

**CADANGAN BAS HENTI-HENTI DALAM KAMPUS – NGV / GAS ASLI
01/09/2015 HINGGA 31/08/2016 (17 BUAH)**

| BIL | LALUAN / KOLEJ | JUMLAH/BIL. KENDERAAN BEROPERASI/PENGENDALI KENDERAAN |
|---------------|---|--|
| | | SEWAAN (CNG) |
| | | 7.00 pagi – 11.30 Malam |
| 1. | KTP/K5/KPZ/K13 KE KAWASAN AKADEMIK | 4 |
| 2. | K12/14/15/16/KMR KE KAWASAN AKADEMIK | 5 |
| 3. | KOLEJ 10/11 KE KAWASAN AKADEMIK | 1 |
| 4. | KOLEJ 17 KE KAWASAN AKADEMIK | 2 |
| 5. | KTP/K12/13/14/15/16 KE KOMPLEKS AGROBIO FAKULTI PERTANIAN | 2 |
| 6. | KOLEJ 12/14/15/16 KE PEJABAT SEKOLAH PENGAJIAN SISWAZAH(SGS) & KOMPLEKS MAKANAN | 1 Van (UPM) |
| 7. | SOUTH CITY PLAZA (ACADEMIA) / SKY VILLA / STESEN KOMUTER SERDANG KE UPM | 3 |
| 8. | KOMPLEKS PERUMAHAN ANTARABANGSA (ITH) KE KAWASAN AKADEMIK/INFOPORT | 1 Van (UPM) |
| JUMLAH | | 17 Buah Bas Besar /2 Van (UPM) |

NOTA : Jumlah agihan dan laluan kenderaan akan berubah dari masa ke semasa mengikut keperluan dan kesesuaian tugas.
Jumlah keseluruhan penggunaan bas sewaan pada hari Isnin hingga Ahad adalah sebanyak :-
17 buah bas /2 Van (upm) (7.00 Pagi – 11.30 Malam) Bagi tahun 2015/2016

- Masa perkhidmatan bas kampus tertakluk kepada perubahan yang akan dimaklumkan dari masa ke semasa

1. **LALUAN** : **K5/KTP/KPZ/KOLEJ 13 KE KAWASAN AKADEMIK**
ROUTE : **K5/KTP/KPZ /KOLEJ 13 TO ACADEMIC AREA**
MASA : **7.00 PAGI HINGGA 11.00 MALAM**
TIME : **7.00 AM UNTIL 11.00 PM**
HARI : **ISNIN HINGGA AHAD/CUTI UMUM**
DAY : **MONDAY UNTIL SUNDAY/PUBLIC HOLIDAY**

TEMPAT MENUNGGU : **PERHENTIAN BAS KTP/PERHENTIAN BAS K13**
WAITING AREA : **KTP BUS STOP/K13 BUS STOP**

| PAGI/TGHARI MORNING/NOON | PETANG AFTERNOON | PETANG/MALAM EVENING/NIGHT |
|-----------------------------|----------------------------|--|
| * 7.00 AM ↓ 10.00 AM | * 12.00 PM ↓ 2.00 PM | 7.15 PM 7.30 PM 7.45 PM 8.00 PM |
| 10.15 AM | 2.15 PM | 8.15 PM |
| 10.30 AM | 2.30 PM | 8.30 PM |
| 10.45 AM | 2.45 PM | 9.00 PM |
| 11.00 AM | 3.00 PM | 9.30 PM |
| 11.15 AM | 3.15 PM | 10.00 PM |
| 11.30 AM | 3.30 PM | 10.30 PM |
| 11.45 AM | 3.45 PM | 11.00 PM |
| 12.00 AM | * 4.00 PM ↓ 7.00 PM | |
| | | |
| | | |
| | | |
| | | |

