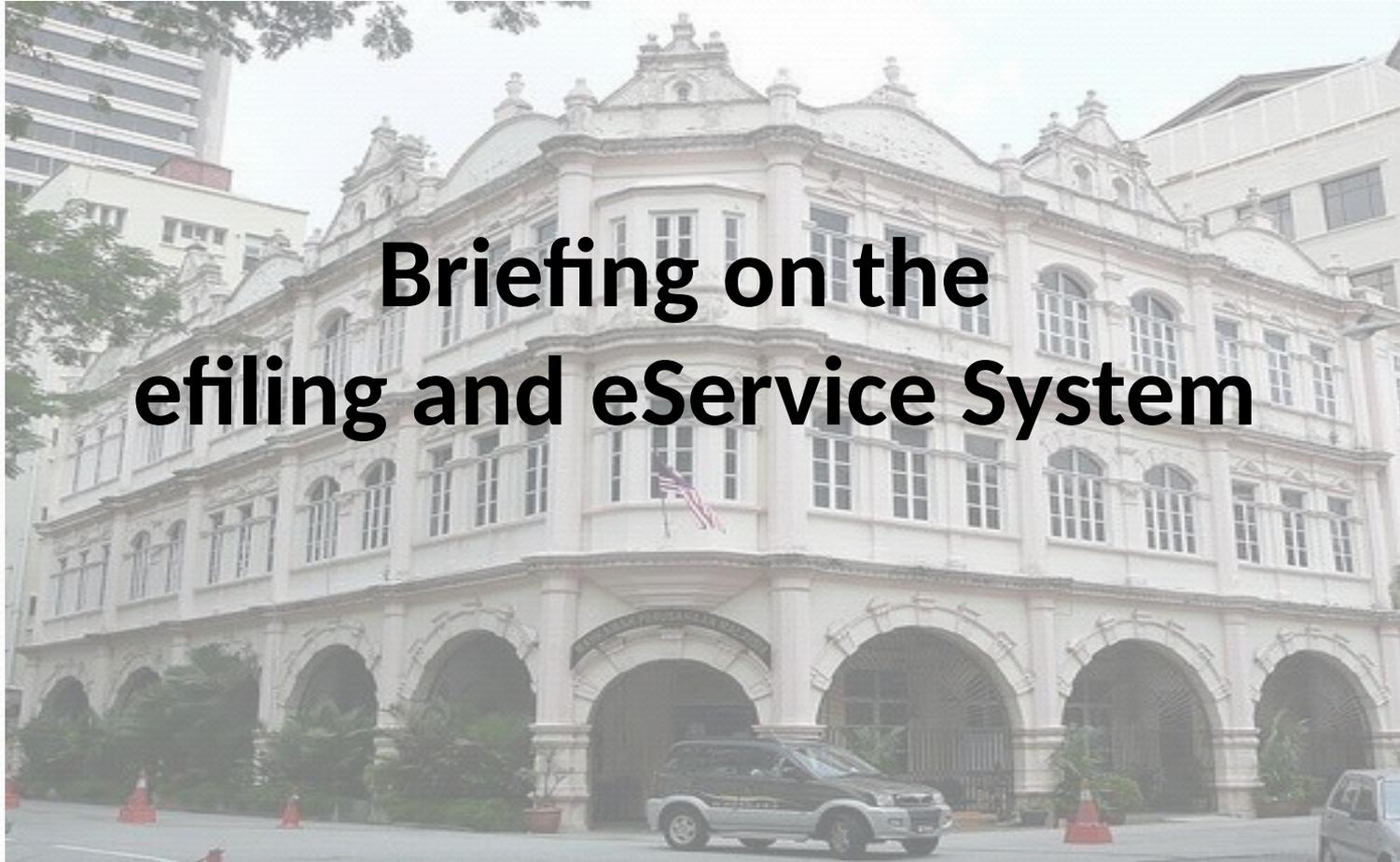


Industrial Court of Malaysia



**Briefing on the
efiling and eService System**



Practise Notes

- Practice Note No: 2 of 2014
“Electronic Filing and Service”
 - Practice Note No: 2 of 2013
“Exhibits which are tendered at the Industrial Court”
- they may be viewed on the website of the Industrial Court www.mp.gov.my

Benefits of eFiling & eService

- Access and filing of documents anytime and anywhere.
- Cost & time effective
- Notifications by email of documents received online, approved by the Court and service by the system.
- Improved efficiency in case management system.
- Secured document filed.

Minimum System Requirement

- Recommended Dual Core 2.3 Ghz CPU
- Recommended 2 GB RAM
- Window XP and above
- Internet Explorer 10 and above, Google Chrome, Mozilla Firefox
- Safari & Dolphin browser not supported
- Adobe Acrobat Pro (For Marking only)

Kiosks

- There will be kiosks set up in each branch of the Industrial Court for e Filing.

