

## 27/03/2007 : JPJ promises faster, hassle-free service for all road users

By PANG HONG YEE (Source - thestar.com.my)



Deputy Director of JPJ  
Solah Mat Hassan

THIS was a typical scenario not too long ago: People waiting in line to pay their traffic summonses, renew driving licences or uplift their suspended licences – in an overcrowded office building where only a few counters are running.

But the scene is fast changing, and many are now feeling the revolution that is slowly transforming the way the Road Transport Department (JPJ) is interfacing with the public and other relevant institutions.

For a start, the country's 10.35 million registered drivers will not have to queue at JPJ or Pos Malaysia counters to renew their competent driving licences (CDLs) – starting next month. They may do so via 25 of the 110 testing centres available throughout the country.

And as prove of renewal, you get a receipt just like an ATM transaction and the renewed licence will be sent to you by post!

Not too far in the future from now, drivers can even do it at home via the Internet and pay with their credit card – this saves you whole lot of trouble.

The kiosks in training centres are currently able to process the application (and renewal) of new learner's driving licences (LDLs) and to check for JPJ and police summonses.

Even more, since last month, the department embarked on a pilot project to inform drivers to renew their driving licences and commercial vehicle road taxes, two months prior to expiration.

The first batch of 5,000 snail mail has already reached its recipients in the Klang Valley.

Soon, besides posting the list of expiring driving licences in its webpage (<http://www.jpj.gov.my/>), JPJ is also finding other ways to remind drivers by short messaging service (SMS) and ATM machines – among many other futuristic paperless initiatives from the department!

With a total of 532 types of services offered (JPJ is believed to be the only public agency that carries the highest number of services in the civil sector), the department deals with everything related to cars, buses, motorcycles, vans, lorries – basically all kinds of road-dependent vehicles – and the people who man these vehicles.



There are many challenges ahead of the Road Transport Department, one of the most transaction-intensive based Government agencies in the country.

"We are here to make sure all that all the vehicles used today are technically road-worthy and the drivers, competent. We are the enforcers, we do the licensing and registration, and we provide the technical guidelines (for the vehicles)," said the Deputy Director of JPJ Solah Mat Hassan in his office within JPJ's red-bricked Putrajaya headquarters.

"We performed a total of 32.3 million transactions last year from our 978 JPJ counters all over the country, which translates to an average of 88,474 transactions a day.

"And we deal with a multitude of customers, who range from car owners, drivers and public and commercial transport companies to financial and insurance institutions, carmakers, distributors, as well as driving schools and institutes – every day," he said.



"We are 'eletronising' and tightening a number of our work procedures and policies under the Electronic Government initiative, to enhance accessibility and augment the speed of processing.

"Besides that, we also conduct regular training to keep our staff informed, and commenced Smart Partnerships with other agencies like Pos Malaysia, the Customs Department, Ministry of International Trade and Industry, local authorities and PUSPAKOM (Pusat Pemeriksaan Kenderaan Berkomputer Sdn Bhd) to fine tune our service delivery. And now, greater progress is seen with the introduction of new e-services, which the public may appreciate," he said.

Since 2001, under the vision of meeting the high expectations and demands of the public to refine its services, JPJ embarked on an industrious effort to ramp up its ICT-enabled applications – something novel that has not been done since 1993.

"Recent inclusions in our scope of e-applications include NIK (Nombor Identifikasi Kenderaan), designed to curb car registration fraud by automatically generating information of newly-made cars strictly from carmakers; NIKi (Nombor Identifikasi Kenderaan Import), to curtail illegal importation of foreign cars by registering imported cars at the port; eDaftar, to be implemented in conjunction with NIK and NIKi, where car buyers' details, insurance and other ownership details are verified by car distributors before the vehicle is registered; eInsurans, to do away with producing one's vehicle insurance cover note before renewing their road tax; eHakmilik, for absolute accuracy in vehicle ownership claims; eKastam, for direct link with the Customs Department for verification of excise duty declarations before a car is registered; eDriving for input of vehicle learning records; ePuspakom for vehicle inspection updates; Automatic Vehicle Screening System for regulation of foreign vehicles in the country; and many more," Solah said.

These applications (as well as others in progress) will be beefed up in the very near future. Though unseen in the public eye, the department is striving hard to provide the best and most avant-garde services in the long run.

