



**Services such as E-Khidmat will allow the public to pay summonses and apply for driving licences online, which will help reduce queue lines at the counters.**

# Public sector tech plans to expand

**By Rozana Sani**

**T**HE adoption of information and communications technology (ICT) in the public sector will be expanded widely, both in terms of online delivery channels and infrastructure development.

This is in line with the maxim for the public service this year, which is to institutionalise a consistent quality and turnaround time of service across all 28 Ministries, over 750 agencies and 144 local councils in 13 States and the Federal Territory nationwide.

According to Chief Secretary-General Tan Sri Mohd Sidek Hassan, the deployment of ICT is key to supporting the public sector mantra of *One Service, One Delivery, No Wrong Door*.

"The emphasis, focus and efforts for 2008 is replicating our success at improving delivery standards as promised in 2007 across all Ministries, agencies, departments and local authorities," he said in his recent paper

entitled *The Malaysian Public Service Commitments 2008*.

To encourage online transactions, the Government will set up more online delivery channels to speed up current methods of doing things. A key initiative will be the Business Licensing Electronic Support System, a one-stop portal for the application, monitoring and approval of business licences that will eliminate the need to go through various agencies. It aims to reduce red tape and make it easier to do business in the country.

E-payments involving Government agencies also will be expanded to cover a wider array of transactions through Internet banking and credit card payment.

E-Perolehan, for example, will ease procurement and payment to even more contractors this year while E-Khidmat will facilitate online payment of summonses, driving licence applications, bill and assessment charge payments, queries on the status

of insolvency and closing of businesses.

The Government's SMS Gateway will offer services such as payments and enquiries as well as information on approvals and reminders while E-Lodgement will further facilitate the registration of companies and businesses.

Then there is the E-Kadaster project, which uses global positioning system to expedite the issuance of landed and strata titles. And the already announced 999 One Country, One Number system will be strengthened further to ensure citizens have efficient and fast access to emergency services.

As for the National Broadband initiative, the expansion of the project will provide the necessary infrastructure to support services to citizens and businesses.

There is also the National Single Window initiative, which is expected to enable seamless submission of documentation for exports and imports.