (Level 2, ID = 6).

- Forging SPAN Permit (Group Level 3, ID = 24) belongs to Non-compliance of Permit (Level 2, ID = 7).

#### Summary

|  |  |  |
| --- | --- | --- |
| Field | Applicable To | Description |
| maingroupparentsid | Group Level 1 | Indicates which Main Group the Level 1 belongs to. |
| level1parentsid | Group Level 2 | Indicates which Group Level 1 the Level 2 belongs to. |
| level2parentsid | Group Level 3 | Indicates which Group Level 2 the Level 3 belongs to. |

HTTP/1.1 200 OK  
Content-Type: application/json  
  
{

"id": "3",

"GroupCode": "01",

"GroupName": "GroupLevel1",

"Description\_en": "Permit",

"Description\_my": "Permit",

"Main\_Group\_Parents\_id": "1,2",

"Level1\_Parents\_Id": null,

"Level2\_Parents\_Id": null

},

{

"id": "4",

"GroupCode": "02",

"GroupName": "GroupLevel1",

"Description\_en": "Lesen Kelas",

"Description\_my": "Lesen Kelas",

"Main\_Group\_Parents\_id": "1,2",

"Level1\_Parents\_Id": null,

"Level2\_Parents\_Id": null

}

* + 1. Error response

|  |  |  |  |
| --- | --- | --- | --- |
| Field | Data Type | Data length | Remarks |
| status | nvarchar | nvarchar(100) | Failed |
| Message | nvarchar | nvarchar(100) | Invalid Group |

HTTP/1.1 404 Not Found  
Content-Type: application/json  
  
{  
 "status": "failed",

"Message": "No record found"

