MALAYSIA PRODUCTIVITY CORPORATION (MPC)
PROPOSAL FOR BOARD OF MANAGEMENT

EXECUTIVE SUMMARY

TITLE	:	Execution of the mandate Initiative 2.1.6 in National Anti-Corruption Plan (NACP) to establish a strong and effective mechanism in the issuance of permits and licensing in Malaysia (2020)

OBJECTIVE	:	1. To ensure that all federal ministries and agencies, state governments and local authorities managing licensing regimes to:
		  i. Publish guidelines for license applications and fees payment processes with established Client Charter;
		  ii. Upload the guidelines on the Ministry/ Agency's websites which are accessible for reference by applicants;
		  iii. Ensure that stakeholders are involved in the process of establishing the guidelines so that the requirements identified are clear, unambiguous and easy to understand by the stakeholders.
		2. To ensure that licensing and payment systems are fully implemented online to enhance transparency and to eliminate opportunities for corruption.
		3. To monitor, analyze and assist the regulators in resolving issues arising.

EXPECTED OUTCOME	:	1. Establish a Unified Guideline Repository (UGR) which will ensure that sound governance policies and practices are embedded. 2. Help improve business ecosystem and support the private sector to expand economic activities. 3. Stocktaking report / Recommendations Report / Strategic Implementation Plan on improving good governance.
DATE	:	July - December 2020
TOTAL COST	:	**RM320,000.00**
BUDGET	:	Development Budget – Modernizing Business Regulation (MBR)
PROPOSAL BY	:	Productivity and Competitiveness Development (PCD) Division
COMMENTS/ SIGNATURE BY ACCOUNTANT	:	
COMMENST/ SIGNATURE BY PCT	:	

MALAYSIA PRODUCTIVITY CORPORATION (MPC)
PROPOSAL FOR BOARD OF MANAGEMENT

1.0 Purpose

The purpose of this proposal paper is to request approval from the Board of Management (BOM) to undertake the project on execution of the mandate Initiative 2.1.6 in National Anti-Corruption Plan (NACP) to establish a strong and effective mechanism in the issuance of permits and licensing in Malaysia (2020) using amount of RM320,000 from Modernizing Business Regulation (MBR) Budget**.**
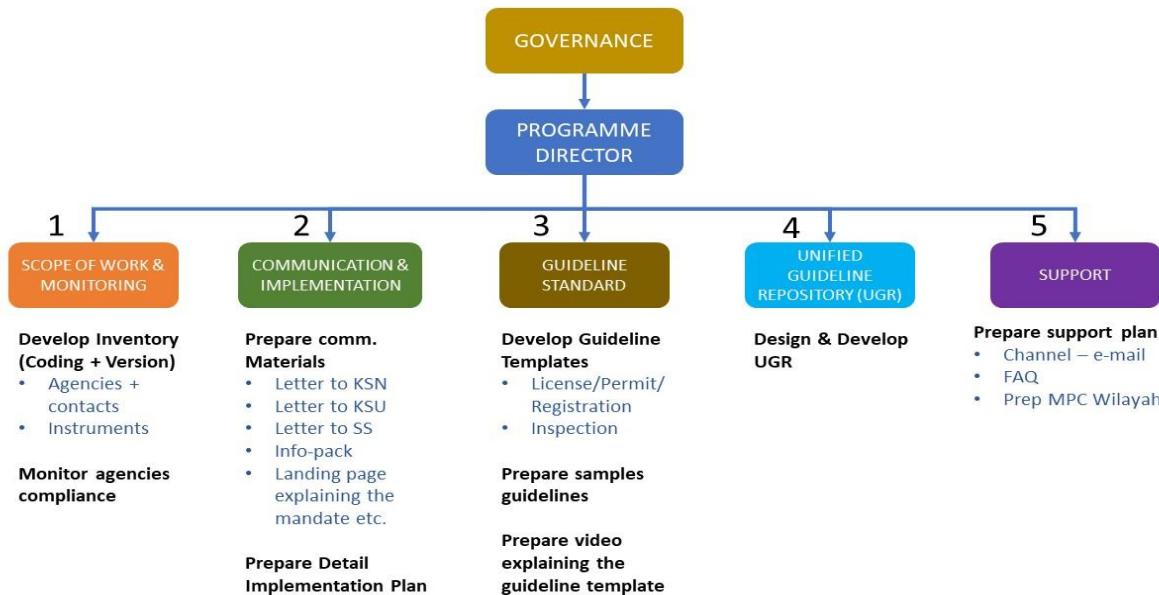
2.0 Background

