

User's Guide For DPS Appeal

Appeal Process

Any appeal of the sanction must be lodged within seven (7) working days of the Sanction Notice. To lodge an appeal of the sanction, the offender has to make an Appeal Request via the following website: <https://www.jurongportonline.com/JPPASS/main>.

The result of the appeal request will be made known to the offender through SMS and mail. The decision of the appeal committee is Final.

Step 1 – Making Appeal Request

a) Select “Appeal Request” under Demerit Points System as shown in Fig 1.

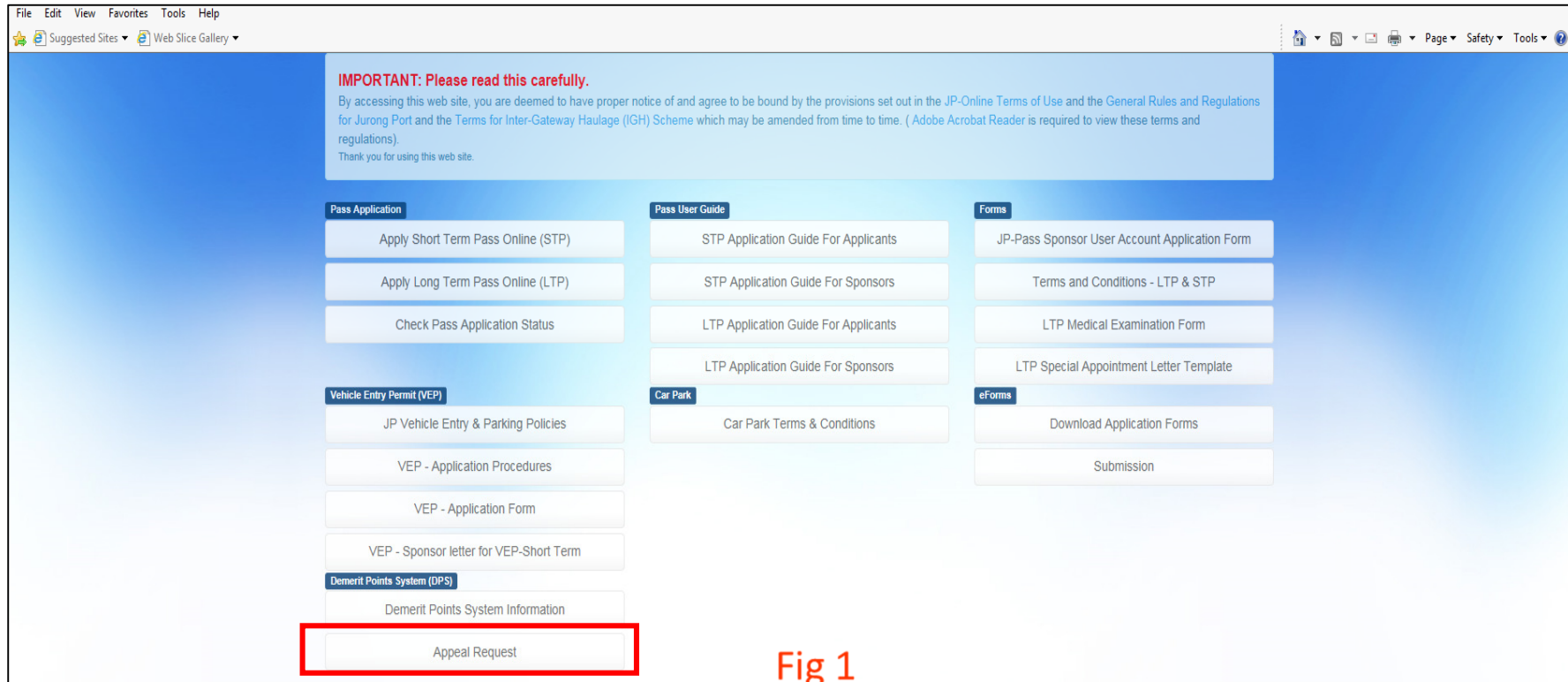


Fig 1

b) For Individual's Offence Appeal Request (Refer to Fig 2):