*Bas sentiasa bergerak
 Buses operate continuously

2. **LALUAN** : **KOLEJ 12/14/15/16/KMR KE KAWASAN AKADEMIK**
ROUTE : **KOLEJ 12/14/15/16/KMR TO ACADEMIC AREA**
MASA : **7.00 PAGI HINGGA 11.00 MALAM**
TIME : **7.00 AM UNTIL 11.00 PM**
HARI : **ISNIN HINGGA AHAD/CUTI UMUM**
DAY : **MONDAY UNTIL SUNDAY/PUBLIC HOLIDAY**

TEMPAT MENUNGGU : **PERHENTIAN BAS KOLEJ 12/14/15/16/KMR**
WAITING AREA : **KOLEJ 12/14/15/16/KMR BUS STOP**

| PAGI MORNING | PETANG AFTERNOON | PETANG/MALAM EVENING/NIGHT |
|----------------------------|----------------------------|-------------------------------|
| * 7.00 AM ↓ 10.00 AM | * 12.00 PM ↓ 2.00 PM | * 4.00 PM ↓ 7.00 PM |
| 10.10 AM | 2.10 PM | 7.10 PM |
| 10.20 AM | 2.20 PM | 7.20 PM |
| 10.30 AM | 2.30 PM | 7.30 PM |
| 10.40 AM | 2.40 PM | 7.40 PM |
| 10.50 AM | 2.50 PM | 7.50 PM |
| 11.00 AM | 3.00 PM | 8.00 PM |
| 11.10 AM | 3.10 PM | 8.10 PM |
| 11.20 AM | 3.20 PM | 8.20 PM |
| 11.30 AM | 3.30 PM | 8.30 PM |
| 11.40 AM | 3.40 PM | 9.00 PM |
| 11.50 AM | 3.50 PM | 9.30 PM |

*Bas sentiasa bergerak /Buses operate continuously

3. **LALUAN** : **KOLEJ 10/11 KE KAWASAN AKADEMIK**
ROUTE : **KOLEJ 10/11 TO ACADEMIC AREA**
MASA : **7.00 PAGI HINGGA 11.00 MALAM**
TIME : **7.00 AM UNTIL 11.00 PM**
HARI : **ISNIN HINGGA AHAD/CUTI UMUM**
DAY : **MONDAY UNTIL SUNDAY/PUBLIC HOLIDAY**

TEMPAT MENUNGGU : **PERHENTIAN BAS KOLEJ 10/11**
WAITING AREA : **KOLEJ 10/11 BUS STOP**

| PAGI/TGHARI MORNING/NOON | PETANG/MALAM AFTERNOON/NIGHT |
|-----------------------------|---------------------------------|
| 7.30 AM | 1.30 PM |
| 8.15 AM | 2.15 PM |
| 9.00 AM | 3.00 PM |
| 9.45 AM | 3.45 PM |
| 10.30 AM | 4.30 PM |
| 11.15 AM | 5.15 PM |
| 12.00 PM | 6.00 PM |
| 12.45 AM | 6.45 PM |

| *SABTU, AHAD & CUTI UMUM SATURDAY,SUNDAY & PUBLIC HOLIDAY | |
|--|----------|
| 7.30 AM | 3.30 PM |
| 8.30 AM | 4.30 PM |
| 9.30 AM | 5.30 PM |
| 10.30 AM | 6.30 PM |
| 11.30 AM | 7.30 PM |
| 12.30 PM | 8.30 PM |
| 1.30 PM | 9.30 PM |
| 2.30 PM | 10.30 PM |

4. **LALUAN** : **KOLEJ 17 KE KAWASAN AKADEMIK**
ROUTE : **KOLEJ 17 TO ACADEMIC AREA**
MASA : **7.00 PAGI HINGGA 11.00 MALAM**
TIME : **7.00 AM UNTIL 11.00 PM**
HARI : **ISNIN HINGGA AHAD/CUTI UMUM**
DAY : **MONDAY UNTIL SUNDAY/PUBLIC HOLIDAY**