To be a registered user:

You must have a pending case at the Industrial Court registered under –

Code 2: Trade Dispute pertaining to the terms of a collective agreement

Code 3: Trade dispute

Code 4: Dismissal

and both parties have consented to eFiling and eService

Online Registration for Forms S, U, M & N

You wish to file any of the following applications:-

Code 1: Form S – application for Non-compliance with award or collective agreement.

Code 5: Form U - Reference on a point of law

Code 6: Form M - Interpretation of an award or collective agreement

Code 7: Form N - Variation of an award or collective agreement

Online Registration for Forms S, U, M & N

- Applicants need to fill up the particulars in the form
- View the form
- Print out the form and sign
- Scan the form in pdf format
- Upload the form in the systems

How to obtain a username and password

The Court will serve **Form F** on both parties manually informing you of the first mention date. During the first mention/ subsequent mentions, both parties must **consent** to eFiling and eService. Only then, may you become a registered user.

How to be a registered user

- Authorised persons may register through the Industrial Court Website.
- Authorised persons may enter using their Malaysian Identity Card Number if they are Malaysian citizens or passport number if they are foreign nationals.

Who are authorised persons

a) Parties to a case which include the following:-

- Individual
- Sole-proprietorship
- Partnership – a partner
- Company – a director or employee
- Society – an office-bearer or employee
- Trade union – an office-bearer or employee

Who are authorised persons

b) Legal firms, trade union representatives and representatives from MTUC and MEF

Legal firms which are sole-proprietorships – the sole-proprietor

Legal firms which are partnerships – a partner

Trade unions – an office-bearer or employee

MTUC and MEF – an office-bearer or employee

Password

- The password will be given by Industrial Court Interpreter once parties in a specific case have consented to e Filing and e Service and the user has registered online through the Industrial Court website.
- The registered user must appear in person before the interpreter in a special case to obtain the password.
- In exceptional circumstances such as when counsel is based outstation, he may request for the password by telephone. The password will be sent by email.
- Passwords should be changed from time to time. This is a security feature.

Access to the system

- Registered users may view, file and receive documents online.
- There may be more than one username for a legal firm, trade union, MTUC, MEF and if a party has more than one case pending.
- Multiple users may use the portal at the same time.
- In the event the user has forgotten his password, he may request for a new password through the Industrial Court website.

Access to the system

- When a counsel or representative has been registered as a user, the party may only view the documents and cannot file documents online. From thereon, only counsel or the representative may file and receive documents online. If a counsel or the representative has been discharged, he may not view, file or receive documents online as his username in a particular file will be disabled. The party will then be allowed to file and receive documents online.

Form A & Form B

- Counsel must file Forms A and B manually. When Form A has been approved by the President/Chairman, the name of the legal firm will be entered in the eIC system.
- A representative from a trade union must file Form B manually.
- A representative from MTUC or MEF must file Form B manually.

Documents which can be filed and served electronically

- All documents which are mentioned in the Industrial Court Rules 1967 maybe filed online **except** Forms O, P, Q & R.
- If a Statement of Case or Statement in Reply is rejected pursuant to rules 9, 10 & 11 of the Industrial Court Rules 1967, Form I and K (respectively) will be issued to file a fresh Statement of Case or Statement in Reply.

Bundle of Documents

- Bundle of Documents may be filed online. Practice Note No. 2 of 2013.
- Capacity: 20 megabytes
- Equivalent to 300 pages
- Pagination should start from the cover and continue to the last page of the bundle of documents
- Do not mark exhibits
- The marking of exhibits will be done online by the Interpreter upon instructions by the President/Chairman during case management or in open court.

Exhibits

- Exhibits may be attached to pleadings.
- Do not mark exhibits.
- Pagination should start from the first page of the pleading and must continue to the last page of the exhibit.

Witness Statements

- Witness Statements may be filed online. At the hearing, 6 hardcopies must be tendered and signed by the witness after the affirmation.

Service

- The service of documents will be done online through the system after the documents have been accepted by the Assistant Registrar online.

Notification

- When a document is filed online, there will be an acknowledgment by the system:
 - When a document is **filed by a party**, there will be a notification to the party by email.
 - When a document is **accepted by the Assistant Registrar**, there will be a notification to the party by email.
 - When a document has been **served on the other party** by the system, there will be a notification by email to the party who has filed the document online.



