

## 26/06/2007 : The path to enhancing efficiency

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E-Services is one of the pilot applications the Government has embarked upon to demonstrate how Information and Communications Technology can be exploited for the benefit of the public – delivered via the latest and most convenient ways, the Internet, kiosks and the ever-mobile handphone.

It's in sync with the Government's wish to enhance the efficiency, effectiveness, productivity and the overall quality of public services.

The Road Transport Department (JPJ) is the prime agency allotted the task of transforming this project into reality, along with Tenaga Nasional Berhad (TNB) and Telekom Malaysia Berhad (TM).

In 2002, the scope of E-Services was broadened to include services from four other Government agencies – the Polis DiRaja Malaysia (PDRM), Dewan Bandaraya Kuala Lumpur (DBKL), Jabatan Insolvency Malaysia and Jabatan Pendaftaran Negara (JPN).

The implementation of E-Services marked the start of the e-commerce era in the Government sector – a catalyst of a new culture that promotes the familiarisation of public services, electronically.

It's actually the Government's way of placing emphasis on its "citizen to Government" ethos.

Based on the "build, operate and own" model, the four consortia appointed by the Government to execute this project consists of a Gateway Provider and three Service Providers, the eight services provided under the E-Services umbrella include:

- Checking and payment of JPJ summonses;
- Checking and payment of PDRM summonses;
- Scheduling and sitting for the Highway Code Test (computerised theoretical test);
- Issuance of Learner's Driver Licence (LDL);
- Checking and payment of electricity bills;
- Checking and payment of telephone bills;
- Checking and payment of DBKL compounds;
- Checking of bankruptcy status for individuals and companies.

Internet wise, E-Services is available via the three portals, namely <http://www.eservices.com.my/>, <http://www.rilek.com.my/> or <http://www.myeg.com.my/>. But you can also get hold of E-Services via the 38 kiosks located throughout the peninsula at JPJ's approved testing sites, among the 111 testing centres in operation all over the country.

For a start, checking and payment of traffic summonses by PDRM can now be carried out via short messaging service (SMS), as well as checking the expiry of one's driver's licence and KEJARA demerit points – for a fee of just RM1, by typing JPJIC number (not hyphenated) and sending to 32252.

Other services will also follow suit, soon. Simple things like renewal of one's Probationary Driver's Licence, renewal of advertisement and premise licences; transferring of driver's licence and passport information into MyKad and application for replacement of MyKad will also come under the synergy of E-Services.

Currently, services are charged using credit cards and direct debit, but payment methods shall proliferate to the use of debit cards, MyKad, MEPS Cash and other forms of convenient payment to make E-Services as easily accessible as possible.

In time, the multi-pronged service enhancement benefits of E-Services shall encapsulate the public sector, bridging the gap between the Government and its people.

From the public's eye, these multi-access channels of various agencies will make transactions a whole lot easier – and more enjoyable – by being available 24/7, without the queue.

On the other side of the spectrum, E-Services will up the ante on service delivery, in line with the Government's "customer-centric" mission – besides increasing revenue generation sources and saving costs on administration for counter service.

Isn't it high time that Malaysians step up to the challenge of a more ICT-based relationship with its Government? Let's face it, queueing is no fun.