LIST OF SERVICES BY JPJ	
Services	Access channels
<ul style="list-style-type: none"> <li>• Change of vehicle ownership.</li> <li>• Application for commercial vehicle licenses.</li> <li>• Application for replacement of registration card.</li> <li>• Renewal of permits for driving schools and institutes (PIM, SKIM and SPIM).</li> <li>• Application for International Driving Permits (IDP).</li> <li>• Application for commercial vehicle plates.</li> <li>• Renewal of commercial vehicle plates.</li> </ul>	<ul style="list-style-type: none"> <li>• Manual application via forms available in <a href="http://www.jpj.gov.my">www.jpj.gov.my</a>.</li> <li>• Submission of forms and relevant supporting documents at JPJ counters and branches.</li> <li>• Only cash payment is accepted at JPJ service counters and branches.</li> </ul>
<ul style="list-style-type: none"> <li>• Checking of blacklisted offenders and vehicles issued by police and JPJ.</li> <li>• Payment of summonses.</li> </ul>	<ul style="list-style-type: none"> <li>• Checking is done via JPJ's online portal: <a href="http://www.jpj.gov.my">www.jpj.gov.my</a>.</li> <li>• Online credit card payment can be done via Electronic Government Service Providers as follows: <a href="http://www.rilek.com.my">www.rilek.com.my</a>, <a href="http://www.myeg.com.my">www.myeg.com.my</a>, <a href="http://www.eservices.com.my">www.eservices.com.my</a></li> <li>• Other forms of payment can be made at JPJ and Pos Malaysia branches in the form of cash, wang pos, bank drafts or checks.</li> </ul>
<ul style="list-style-type: none"> <li>• Renewal of road tax, Competent Driver's License (CDL), Learner's Driving License (LDL) and vocational licenses.</li> <li>• Application for LCL.</li> <li>• Conversion of Probationary Driving License (PDL) to CDL.</li> <li>• Tender for car registration numbers.</li> </ul>	<ul style="list-style-type: none"> <li>• Renewal is done at JPJ and Pos Malaysia counters.</li> <li>• Application for LDL can be made at kiosks in Pusat Ujian (Test Centres) for online theory tests (approved sites). It can also be done at selected driving institutes and JPJ branches.</li> <li>• Renewal of road tax by credit card can be made at various JPJ branches.</li> <li>• Enquiries on CDL expiry dates can be made via JPJ's online portal: <a href="http://www.jpj.gov.my">www.jpj.gov.my</a>.</li> <li>• Conversion from PDL to CDL can only be done at JPJ branches.</li> <li>• Renewal of CDL on MyKad can be done at various JPJ state branches.</li> <li>• Bidding for special car registration numbers is carried out manually at JPJ state branches.</li> <li>• The most current car registration number series are available for viewing at the respective JPJ branches and via <a href="http://www.jpj.gov.my">www.jpj.gov.my</a>.</li> </ul>

"Our most ambitious project yet is to allow databases from our department, the Commercial Vehicle Licensing Board (CVLB) and the police to 'talk' in realtime," Solah said.

"The resultant ICT system has to be reliable, with no room for mistakes, as we are talking details on our existing 15.79 million vehicles and 10.35 million drivers. And these figures are climbing every year. Hence, as much as we would like to get things done, we are also very careful as we take security very seriously," he confessed.

But for sure, the JPJ is spending a huge amount on boosting its existing electronic procedures, inclusive of the transference of its existing data centre in Kuala Lumpur to a spanking new facility in Cyberjaya.

Challenges ahead are aplenty, though, for this agency, one of the most transaction-intensive based agencies in the country.

Besides having to meld age-old propriety systems with emerging IT technologies, the agency also has to grapple with a dynamic balance with control and flexibility in its multifaceted working procedures, not to mention, the protection of its high-value mission critical information.

"This is an uphill battle. Our plan for the future is to integrate every imaginable operation into a seamless entity for ease of maintenance and monitoring," explained Solah.

"And we are getting there, although for sure there is a long learning curve ahead."

In short, there is a long list of "to dos" in the department's wish list, and they have desire to take it on – one by one. Malaysians will know, in due time.

• For further information of the RTD's scope of services, complaints and queries, please call 03-8886 6513. To access the department's latest electronic procedures, please log on to either <http://www.eservices.com.my/>; <http://www.rilek.com.my/>; or <http://www.myeg.com.my/>.