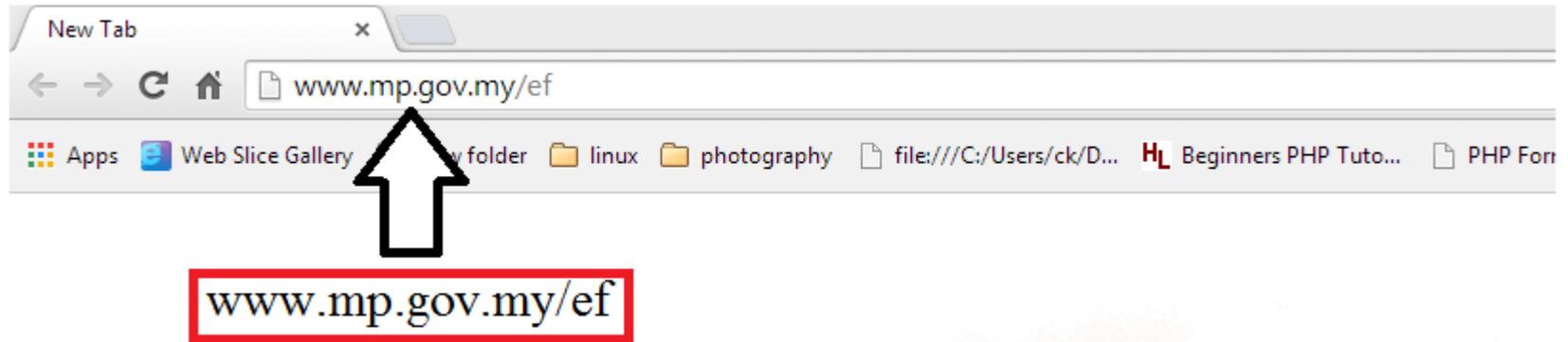
INDUSTRIAL COURT MALAYSIA



eFILING & eSERVICE USER GUIDE

Login Screen

Login Screen - 1



Login Screen - 2



A screenshot of the Industrial Court Malaysia eFiling and eService portal. The page features a header with the 'e Industrial Court' logo and the text 'INDUSTRIAL COURT MALAYSIA' and 'MINISTRY OF HUMAN RESOURCES'. Below the header is a navigation menu with links for 'Home', 'Case Registration', 'Contact', and 'Tutorial'. The main content area is divided into two sections. The left section is titled 'LOGIN' and contains a form with fields for 'User ID' (with an example '140707011234') and 'Password', a 'Login' button, and links for 'Sign up now' and 'Retrieve here'. The right section is titled 'What is eFiling and eService?' and contains a sub-header with the 'e Industrial Court' logo and a paragraph explaining the eFiling and eService portal. Below the login form is a 'SECURITY WIDGET' with a reCAPTCHA 'I'm not a robot' checkbox and links for 'Privacy - Terms'.

ALL RIGHTS RESERVED & Copyright MINISTRY OF HUMAN RESOURCES, MALAYSIA 2014
Contact us : eicsupport.mohr@1govuc.gov.my
Please contact for support and enquiries : +60392365056

How To Register An eFiling & eService User Account (first time user)



How To Register An eFiling & eService User Account – 1

LOGIN

User ID:
example : 140707011234
Enter Username

Password:
Enter Password

 Login

Don't have a eFiling account? [Sign up now](#)
Can't access your account? [Retrieve here](#)

Step 1: Click on 'Sign up now' link

SECURITY WIDGET

I'm not a robot


reCAPTCHA
[Privacy - Terms](#)

How To Register An eFiling & eService User Account – 2

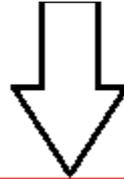
User Sign Up

*Name	<input type="text"/>	*Address 1	<input type="text"/>
*Malaysia Identity Card Number (Only for Malaysian)	<input type="text"/> <small>example : 140707011234</small>	Address 2	<input type="text"/>
*Passport Number (Only for foreign citizen)	<input type="text"/>	*City	<input type="text"/>
*E-mail	<input type="text"/>	*Postcode	<input type="text"/>
*Telephone No.	<input type="text"/>	*State	<input type="text" value="Please Select"/>
*Mobile No.	<input type="text"/>	*Country	<input type="text" value="MALAYSIA"/>
*Gender	<input type="text" value="Please select gender"/>	*Security Question	<input type="text" value="Please Select"/>
*Case Number	<input type="text"/> <small>example : 1234/04</small>	*Security Answer	<input type="text"/>
<input type="button" value="Submit"/>			

Step 2: Fill in all the necessary information
Step 3: Click 'Submit' button

How To Register An eFiling & eService User Account - 3

Your application is submitted. Any update from Industrial Court will be notified.
Email : ckaitan02@gmail.com
Transaction No. : OAPP27



Step 3: User Registration Complete

How To Register An eFiling & eService User Account - 4

Server EIC MPM KL <eicsupport@mohr.gov.my> 2:33 PM (4 minutes ago) ☆

to me ▾

User Registration through e Filing/e Service @ eIC

Please be informed that your application is under verification.
Transaction No : OAPP27