TEMPAT MENUNGGU : **PERHENTIAN BAS KOLEJ 17 (DEPAN CAFÉ K17)**
WAITING AREA : **KOLEJ 17 BUS STOP (IN FRONT OF K17 CAFÉ)**

| PAGI MORNING | PETANG/MALAM AFTERNOON/NIGHT |
|-----------------|---------------------------------|
| - | 12.30 PM |
| 7.30 AM | 1.00 PM |
| 8.00 AM | 1.30 PM |
| 8.30 AM | 2.00 PM |
| 9.00 AM | 2.30 PM |
| 9.30 AM | 3.00 PM |
| 10.00 AM | 3.30 PM |
| 10.30 AM | 4.00 PM |
| 11.00 AM | 4.30 PM |
| 11.30 AM | 5.00 PM |
| 12.00 PM | 5.30 PM |

| *SABTU, AHAD & CUTI UMUM SATURDAY,SUNDAY & PUBLIC HOLIDAY | |
|--|----------|
| 7.30 AM | 3.30 PM |
| 8.30 AM | 4.30 PM |
| 9.30 AM | 5.30 PM |
| 10.30 AM | 6.30 PM |
| 11.30 AM | 7.30 PM |
| 12.30 PM | 8.30 PM |
| 1.30 PM | 9.30 PM |
| 2.30 PM | 10.30 PM |

| *SABTU, AHAD & CUTI UMUM SATURDAY,SUNDAY & PUBLIC HOLIDAY | |
|--|----------|
| 7.30 AM | 3.30 PM |
| 8.00 AM | 4.00 PM |
| 8.30 AM | 4.30 PM |
| 9.00 AM | 5.00 PM |
| 9.30 AM | 5.30 PM |
| 10.00 AM | 6.00 PM |
| 10.30 AM | 6.30 PM |
| 11.00 AM | 7.00 PM |
| 11.30 AM | 7.30 PM |
| 12.00 PM | 8.00 PM |
| 12.30 PM | 8.30 PM |
| 1.00 PM | 9.00 PM |
| 1.30 PM | 9.30 PM |
| 2.00 PM | 10.00PM |
| 2.30 PM | 10.30 PM |
| 3.00 PM | 11.00 PM |

5. **LALUAN** : **KTP/KOLEJ 12/13/14/15/16/KMR KE KOMPLEKS AGROBIO FAKULTI PERTANIAN**
ROUTE : **KTP/KOLEJ 12/13/14/15/16/KMR TO AGROBIO COMPLEX FACULTY OF AGRICULTURE**
MASA : **7.00 PAGI HINGGA 8.00 MALAM**
TIME : **7.00 AM UNTIL 8.00 PM**
HARI : **ISNIN HINGGA AHAD/CUTI UMUM**
DAY : **MONDAY UNTIL SUNDAY/PUBLIC HOLIDAY**
- TEMPAT MENUNGGU** : **PERHENTIAN BAS KTP/K13/KOLEJ 12/15 (DEPAN CAFÉ)**
WAITING AREA : **KTP/K13/KOLEJ 12/15 BUS STOP (IN FRONT CAFÉ)**

6. **LALUAN** : **KOLEJ 12/14/15/16/KMR KE PEJABAT SEKOLAH PENGAJIAN SISWAZAH & KOMPLEKS MAKANAN**
ROUTE : **KOLEJ 12/14/15/16/KMR TO GRADUATE SCHOOL OFFICE & FOOD COMPLEX**
MASA : **7.00 PAGI HINGGA 7.00 PETANG**
TIME : **7.00 AM UNTIL 7.00 PM**
HARI : **ISNIN HINGGA JUMAAT (TIADA PERKHIDMATAN PADA SABTU, AHAD & CUTI UMUM)**
DAY : **MONDAY UNTIL FRIDAY (NO SERVICES ON SATURDAY, SUNDAY & PUBLIC HOLIDAY)**
- TEMPAT MENUNGGU** : **DEPAN CAFÉ KOLEJ 12/15**
WAITING AREA : **IN FRONT OF KOLEJ 12/15 CAFÉ**

