

HOME / MALAYSIA

JPJ, Immigration in pilot project to improve govt delivery system, says chief secretary to the govt

Monday, 09 Nov 2020 06:06 PM MYT



Chief Secretary to the Government Tan Sri Mohd Zuki Ali said the pilot project, which would be carried out for six months starting this month, would focus on enhancing end-to-end (E2E) service, improving workflow and reducing counter service. — Picture by Sayuti Zainudin

PUTRAJAYA, Nov 9 — The Road Transport Department and Immigration Department have been selected to participate in a pilot project to improve government delivery system post Covid-19, said Chief Secretary to the Government Tan Sri Mohd Zuki Ali.

He said the pilot project, which would be carried out for six months starting this month, would focus on enhancing end-to-end (E2E) service, improving workflow and reducing counter service.

He added that both agencies were chosen as they were the frontliners in providing direct and high-impact services to the people and business community.

“Through this pilot project, it is hoped that the service for the people could be further expedited and facilitated, to reduce the number of visitors for counter service and increase consumer’s satisfaction,” he said.

Mohd Zuki said this in his speech when launching the Pilot Project on Government Delivery System Towards Embracing the New Norms Post Covid-19 here, today.

Meanwhile, the Malaysian Administrative Modernisation and Management Planning Unit (Mampu) in a statement said it was directed to outline and coordinate the strategies for the post-Covid-19 government delivery system.

“Focus would be on digitalising the service delivery by leveraging on Industry 4.0 which leads to E2E service,” the statement said.

It added that the government aimed to increase the service delivery rate by 40 per cent by end of this year, compared to 2019 target of 20.2 per cent for full E2E service. — Bernama



IN MALAYSIA

JUST IN POPULAR

13 minutes ago

Sarawak State Legislative Assembly to consider lowering eligibility age of elected members to 18



32 minutes ago

Cop pierced in abdomen, arm by wall spikes during Kuching illegal casino raid



illegal casino raid

39 minutes ago

Sarawak senator urges Putrajaya to allow states to decide on school closures...



43 minutes ago

Sarawak cops arrest two, seize shotgun and other weapons from car during raid



50 minutes ago

Covid-19: Sarawak DAP chief questions separate SOPs on mandatory quarantine for...



58 minutes ago

No need to 'school' CM on when to hold polls, Sarawak rep tells state opposition





Malaysia's Favourite Property Marketplace