Name : ALEX
Malaysia Identity Card/Foreigner Passport No. : 020212015577
Email : alex@alex.com
Telephone No. : 0120704000
Mobile No. : 0120704000
Address 1 : 123, JALAN 1/2
Address 2 : TAMAN ABC
City : KUALA LUMPUR
State : KUALA LUMPUR
Country : MALAYSIA
Case No. : 25(14)/4-1234/04

Date of Submission : 14-10-2014 2:35 PM



Step 4: User Receive Email



How To Register An eFiling & eService User Account - 5

Server EIC MPM KL <eicsupport@mohr.gov.my> 2:39 PM (1 minute ago) ☆

to me ▾

User Registration through e Filing/e Service @ eIC

Please be informed that your application is **successful**.
Transaction No. : OAPP27
Transaction completed.

Login ID : 000042040077
Password : 9cbsTL1U

...

Name : ALEX
Malaysia Identity Card/Foreigner Passport No. : 000042040077
Email : alexalex02@gmail.com
Telephone No. : 0120704000
Mobile No. : 0120704000
Address 1 : 123, JALAN 1/2
Address 2 : TAMAN ABC
City : KUALA LUMPUR
State : KUALA LUMPUR
Country : MALAYSIA

Last Update : 14-10-2014 12:00 AM



Step 5: User Receive Email with Login ID and Password

How To Login

How To Login - 1

LOGIN

User ID:
example : 140707011234
Enter Username

Password:
Enter Password

 Login

Don't have a eFiling account? [Sign up now](#)
Can't access your account? [Retrieve here](#)

Step 1: Enter User ID, Password & Security Widget

Step 3: Click the 'Login' button

SECURITY WIDGET

I'm not a robot

 reCAPTCHA
[Privacy - Terms](#)

Step 2: Verify security widget

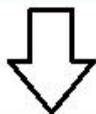
How To Login - 2



 **Logout** Welcome : TAN CHIN KAI

Case Registered : 1
Notice Board
Manage Personal
Search Case

Notice
Your inbox is clear.



Step 3: Main page will show if user successful login.

How To Manage Personal Info

How To Manage Personal Info - 1

The screenshot shows a web interface with a navigation menu on the left and a notice box on the right. The navigation menu has four items: 'Case Registered : 1', 'Notice Board', 'Manage Personal', and 'Search Case'. The 'Manage Personal' item is highlighted with a red box, and a black arrow points to it from the right. A red box with the text 'Step 1: Click on "Manage Personal"' is positioned to the right of the arrow. The notice box on the right has the title 'Notice' and the text 'Your inbox is clear.'

Case Registered : 1
Notice Board
Manage Personal
Search Case

Notice
Your inbox is clear.

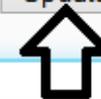
Step 1: Click on "Manage Personal"

How To Manage Personal Info -2

Manage Personal

Name	: ALEX
Email	: alex@02@gmail.com
Telephone No.	: 0100704000
Mobile No.	: 0100704000
Address 1	: 123, JALAN 1/2
Address 2	: TAMAN ABC
City	: KUALA LUMPUR
Postcode	: 58200
State	: KUALA LUMPUR
Country	: MALAYSIA
Security Question	: What is the name of your best friend from childhood?
Security Answer	: test
Password	: 9cbsTL1U

Reset Update



Step 2: Click on the "Update" button



How To Manage Personal Info -3

Your profile have been updated.



Step 3: Message will show if user update profile successful

How To Upload Document



How To Upload Document - 1

Case Registered : 1	Notice Your inbox is clear.
Notice Board	
Manage Personal	
Search Case	

 **Step 1: Click on "Search Case"**

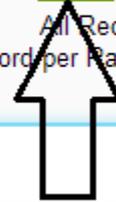
How To Upload Document -2

Case Search Result

Case Number	First Party	Opposite Party	
25/4-44/13	Cheryl J Linsuk	Icook Italian Gastronomia Sdn. Bhd	SELECT

FIRST | PREV | Page of 1 | NEXT | LAST

All Record 1
Record per Page 20



Step 2: Click "SELECT" link

How To Upload Document -3

Case No	: 25/4-44/13	Case Stage	: 6
Court	: 25	Status	: Closed
Case Code	: 4	Application Date	: 18-01-2013
First Party	: Cheryl J Linsuk	Opposite Party	: Icook Italian Gastronomnia Sdn. Bhd