| ISNIN HINGGA JUMAAT MONDAY UNTIL FRIDAY | |
|---|--|
| DARI K12 / K15 FROM K12 / K15 | DARI KOMPLEK AGROBIO FROM KOMPLEK AGROBIO |
| *7.00 AM HINGGA 9.00 AM (Bas sentiasa bergerak/Buses operate continuously) | |
| 9.30 AM | 9.45 AM |
| 10.00 AM | 10.15 AM |
| 10.30 AM | 10.45 AM |
| 11.00 AM | 11.15 AM |
| 11.30 AM | 11.45 PM |
| *12.00 PM HINGGA 2.00 PM (Bas sentiasa bergerak/Buses operate continuously) | |
| 2.30 PM | 2.45 PM |
| 3.00 PM | 3.15 PM |
| 3.30 PM | 3.45 PM |
| 4.00 PM | 4.15 PM |
| 4.30 PM | 4.45 PM |
| 5.00 PM | 5.15 PM |
| 5.30 PM | 5.45 PM |
| 6.00 PM | 6.15 PM |
| 6.30 PM | 6.45 PM |
| 7.00 PM | 7.15 PM |
| 7.30 PM | 7.45 PM |
| 8.00 PM | 8.15 PM |

| SABTU, AHAD & CUTI UMUM SATURDAY, SUNDAY & PUBLIC HOLIDAY | |
|--|--|
| DARI K12 / K15 FROM K12 / K15 | DARI KOMPLEK AGROBIO FROM KOMPLEK AGROBIO |
| 7.30 AM | 7.45 AM |
| 8.30 AM | 8.45 AM |
| 9.30 AM | 9.45 AM |
| 10.30 AM | 10.45 AM |
| 11.30 AM | 11.45 AM |
| 12.30 PM | 12.45 PM |
| 1.30 PM | 1.45 PM |
| 2.30 PM | 2.45 PM |
| 3.30 PM | 3.45 PM |
| 4.30 PM | 4.45 PM |
| 5.30 PM | 5.45 PM |
| 6.30 PM | 6.45 PM |
| 7.30 PM | 7.45 PM |

SEKIRANYA CUTI UMUM ADALAH HARI JUMAAT/IF FRIDAY IS PUBLIC HOLIDAY

***Perkhidmatan bas kampus akan diberhentikan sementara pada setiap hari Jumaat mulai jam 12.30 tghari dan akan disambung semula mulai jam 2.30 petang bagi membolehkan pemandu yang beragama Islam pergi menunaikan Solat Fardhu Jumaat**

Bus service to other destinations will be discontinued temporary from 12.30 pm to allow Friday prayer and bus will resume service at 2.30 pm

| ISNIN HINGGA JUMAAT MONDAY UNTIL FRIDAY | |
|--|---|
| HENTIAN BAS KOLEJ 12/14 (DEPAN CAFÉ) BUS STOP KOLEJ 12/14 (IN FRONT CAFÉ) | DARI PEJABAT SEKOLAH PENGAJIAN SISWAZAH FROM GRADUATE SCHOOL OFFICE |
| 8.00 AM | 8.15 AM |
| 8.45 AM | 9.00 AM |
| 9.30 AM | 9.45 AM |
| 10.15 AM | 10.30 AM |
| 11.00 AM | 11.15 AM |
| 11.45 AM | 12.00 PM |
| 12.30 PM | 12.45 PM |
| REHAT / REST | |
| 2.30 PM | 2.45 PM |
| 3.15 PM | 3.30 PM |
| 4.00 PM | 4.15 PM |
| 4.45 PM | 5.00 PM |
| 5.30 PM | 5.45 PM |

7. **LALUAN** : **SOUTH CITY PLAZA (ACADEMIA) /STESEN KOMUTER SERDANG KE UPM**
ROUTE : **SOUTH CITY PLAZA (ACADEMIA) / SERDANG COMUTER STATION TO UPM**
MASA : **7.00 PAGI HINGGA 10.15 MALAM**
TIME : **7.00 AM UNTIL 10.15 PM**
HARI : **ISNIN HINGGA AHAD/CUTI UMUM**
DAY : **MONDAY UNTIL SUNDAY/PUBLIC HOLIDAY**

