

Guide to Declaration/Change in Industrial

Visit our page at <https://customerportal.iwk.com.my/> and log in using your credentials. If you haven't registered on the Customer Portal yet, please proceed with the registration.

Layari laman sesawang di <https://customerportal.iwk.com.my/> dan terus log masuk dengan kata laluan anda. Pastikan anda sudah berdaftar dalam Portal Pelanggan dan jika belum, sila teruskan dengan pendaftaran Portal Pelanggan.

Member Profile

Search Sewerage No.:

e-Submission

- Declaration/Change in Industrial Headcount
- Change of Sewerage Address
- Change of Ownership
- Vacant Premises
- RMR Payment Tracker
- B2C6 Reduced Payment, or
- B2C18 Declaration/Change in Industrial Headcount

1. Click on 'e-Submission' and select 'Declaration/Change in Industrial Headcount'

Klik pada 'e=Submission' dan pilih "Declaration/Change in Industrial Headcount"

Note:

Please download the Declaration Form from Customer Portal > FAQ > Forms > Declaration Form for Industrial Premise
Sila muat turun Borang Deklarasi dari Customer Portal > FAQ > Forms > Declaration Form for Industrial Premise

Step 1: Register Details

Name*: abc def
Street Address*: 123 Main Street, JLN 10/100
Account Number*: 0123456789
Type of Application*: B2C18 Declaration/Change in Industrial Headcount
Select Sewerage Account No. (SAN)*:

HI THERE!

Hi there! If you would like to:

- Instalment Plan,
- Change Meter Address,
- Change of Ownership,
- Vacant Premises,
- RMR Payment Tracker,
- B2C6 Reduced Payment, or
- B2C18 Declaration/Change in Industrial Headcount

* denotes required fields

2. Ensure all details are correct and select the Sewerage Account Number (SAN) for which you intend to apply for an Instalment Plan. If the SAN is not available in the drop-down list, please add it on the Member Account page.

Pastikan semua butiran adalah betul dan pilih Nombor Akaun Pembetungan (SAN) yang ingin anda mohon untuk Pelan Ansuran. Jika SAN tidak terdapat dalam senarai pilihan, sila tambah SAN di halaman 'Member Account'

Guide to Declaration/Change in Industrial

3. Ensure all details are accurately filled in and comply with the requirements described in the right panel of this page. Remember to enclose clear supporting documents as required. *Pastikan semua butiran diisi dengan tepat dan mematuhi keperluan seperti yang dinyatakan dalam panel sebelah kanan halaman ini. Sila sertakan dokumen sokongan yang jelas seperti yang diperlukan.*

The screenshot shows the 'e-Submission' interface for 'Step 2: Change Details'. On the left, there are input fields for 'Name', 'Email', and 'Phone Number'. Below these is a declaration checkbox: 'I declare that I am the authorized signatory for this declaration/Change in Headcount Form'. Underneath, there's a note: 'Please attach a copy of the Manufacturing/Industrial Licence and the duly completed Declaration/Change in Headcount Form'. A file upload field is provided with the placeholder 'Choose File - No file chosen'. At the bottom, there's a note: 'Note: Please ensure this file is not more than 1MB per document'. On the right, there's a section titled 'RCT III DECLARATION/CHANGE IN INDUSTRIAL HEADCOUNT' with instructions: 'Please attach a copy of the Manufacturing/Industrial Licence and the duly completed Declaration/Change in Headcount Form'. It also includes a note: 'Please attach a copy of the Manufacturing/Industrial Licence from MFI or the local authority'. Below this is a file upload field: 'Choose File - No file chosen'. At the very bottom right, there's a circular profile picture of a woman.

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The screenshot shows the e-Submission process on the IndahWater portal. Step 3 is completed, indicated by a green bar at the top. The form fields include Name (abc def), Email (abod@hotmail.com), Manufacturing/Industrial License No. (1234567890), and a declaration checkbox. A note states: "Successful! Thank you for your e-Submission (RC18 Declaration/Change in Industrial Headcount). Please allow a processing time of approximately 7 working days. Should there be any further additional supporting documentation if your submission is incomplete." To the right, a detailed note about RC18 DECLARATION/CHANGE IN INDUSTRIAL HEADCOUNT is provided.

4. A summary will be displayed for your reference, followed by an email sent to your registered email address.
Halaman ringkasan akan dipaparkan untuk rujukan anda, diikuti dengan e-mel yang dihantar ke alamat e-mel berdaftar anda. Setelah permohonan diluluskan, IWK akan mengeluarkan surat pengesahan.



e-Submission

Dear Sir/Madam,

Thank you for your eSubmission RC18 Declaration/Change in Industrial Headcount

Please allow a processing time of approximately 7 working days. Also, note that we may seek additional supporting documentation if your submission is incomplete.

Name: abc def

Role: Tenant

Email: abod@hotmail.com

Mobile Phone No: 0122222222

SAN: 1

First Time Declaration/Change in Industrial Headcount: Yes

Manufacturing/Industrial License: Uploaded

Declaration/Change in Headcount form: Uploaded