



BAHAGIAN REGULATORI FARMASI NEGARA (NPRA)
KEMENTERIAN KESIHATAN MALAYSIA

BORANG ADUAN PRODUK KOSMETIK BERNOTIFIKASI
NOTIFIED COSMETIC PRODUCT COMPLAINT FORM

Kepada/ To:

Seksyen Surveilans dan Aduan | *Surveillance and Complaint Section*
Pusat Komplians dan Kawalan Kualiti | *Centre of Compliance & Quality Control*
Bahagian Regulatori Farmasi Negara | *National Pharmaceutical Regulatory Agency*
Kementerian Kesihatan Malaysia | *Ministry of Health, Malaysia*
Lot 36, Jalan Profesor Diraja Ungku Aziz, 46200 Petaling Jaya, Selangor.
Tel: 03 – 7883 5400 | Faks: 03 – 7957 1200 | Emel: aduankos@npra.gov.my

I. MAKLUMAT PRODUK/ PRODUCT PARTICULARS

Nama Produk/ *Product Name:*

Nombor Notifikasi/ *Notification Number:*

Tempat dan Masa Produk Dibeli/ *When & Where the Product was Purchased:*

II. BUTIRAN ADUAN/ COMPLAINT DETAILS

Jenis Aduan/
Types of Complaint

- | | |
|---|--|
| <input type="checkbox"/> Label/ <i>Labeling</i> | <input type="checkbox"/> Regulatori/ <i>Regulatory</i> |
| <input type="checkbox"/> Tuntutan Produk/ <i>Product Claim</i> | <input type="checkbox"/> Kesan Sampingan/ <i>Side Effect</i> |
| <input type="checkbox"/> Pembungkusan/ <i>Packaging</i> | <input type="checkbox"/> Campurpalsu/ <i>Adulteration</i> |
| <input type="checkbox"/> Kualiti/ <i>Quality</i> | <input type="checkbox"/> Iklan Produk Kosmetik / <i>Cosmetic Product Advertisement</i> |
| <input type="checkbox"/> Lain-lain (Nyatakan)/ <i>Others (Specify):</i> | |

Sampel Disertakan/
Sample Submission

- Ya/ *Yes* Tidak/ *No*

Deskripsi Aduan/
Complaint Description

III. MAKLUMAT PENGADU/ COMPLAINANT PARTICULARS

Nama Pengadu/
Name of Complainant

Tarikh Melapor/
Date of Reporting

Alamat/
Address

Alamat Emel/
Email Address

No. Telefon/
Contact No.

Kategori Pengadu/
Complainant Category

- Profesional Kesihatan/ *Healthcare Professional* Pengguna/ *Consumer*

- ❖ Sila sertakan sampel produk atau gambar produk yang diadu bersama-sama dengan borang ini, jika ada. Sampel yang diserahkan kepada NPRA tidak akan dikembalikan.
Please attach product sample or product image together with this form, if any. Sample submitted to NPRA will not be returned.
- ❖ Sila pastikan borang diisi dengan lengkap supaya siasatan lanjut dapat dijalankan, hanya borang yang lengkap sahaja akan diproses.
Please ensure the form is fully completed for further investigation, only completed form will be processed.
- ❖ Sebarang pertanyaan atau maklumat lanjut, sila emel kepada aduankos@npra.gov.my.
For further info or enquiries, please email to aduankos@npra.gov.my