- TEMPAT MENUNGGU** : **SKY VILLA /HENTIAN BAS SOUTH CITY PLAZA (ACADEMIA)**
WAITING AREA : **SKY VILLA /SOUTH CITY PLAZA BUS STOP (ACADEMIA)**

| ISNIN HINGGA SABTU, AHAD & CUTI UMUM MONDAY UNTIL SATURDAY, SUNDAY & PUBLIC HOLIDAY | | |
|--|-----------------------|-------------------------------|
| PAGI/TGHARI MORNING/NOON | PETANG AFTERNOON | PETANG/MALAM EVENING/NIGHT |
| 7.20 AM | **12.20 PM | 6.20 PM |
| 8.20 AM | 1.20 PM | 7.20 PM |
| 9.20 AM | 2.20 PM | 8.20 PM |
| 10.20 AM | 2.30 PM (Friday Only) | 9.20 PM |
| 11.20 AM | From Central Parking | 10.20 PM |
| | 3.20 PM | |
| | 4.20 PM | |
| | 5.20 PM | |

****DARI SOUTH CITY PLAZA KE UPM SAHAJA**

From South City Plaza to Upm only

Perkhidmatan bas kampus akan diberhentikan sementara pada setiap hari Jumaat mulai jam 12.30 tengah hari dan akan disambung semula mulai jam 2.30 ptg bagi membolehkan pemandu yang beragama Islam pergi menunaikan Solat Fardhu Jumaat.

Bus services to other destinations will be discontinued temporary from 12.30 pm to allow Friday prayer and bus will resume service at 2.30 pm

- 8. LALUAN** : **KOMPLEKS PERUMAHAN ANTARABANGSA DAN INFOPORT**
ROUTE : **INTERNATIONAL HOUSING COMPLEX AND INFOPORT**
MASA : **7.00 PAGI HINGGA 11.00 MALAM**
TIME : **7.00 AM UNTIL 11.00 PM**
HARI : **ISNIN HINGGA JUMAAT (TIADA PERKHIDMATAN PADA SABTU, AHAD & CUTI UMUM)**
DAY : **MONDAY UNTIL FRIDAY (NO SERVICES ON SATURDAY, SUNDAY & PUBLIC HOLIDAY)**
- TEMPAT MENUNGGU** : **KOMPLEKS PERUMAHAN ANTARABANGSA/ DEPAN PONDOK PENGAWAL (INFOPORT)**
WAITING AREA : **INTERNATIONAL HOUSING COMPLEX / IN FRONT OF GUARD POST (INFOPORT)**

| ISNIN HINGGA JUMAAT MONDAY UNTIL FRIDAY | | | |
|---|---|---|--|
| KOMPLEKS PERUMAHAN ANTARABANGSA KE INFOPORT INTERNATIONAL HOUSING COMPLEX TO INFOPORT | DARI PERHENTIAN BAS FAKULTI PENGAJIAN ALAM SEKITAR KE INFOPORT FROM ENVIROMENTAL FACULTY BUS STOP TO INFOPORT | DARI INFOPORT KE KOMPLEKS PERUMAHAN ANTARABANGSA FROM INFOPORT TO INTERNATIONAL HOUSING COMPLEX | DARI PERHENTIAN BAS PERPUSTAKAAN KE KOMPLEKS PERUMAHAN ANTARABANGSA FROM LIBRARY BUS STOP TO INTERNATIONAL HOUSING COMPLEX |
| 7.30 AM | 7.45 AM | - | - |
| 8.30 AM | 8.45 AM | 9.00 AM | 9.15 AM |
| 10.30 AM | 10.40 AM | 11.00 AM | 11.15 AM |
| 12.30 PM | 12.40 PM | 1.00 PM | 1.15 PM |
| 1.30 PM | 1.40 PM | 2.00 PM | 2.15 PM |
| 4.30 PM | 4.40 PM | 5.15 PM | 5.30 PM |
| - | - | 6.30 PM | 6.45 PM |