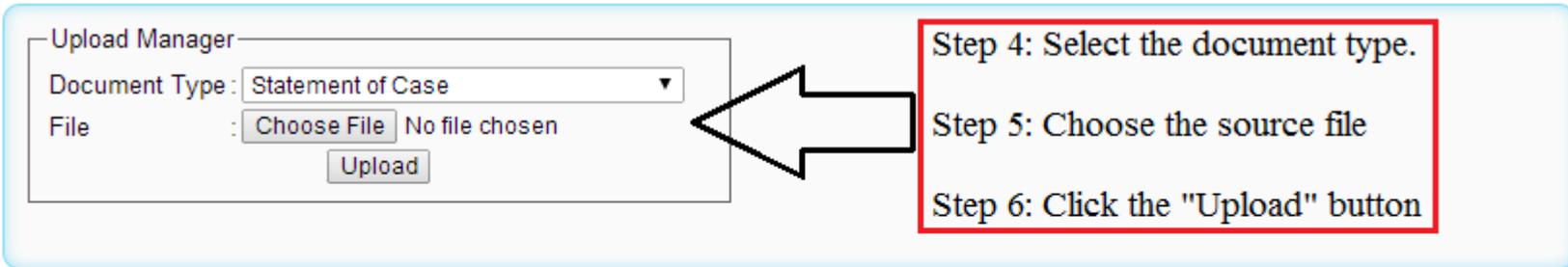
List Documents

Upload Documents



Step 3: Click "Upload Documents" link

How To Upload Document -3



Upload Manager

Document Type :

File : No file chosen

Step 4: Select the document type.

Step 5: Choose the source file

Step 6: Click the "Upload" button

How To Upload Document -4

Upload Successful 



Step 7: Message will show if user upload document successful

How To Upload Document -5

 **Server EIC MPM KL** <eicsupport@mohr.gov.my> 3:28 PM (3 minutes ago) ☆  

to me ▾

Statement of Case is submitted through e Filing/e Service

Please be informed that your document is uploaded and pending verification.

Transaction No : OAPP1

Case No : 
First Party : 
Opposite Party : 
Document Type : Statement of Case
Upload at : 14-10-2014 3:29 PM



Step 8: User Receive Email

How To Upload Document -6

Case No : 25(11)/1-120/04 Case Stage : 20
Court : 25 Status : Closed
Case Code : 4 Application Date : 05-07-2004
First Party : Smith Marinda the ALP Penang Opposite Party : The Crown Princess Kuala Lumpur

List Documents

Upload Documents

Documents

Document	Date of Filing/Issuance	Filed/Issued By	Status
Statement of Case	14-10-2014 3:29 PM	<u>ALDP</u>	Pending Verification    B&W to Searchable PDF_1_1413271777645.PDF

FIRST | PREV | Page of 1 | NEXT | LAST

All Record 1
Record per Page 15



Step 9: List of uploaded documents



How To Upload Document -7

 Server EIC MPM KL <eicsupport@mohr.gov.my> 4:07 PM (2 minutes ago) ☆  
to me ▾

Statement of Case is submitted through e Filing/e Service

Submission Status : **Verified**
Case No. : ██████████
First Party : ██████████
Opposite Party : ██████████

Document Type : Statement of Case
Upload at : 14-10-2014 3:29 PM

Verified at : 14-10-2014 4:09 PM
Interpreter's Remarks : testing for approve
Assistant Registrar's Remarks : nil
Chairman's Remarks : nil



Step 10: User receive Email if the document have been verified

How To Upload Document -8

Documents

Document	Date of Filing/Issuance	Filed/Issued By	Status	
Form J	14-10-2014 4:09 PM	-	Verified	  Form_J153270.pdf
Statement of Case	14-10-2014 3:29 PM	ALEX	Verified	  B&W to Searchable PDF_1_1413271777645.PDF

FIRST | PREV | Page of 1 | NEXT | LAST

All Record 2
Record per Page 15



Step 11: Status of the document change to Verified

How To View Document's Remark



How To View Document's Remark - 1

Documents

Document	Date of Filing/Issuance	Filed/Issued By	Status	
Form J	14-10-2014 4:09 PM	-	Verified	  Form_J153270.pdf
Statement of Case	14-10-2014 3:29 PM	ALEX	Verified	  B&W to Searchable PDF_1_1413271777645.PDF

