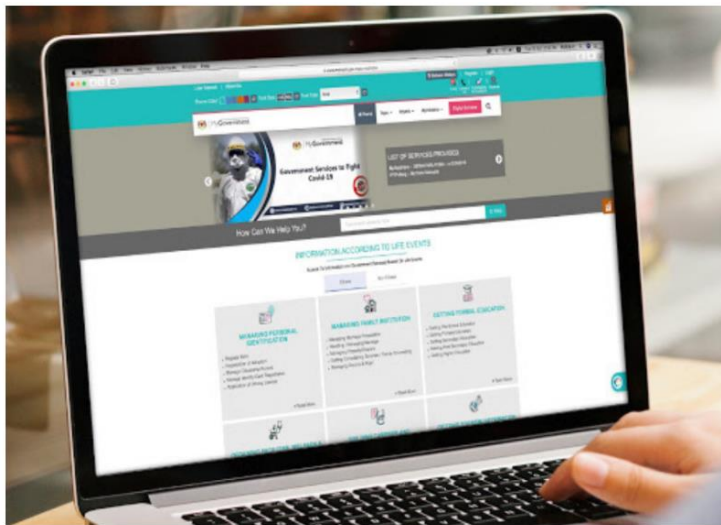


From birth registrations to healthcare - MyGovernment Portal aims to be a single gateway for all online services

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By **Fionaa Kessler** - October 14, 2020 @ 12:16pm



From registering birth, applying for schools, to getting married, the MyGovernment Portal has all the relevant information in one place. - MyGovernment Portal

MyGovernment Portal is being redesigned and developed to become a single gateway to all government and online services based on life events, like birth registrations, school applications, tourism, healthcare, and marriage.

An initiative managed by the Malaysian Administrative and Management Planning Unit, as well as the Prime Minister's Department, the portal has already generated information for nine groups of life events:

- Getting Formal Education;
- Obtaining Facilities, Welfare & Healthcare;
- Building Careers and Retirement;
- Managing Family Institution;
- Getting Tourism Information;
- Managing Business;
- Managing Personal Identification;
- Managing Finance and Taxation;
- Getting IT and Digital Information.

This portal also aims to improve the quality of the government's online service delivery, as well as to enhance the integrity and transparency of the government.

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Since 2003, the Malaysian government has been digitising documents, producing static information, developing and generating services online by providing downloadable forms and simple online applications. Additionally, they have also been developing online transactions for services offered such as registrations, renewals, and payments in a bid to go digital.

The goal is to eliminate face-to-face interactions, and to have an end-to-end online service using any type of device. This strategic initiative is expected to bring a positive impact to citizens from different sectors of society.

The MyGovernment Portal has also taken on various efforts towards enhancing the performance of a 'digital government', such as providing a Single Sign-On (SSO) platform that will enable citizens to access multiple services using a single identification and password.

The benefits that are expected to come out of this initiative include:

- Personalised user experience for more effective, efficient, uniformity and user-friendly services
- Citizen-centric and a 'Life Events' approach to fulfill the needs and improve citizens' satisfaction
- Empower trust, confidence and more transparent online transactions
- Global competitiveness

Visit the MyGovernment Portal [website](http://www.malaysia.gov.my) for more information.