PERATURAN – PERATURAN PENGGUNAAN PERKHIDMATAN BAS KAMPUS UPM

RULES & REGULATION ON UPM BUS SERVICE

Semua pelajar dan staf yang menggunakan perkhidmatan bas kampus tertakluk kepada peraturan - peraturan tertentu. Peraturan-peraturan tersebut adalah :-

Students and Staff using the bus service need to follow some rules and regulations. The rules and regulations are as follows:-

- a) **Pelajar-pelajar perlu memakai dan mempamerkan kad matrik semasa menaiki bas upm. Kegagalan memakai dan mempamerkan kad matrik akan menyebabkan anda tidak dibenarkan menaiki bas kampus.**
All Student are required to wear UPM metric card while boarding the UPM Bus.
- b) **Bagi Pelajar program Eksekutif, Master, PHD, pelajar antarabangsa dan staf UPM yang menggunakan perkhidmatan bas kampus, anda diwajibkan membeli pas bulanan berharga RM 15.00 sebulan di Kuanter Bendahari III, Tingkat Bawah Bangunan Pentadbiran UPM pada waktu Pejabat. Pas bulanan tersebut hendaklah ditunjukkan kepada pemandu dan pegawai bertugas semasa anda menaiki bas di dalam dan di luar kampus. Kegagalan menunjukkan pas bulanan tersebut boleh menyebabkan anda tidak di benarkan menaiki bas kampus.**
International students are required to purchase a monthly buy pas for only RM 15.00 available at the Bursar Payment Counter, Ground Floor, Main Administration Building UPM. With a valid pass, Students could use the UPM bus service for unlimited times in a month. Please show the bus pass to the bus driver while getting on the bus.
- c) **Jika didapati ada di antara pelajar yang melakukan penipuan dengan cara apa sekalipun semasa menaiki bas kampus, tindakan tatatertib akan diambil oleh pihak Universiti Putra Malaysia.**
Disciplinary action will be taken to students who are caught cheating (e.g : Forging the bus pass or taking bus ride without valid bus pass). The students' family members or friends are not allowed to take the bus ride.
- d) **Pemeriksaan akan dilakukan dari semasa ke semasa oleh pegawai – pegawai yang telah dilantik dan pemandu yang bertugas bagi pihak Universiti Putra Malaysia bagi tujuan pemantauan dan pemeriksaan.**
Checking would be made from time to time by officers has been appointed and driver work for University Putra Malaysia for monitoring purpose.
- e) **Pelajar – pelajar perlu bijak mengatur masa perjalanan semasa menggunakan perkhidmatan bas kampus. Elakkan dari keluar saat – saat akhir bagi mendapatkan bas kampus ke dewan kuliah/Fakulti.**
Students are advised to plan their daily bus trip according to the official schedule issued by the Transportation Unit. Avoid catching the bus last minute and be sure of which bus to take to your campus destination or you will be late for your lecture. The Transportation Unit is not responsible to students of being late to lectures or missing classes, appointments, meetings, etc. If you missed the bus and late for lecture, you are advised to secure a taxi or other means of transportation to the campus.
- f) **Perkhidmatan bas kampus akan diberhentikan sementara pada setiap hari Jumaat mulai jam 1.00 petang dan akan disambung semula pada jam 2.30 petang bagi membolehkan pemandu – pemandu yang beragama islam pergi menunaikan Solat Fardhu Jumaat. Bas akan disediakan untuk membawa pelajar-pelajar yang beragama islam ke Masjid Universiti Putra Malaysia mulai jam 1.00 Petang dan akan balik semula pada jam 2.30 petang (Bas akan menurunkan dan mengambil semula pelajar yang ke masjid di Hentian Bas Fakulti Bahasa Moden dan Komunikasi).**
UPM bus transports muslim students (male) to the mosque every Friday for prayer from 1.00 PM. For students to return to the colleges the bus service commences from 2.30 PM and the pickup station is at Faculty of Languages and Communication. However, bus services to other destinations will be discontinued temporary from 1.00 PM to allow Friday prayer and bus will resume service at 2.30 PM.
- g) **Sebarang bentuk kekerasan , ancaman kepada penumpang lain serta aktiviti menyeluk saku adalah DILARANG sama sekali. Tindakan tatatertib akan dikenakan sekiranya perkara ini dilaporkan kepada pihak Universiti.**