- 1) Appeal Type – Select “Individual” from the dropdown list;
- 2) Notice Serial No – Key in the Sanction Serial No;
- 3) Company Code / Identification No – Key in the NRIC No / Fin No;
- 4) Then click the “Add” Button

c) For Company's Offence Appeal Request (Refer to Fig 2):

- 1) Appeal Type – Select “Company” from the dropdown list;
- 2) Notice Serial No – Key in the Sanction Serial No;
- 3) Company Code / Identification No – Key in the Company Code;
- 4) Then click the “Add” Button

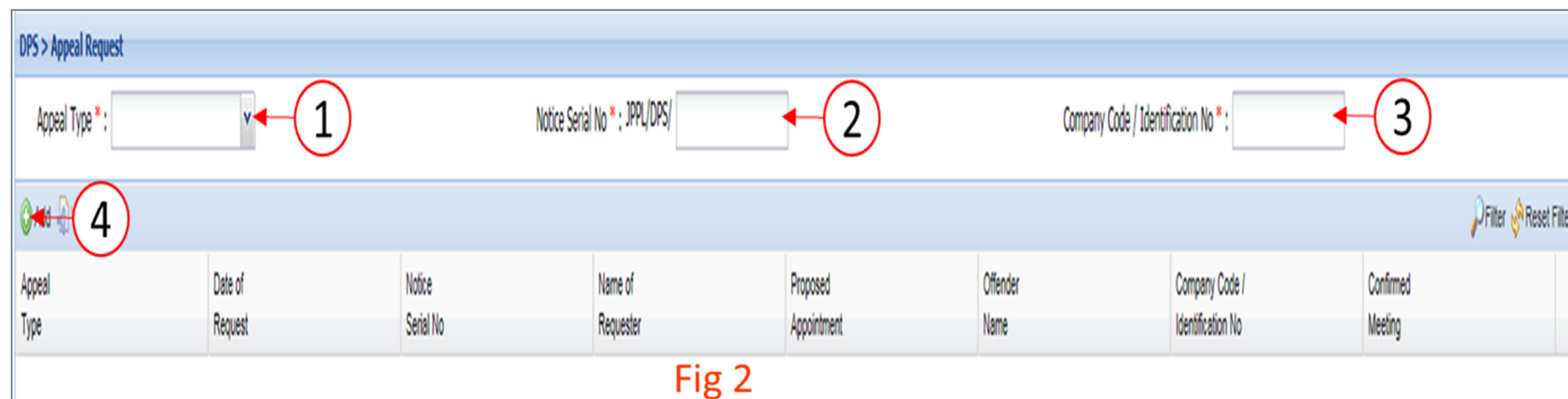


Fig 2

Step 2 – Filling Appeal Request Template

a) For Individual / Company Appeal Request (Refer to Fig 3):

- 1) Name of Requestor – Enter the Name of the person who raise the request:
- 2) Designation – Enter the designation of person who raise the request;
- 3) Contact No – Enter the Handphone number (**Important** : Confirmation of the appeal meeting / Appeal Result will be notify via this contact number)
- 4) Email – Enter the email address (**Important** : Confirmation of the appeal meeting / Appeal Result will be notify via this contact number)
- 5) Proposed Appointment : Enter the proposed date / time (**Important** : subject to the availability of the Person- in-charge)
- 6) Name of Offender : Enter the Name of offender
- 7) Appeal Reason : Enter the reason for the appeal (**Important** : if the appeal reason is too lengthy, you may attached it as a document)
- 8) Attach Document: Attach any document if any for supporting the appeal request.
- 9) After filling in all fields, submit the Appeal Request.

Individual Appeal Request

Date of Request : 14/06/2017 Notice Serial No : JPPL/DPS/T0075

Name of Requester * : Designation * :

Contact No * : Email * :

Proposed Appointment * : 19/06/2017

Proposed date & time of appeal appointment must be at least 3 working days from the date of request, confirmation of appointment will be notified by email / phone.

Personnel Detail

Name of Offender * : Identification No : S1809047C

Appeal Reason * :

Attachments

Attach Document(s)

Submit Cancel

Fig 3

Confirmation of Appeal Request

Upon the confirmation of the appeal meeting by the relevant DPS Administrator, an Email & message stating the date & time of the appeal meeting will be send to the appeal requestor. The company representative and the offender will have to attend the appeal meeting before processing the appeal request.