}

1. **Master Group Data**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| id | GroupCode | GroupName | Description\_en | Description\_my |
| 1 | K001 | MainGroup | Complaint | Aduan |
| 2 | K002 | MainGroup | Enquiry | Pertanyaan |
| 3 | 1 | GroupLevel1 | Permit | Permit |
| 4 | 2 | GroupLevel1 | Lesen Kelas | Lesen Kelas |
| 6 | 1 | GroupLevel2 | Application | Permohonan |
| 10 | 5 | GroupLevel2 | Account Registration | Pendaftaran Akaun |
| 11 | 6 | GroupLevel2 | Payment | Bayaran |
| 13 | 8 | GroupLevel2 | System issue | isu Sistem |
| 14 | 9 | GroupLevel2 | GEneral Enquiry | Pertanyaan Am |
| 17 | 12 | GroupLevel2 | Others | Lain-lain |
| 18 | 1001 | GroupLevel3 | Application Status | Status Permohonan |
| 19 | 1002 | GroupLevel3 | Application Error | Kesilapan permohonan |
| 20 | 1003 | GroupLevel3 | 75 Years and Above | 75 Tahun dan ke atas |
| 21 | 1004 | GroupLevel3 | Application Cancellation | Pembatalan Permohonan |
| 22 | 1005 | GroupLevel3 | Immediate Approval | Kelulusan Segera |
| 24 | 1007 | GroupLevel3 | Forging SPAN Permit | Memalsukan Permit SPAN |
| 25 | 1008 | GroupLevel3 | Forging information on documents | Memalsukan maklumat pada dokumen |
| 26 | 1009 | GroupLevel3 | Disposing of pollutants without permission | Melakukan pembuangan nyahenap cemar tanpa kebenaran |
| 27 | 1010 | GroupLevel3 | Working without a permit | Melakukan kerja tanpa permit |
| 28 | 1011 | GroupLevel3 | Working without a permit in that state | Melakukan kerja tanpa permit di negeri tersebut |
| 29 | 1012 | GroupLevel3 | Failure to perform work according to standards | Tidak menjalankan kerja mengikut standard |
| 30 | 1013 | GroupLevel3 | Not dealing with users fairly and reasonably | Tidak berurusan dengan pengguna secara adil dan munasabah |
| 31 | 1014 | GroupLevel3 | Special conditions for E permit - Not registering tank lorries | Syarat khas permit E - Tidak mendaftarkan lori tangki |
| 32 | 1015 | GroupLevel3 | Special conditions for E permit - Not painting tank lorries / Not installing GPS navigation equipment | Syarat khas permit E - tidak mengecat lori tangki / tidak memasang peralatan navigasi GPS |
| 34 | 1017 | GroupLevel3 | Change of Address | Perubahan Alamat |
| 35 | 1018 | GroupLevel3 | Applicant Name Change | Perubahan Nama Pemohon |
| 36 | 1019 | GroupLevel3 | Email Address Change | Perubahan Alamat Emel |
| 37 | 1020 | GroupLevel3 | Identification Card Number Change | Perubahan No Kad Pengenalan |
| 38 | 1021 | GroupLevel3 | Change of Application Type | Perubahan Jenis Permohonan |
| 39 | 1022 | GroupLevel3 | Company Registration Number Correction | Pembetulan No Pendaftaran Syarikat |
| 40 | 1023 | GroupLevel3 | Confirmation of Level 1 SKK Certificate | Pengesahan Sijil SKK Tahap 1 |
| 41 | 1024 | GroupLevel3 | Confirmation of Level 2 SKK Certificate | Pengesahan Sijil SKK Tahap 2 |
| 42 | 1025 | GroupLevel3 | Confirmation of RCPC/PWR 2 Certificate | Pengesahan Sijil RCPC/PWR 2 |
| 43 | 1026 | GroupLevel3 | Plumber Refresher Certificate Confirmation | Pengesahan Sijil Plumber Refresher |
| 44 | 1027 | GroupLevel3 | Account Registration Error | Kesalahan pendaftaran akaun |
| 45 | 1028 | GroupLevel3 | Account Conversion | Pertukaran akaun |
| 46 | 1029 | GroupLevel3 | Unsuccessful Payment | Tidak Berjaya membuat bayaran |
| 47 | 1030 | GroupLevel3 | Repeat Payment | Bayaran berulang |
| 48 | 1031 | GroupLevel3 | Unable to make payment | Tidak boleh membuat bayaran |
| 49 | 1032 | GroupLevel3 | Receipt cannot be printed | Resit tidak boleh dicetak |
| 51 | 1034 | GroupLevel3 | Payment Refund Application | Permohonan pemulangan Bayaran |
| 53 | 1036 | GroupLevel3 | Did not receive OTP Confirmation | Tidak menerima Pengesahan OTP |
| 54 | 1037 | GroupLevel3 | Did not receive Activation Email | Tidak menerima emel Pengaktifan |
| 55 | 1038 | GroupLevel3 | Forgot Password | Lupa Kata Laluan |
| 56 | 1039 | GroupLevel3 | Unable to upload documents | Tidak boleh muatnaik dokumen |
| 57 | 1040 | GroupLevel3 | System Error | Sistem Error |
| 59 | 1042 | GroupLevel3 | Application Requirements | Syarat Permohonan |
| 60 | 1043 | GroupLevel3 | System User Guide | Panduan pengguna sistem |
| 61 | 1044 | GroupLevel3 | Permit Certificate cannot be generated | Sijil Permit tidak boleh dijana |
| 62 | 1045 | GroupLevel3 | Permit not printed | Permit tidak dicetak |
| 63 | 1046 | GroupLevel3 | Permit Information Error | Kesalahan maklumat Permit |
| 65 | 1048 | GroupLevel3 | Permit Type A | Jenis Permit A |
| 66 | 1049 | GroupLevel3 | Permit Type B | Jenis Permit B |
| 67 | 1050 | GroupLevel3 | IPA Type C | IPA Jenis C |
| 68 | 1051 | GroupLevel3 | IPA Type D | IPA Jenis D |
| 69 | 1052 | GroupLevel3 | IPA Type E | IPA Jenis E |
| 70 | 1053 | GroupLevel3 | Site Visit | Lawatan Tapak |
| 71 | 1054 | GroupLevel3 | Water Quality / Effluent Report | Laporan Kualiti Air / Efluent |
| 72 | 1055 | GroupLevel3 | Requirement Letter | Surat Keperluan |
| 74 | 1057 | GroupLevel3 | Does not have Class License | Tidak Memiliki Lesen Kelas |
| 75 | 1058 | GroupLevel3 | Others | Lain-lain |
| 76 | NULL | GroupLevel3 | NA | NA |
| 82 | NULL | GroupLevel2 | permit certificate | sijil permit |
| 89 | NULL | GroupLevel2 | Facility Class Notice | Notis Lesen Kelas |
| 110 | NULL | GroupLevel3 | Plant Search | Carian Loji |
| 111 | NULL | GroupLevel3 | Facility Class Information Error | Kesalahan maklumat Lesen Kelas |
| 112 | NULL | GroupLevel3 | Facility Class Notice Cannot Be Generated | Notis Lesen Kelas tidak boleh dijana |
| 113 | NULL | GroupLevel3 | Payment Unsuccessful | Pembayaran Tidak Berjaya |
| 114 | NULL | GroupLevel3 | Email Address Correction | Pembetulan Alamat Emel |
| 115 | NULL | GroupLevel3 | Identification Card Number Correction | Pembetulan No Kad Pengenalan |
| 116 | NULL | GroupLevel3 | SSM Number Confirmation | Pengesahan No. SSM |
| 117 | NULL | GroupLevel3 | SKK Level 1 & 2 / Plumber Refresher Certificate Confirmation | Pengesahan Sijil SKK Tahap 1 & 2 / Sijil Plumber Refresher |
| 118 | NULL | GroupLevel3 | Information Change - Address | Penukaran Maklumat - Alamat |
| 119 | NULL | GroupLevel3 | Information Change - Company Name | Penukaran Maklumat - Nama Syarikat |
| 120 | NULL | GroupLevel3 | Admin Exchange (eClaps Account) | Pertukaran Admin (Akaun eClaps) |
| 121 | NULL | GroupLevel3 | Special E Permit Conditions - Not registering trucks | Syarat khas permit E - Tidak mendaftarkan lori |
| 122 | NULL | GroupLevel3 | Facility Class Duration | Tempoh Lesen Kelas |
| 123 | NULL | GroupLevel3 | Permit Duration | Tempoh Permit |
| 124 | NULL | GroupLevel3 | No Option/Click to Make Payment | Tiada Pilihan/Klik Untuk Membuat Pembayaran |
| 125 | NULL | GroupLevel3 | Did Not Receive OTP Confirmation / Activation Email | Tidak menerima Pengesahan OTP / emel Pengaktifan |