Threats of bodily harm, harassment at anyone and pickpocket activity on the university bus are strictly prohibited and will be reported to University officials for disciplinary actions

- h) **Sekiranya berlaku kesesakkan lalu lintas, kemalangan, bencana alam, dan kerosakkan kenderaan, perkhidmatan bas kampus tidak akan menepati masa yang ditetapkan.**

In the event of traffic congestion, accidents, natural disasters, and damage to the vehicle, the campus bus service will not meet the prescribed time

ADUAN PELANGGAN CUSTOMER COMPLAINT

Sebagai sebuah Seksyen yang memberikan mutu perkhidmatan yang baik kepada setiap pelanggan, adalah menjadi hasrat UPM untuk sentiasa meningkatkan lagi mutu perkhidmatan tersebut agar lebih cekap, berkesan serta mesra pelanggan. Untuk mencapai hasrat tersebut, maklumbalas tuan/puan amat kami hargai.

The service section aspires to provide good service to all its clients. We would like to hear from you so that we may continue to improve on our services. Your feedback is highly appreciated.

Antara objektif kami adalah untuk memberi kepuasan kepada pelanggan melalui perkhidmatan yang efisien dan sistematik. Tuan/puan adalah dialu-alukan untuk bertanya, memberi cadangan atau aduan mengenai perkhidmatan operasi kami. Sebarang aduan boleh dibuat melalui :-

If you have any comments, concern, complaints or compliments about the UPM bus services or its employees, you may:-

Borang aduan dan maklum balas pelanggan secara bertulis menggunakan borang UPM/HEPA/PENT/B003 dan diserahkan kepada alamat berikut :-

Put it in writing using the customer complaint and feedback form (UPM/HEPA/PENT/B003) and send it to the following address:-

| | |
|--|---|
| <i>Ketua, Seksyen Kebajikan, Kemudahan & Kesejahteraan Pelajar, Bahagian Hal Ehwal Pelajar, 43400 UPM Serdang, Selangor.</i> | <i>Head, Student Affairs Division, Universiti Putra Malaysia, 43400 UPM Serdang, Selangor</i> |
|--|---|

Pertanyaan dan aduan melalui panggilan telefon ke Seksyen Kebajikan, Kemudahan & Kesejahteraan Pelajar di talian.

Tel : (03-89472092 / 2094 / 1317 / 1334) Fax : (03-89472091).

Call the Transportation Service Section at (03-89472092 / 2094 / 1317 / 1334) or send a fax to 03-89472091

Hadir sendiri ke Pejabat Seksyen Kebajikan, Kemudahan & Kesejahteraan Pelajar dan berhubung dengan Pegawai yang bertanggungjawab.

Visit the office of the Transportation Service Section and speak with the officer in-charge.

Segala aduan yang tidak mengikut kaedah dan saluran seperti di atas adalah dianggap tidak sah dan boleh diragui kesahihannya.

All complaints channeled through mean other than those indicated above will be considered invalid and is considered in term of the reliability of the information given.



UPM
UNIVERSITI PUTRA MALAYSIA
BERILMU BERBAKTI

***JADUAL MASA PERKHIDMATAN
BAS KAMPUS UPM
TIME SCHEDULE FOR UPM BUS SERVICES
SESI / SESSION 2015/2016***

DISEDIAKAN OLEH :
PROVIDED BY :

SEKSYEN KEBAJIKAN, KEMUDAHAN & KESEJAHTERAAN PELAJAR
BAHAGIAN HAL EHWAL PELAJAR
SECTION OF STUDENT'S WELFARE, FACILITIES & WELLNESS
STUDENTS AFFAIR DIVISION
UNIVERSITI PUTRA MALAYSIA