FIRST | PREV | Page of 1 | NEXT | LAST

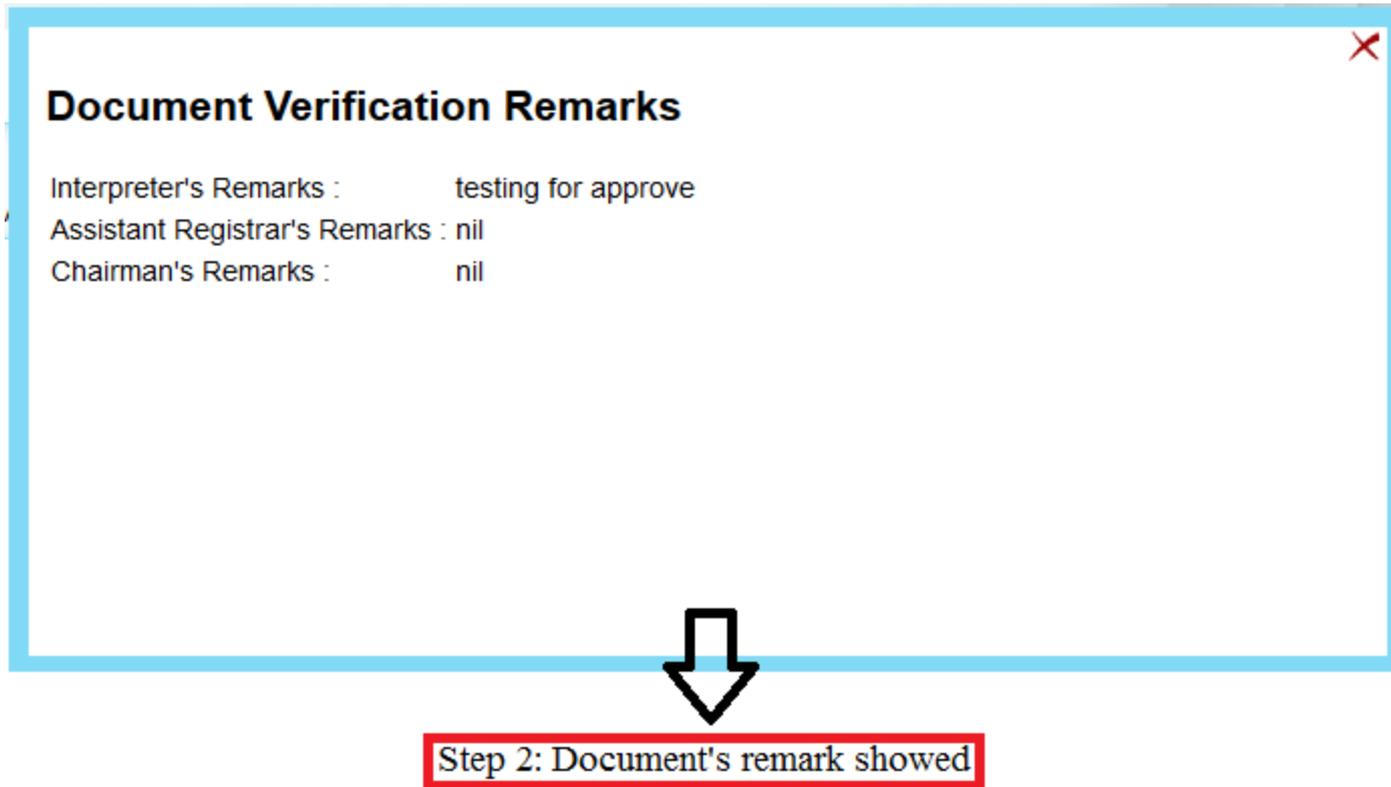
All Record 2
Record per Page 15



Step 1: Click on the "Remark" icon



How To View Document's Remark -2



Document Verification Remarks

Interpreter's Remarks : testing for approve
Assistant Registrar's Remarks : nil
Chairman's Remarks : nil

Step 2: Document's remark showed

The image shows a screenshot of a software window titled "Document Verification Remarks". The window has a light blue border and a red 'X' in the top right corner. Inside the window, there are three lines of text: "Interpreter's Remarks : testing for approve", "Assistant Registrar's Remarks : nil", and "Chairman's Remarks : nil". Below the window, a large black arrow points downwards to a red-bordered box containing the text "Step 2: Document's remark showed".

How To Preview Document

How To Preview Document - 1

Documents

Document	Date of Filing/Issuance	Filed/Issued By	Status	
Form J	14-10-2014 4:09 PM	-	Verified	  Form_J153270.pdf
Statement of Case	14-10-2014 3:29 PM	ALEX	Verified	  B&W to Searchable PDF_1_1413271777645.PDF

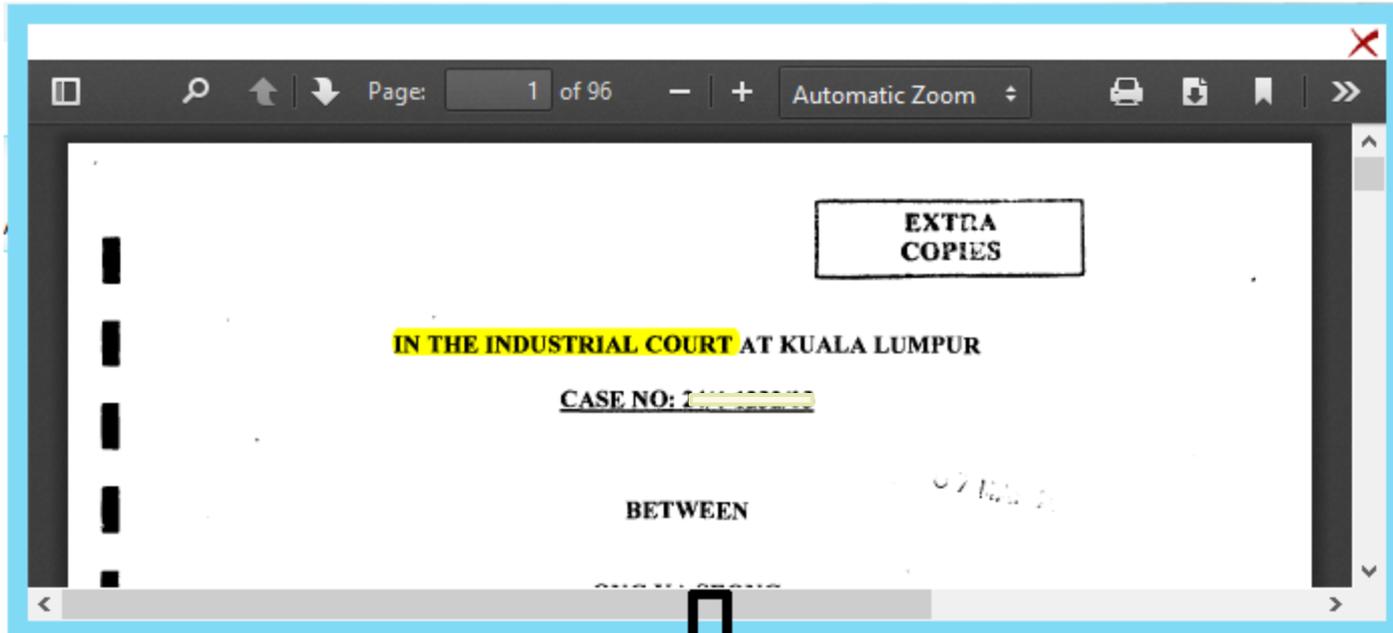
FIRST | PREV | Page of 1 | NEXT | LAST

All Record 2
Record per Page 15



Step 1: Click on the "Preview" icon

How To Preview Document -2



Step 2: Preview of the document showed

How To Download Document

How To Download Document - 1

Documents

Document	Date of Filing/Issuance	Filed/Issued By	Status	
Form J	14-10-2014 4:09 PM	-	Verified	  Form_J153270.pdf
Statement of Case	14-10-2014 3:29 PM	ALEX	Verified	  B&W to Searchable PDF_1_1413271777645.PDF

FIRST | PREV | Page of 1 | NEXT | LAST

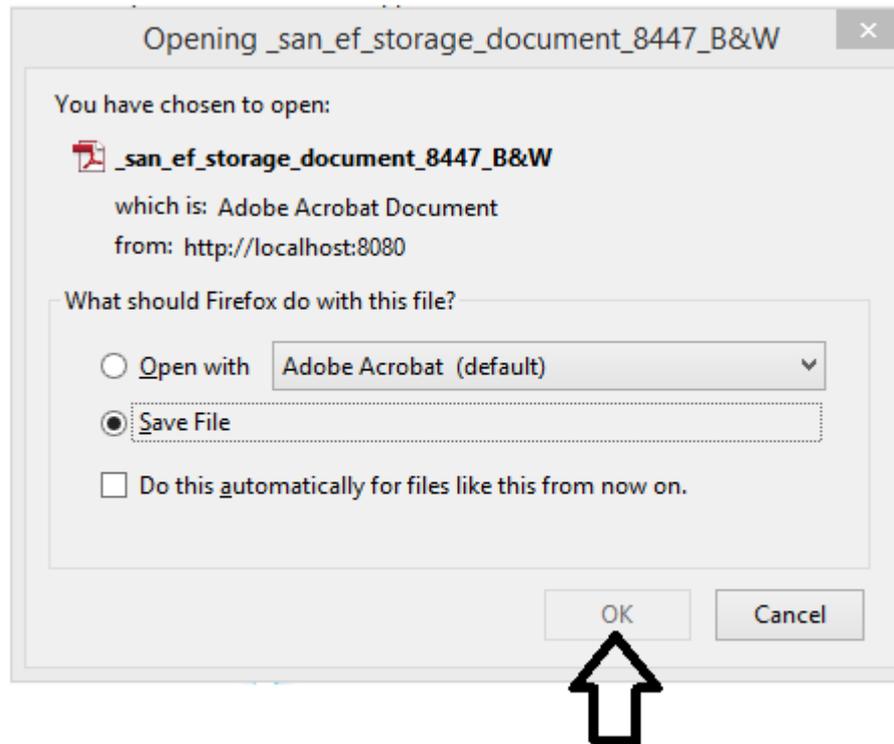
All Record 2
Record per Page 15



Step 1: Click on the "Download" icon



How To Download Document -2



Step 2: Click on the "OK" button

How To Reset Your Password

How To Reset Your Password -1

LOGIN

User ID:
example : 140707011234
Enter Username

Password:
Enter Password

 Login

Don't have a eFiling account? [Sign up now](#)
Can't access your account? [Retrieve here](#)

SECURITY WIDGET

I'm not a robot


reCAPTCHA
[Privacy - Terms](#)

Step 1: Click the 'Retrieve here' link

How To Reset Your Password – 2

Home Case Registration Contact Tutorial

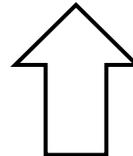
Password Retrieve

*User ID

*Email

*Security Question

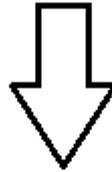
*Security Answer



Step 2 : Fill in all the info & click 'submit' button

How To Reset Your Password – 3

Your password have been reset. Please get your password from email.
Email : ksaitan00@gmail.com
Transaction No. : OAPP0000002



Step 3 : User successfully reset password

How To Reset Your Password – 4

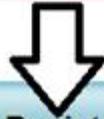


Step 4: User receive email

How To Register Case

How To Register Case – 1

Step 1: Click on the "Case Registration" link



Home

Case Registration

Contact

Tutorial

What is e-Filing and e-Service?



The e-Filing and e-Service Portal is an initiative of the Ministry of Human Resources and has been designed to serve as a one-stop portal for the public to gain access to all its needs ranging from registration of cases, filing of case documents and retrieval of service document

Previously public have to call the registrar for the status of their case filing. Now the e-Filing and e-Service portal will send notification of any case filing status through email immediately upon successful registration in the e-Filing System.

How To Register Case – 2

Home Case Registration Contact Tutorial

Case Registration

Form

Case No

Award No

Collective Agreement Cognizance No

Please use one of the search item above and fill in the field correctly



Step 3: Click the Case No or Award No or Collective Agreement Cognizance No "radio button"

Step 2: Select the form

Step 4: Enter the Case No or Award No or Collective Agreement Cognizance No

Step 5: Click the icon image to search

How To Register Case - 3

Home Case Registration Contact Tutorial

Case Registration

Case Number	First Party	Opposite Party	Action
25(14)/4-1234/04	Encik Marimuthu A/L Punusamy	The Crown Princess Kuala Lumpur	VIEW
1/4-1234/07	Encik Tan Wee Meng	Menara Kuala Lumpur Sdn. Bhd.	VIEW
10/4-1234/10	Encik Hashim Bin Saidukuthey	Top Ten Plastics Industries Sdn. Bhd	VIEW
23/4-1234/05	Puan Geeta a/p Ghanarajah	Shook Lin & Bok	VIEW
11/4-1234/11	Abd Aziz Bin Ibrahim		VIEW

FIRST | PREV | Page of 1 | NEXT | LAST

Step 6: Click on the "VIEW" link

All Record 5
Record per Page 15

How To Register Case - 4

Home Case Registration Contact Tutorial

Forms : Complaint Of Non-Compliance ▼
Case No. : 25(14)/4-1234/04
Award No. : 2571/2007
Collective Agreement Cognizance No. :
First Party : Encik Marimuthu A/L Punusamy
Opposite Party : The Crown Princess Kuala Lumpur

Remark :

Applicant Detail
Name : Address 1:
IC/Passport number : Address 2:
example : 140707011234
Gender : Please Select ▼ City:
Email : Postcode:
Contact No : State: Please Select ▼
Country: MALAYSIA ▼

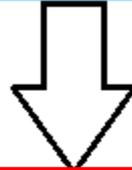
Submit Reset Form



Step 7 : Fill in all the necessary information above
Step 8 : Click on the 'submit' button

How To Register Case - 5

Your application is submitted. Any update from Industrial Court will be notified.
Email skaitan82@gmail.com
Transaction No. : OAPP0000003



Step 9 : User successfully registered case

How To Register Case - 6

eIC Online Case Registration @ e Filing/e Service



Inbox x



Server EIC MPM KL <eicsupport@mohr.gov.my>

10:46 AM (2 minutes ago) ☆



to me ▾

Please be informed that your application is under verification.
Transaction No : OAPP0000003

Complaint of Non-Compliance through e Filing/e Service @ eIC

Refer Case No : 1/4-1234/07
Refer Award No : 2439/2007
Collective Agreement Cognizance No :
First Party : Encik Tan Wee Meng
Opposite Party : Menara Kuala Lumpur Sdn. Bhd.

Applicant Remarks : test

Applicant Name : ALEX
Applicant IC : 888810015707
Applicant Contact No : 0120701000
Applicant Email : alex@icmail.com

Date of Submission : 26-6-2014 10:48 AM



Step 10 : User receive email



End