Media Statement released on 25th June 2020 by Prime Minister Office after The Special Cabinet Committee on Anti-Corruption Meeting (JKKMAR) Series 12 No. 2/2020 has endorsed the recommendation by Malaysia Productivity Corporation (MPC) for all ministries and agencies responsible with licensing (licenses and permits) to publish online their respective license application guidelines for public information. The aim is to be more transparent in managing permits and licenses thereby enhancing integrity and reducing corrupt practices.

3.0 Objective

3.1 To ensure that all federal ministries and agencies, state governments and local authorities managing licensing regimes to:

   i.   Publish guidelines for license applications and fees payment processes with established Client Charter;
   ii. Upload the guidelines on the Ministry/ Agency's websites which are accessible for reference by applicants;
   iii. Ensure that stakeholders are involved in the process of establishing the guidelines so that the requirements identified are clear, unambiguous and easy to understand by the stakeholders.

3.2 To ensure that licensing and payment systems are fully implemented online to enhance transparency and to eliminate opportunities for corruption.

3.3 To monitor, analyze and assist the regulators in resolving issues arising.

4.0 Project Governance/ Taskforce

MPC has established a taskforce to execute this mandate. This taskforce will lead by a Programme Director and divided into 5 streams to focus on specific scope of work.

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                    GOVERNANCE
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                        ▼
                   PROGRAMME
                    DIRECTOR
                        │
   ┌──────────┬─────────┼──────────┬──────────┐
   1          2         3          4          5
SCOPE OF    COMMUNI-  GUIDELINE  UNIFIED    SUPPORT
WORK &      CATION &  STANDARD   GUIDELINE
MONITORING  IMPLEMEN-            REPOSITORY
            TATION               (UGR)
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1 — SCOPE OF WORK & MONITORING

Develop Inventory (Coding + Version)
- Agencies + contacts
- Instruments

Monitor agencies compliance

2 — COMMUNICATION & IMPLEMENTATION

Prepare comm. Materials
- Letter to KSN
- Letter to KSU
- Letter to SS
- Info-pack
- Landing page explaining the mandate etc.

Prepare Detail Implementation Plan

3 — GUIDELINE STANDARD

Develop Guideline Templates
- License/Permit/ Registration
- Inspection

Prepare samples guidelines

Prepare video explaining the guideline template

4 — UNIFIED GUIDELINE REPOSITORY (UGR)

Design & Develop UGR

5 — SUPPORT

Prepare support plan
- Channel – e-mail
- FAQ
- Prep MPC Wilayah

Governance	:	Dato' Abdul Latif Haji Abu Seman	Director General
		Tn. Hj. Ab Rahim Yusof	Deputy Director General
		En. Zahid Ismail	Deputy Director General
		En. Suhaimi Hamad	Director
		Pn Wan Fazlin Nadia Wan Osman	Director
		Pn. Zulaifah Omar	Director
		En. S Sugumar	Director
		En. Mohammed Alamin Rehan	Deputy Director
		En. Mohamad Muzaffar Abd Hamid	Deputy Director
		Pn. Sawiah Abdul Samad	Deputy Director
Project Director	:	En. Mohamad Azrol Mohamad Dali	Deputy Director
Secretariat	:	En. Mohd Hilmi Mohd Idris	Manager
		Pn. Anis Marina Abd Wahab	Assistant Manager
Team 1 Scope of Work & Monitoring	:	Pn. Norliza Binti Ahmad	Manager
		En. Ahmad Harris	Manager
		YM Che YM Che Ku Amir Rizal	MPC Partner
		Dr. Illisriyani Ismail	MPC Partner
Stream 2 Communication & Implementation	:	Cik Rabiatul Hana Ishak	Assistant Manager
		Pn. Athirah Ishak	Assistant Manager
		Pn. Jamaliah Daud	MPC Partner
Stream 3 Guideline Standard	:	Pn. Mariatul Af-Ida Mohd Tajul Ariffin	Senior Manager
		En. Mohd Zulkifly Che Mohd Rawawi	Assistant Manager
		En. Goh Swee Seang	MPC Partner
		Dr. Izhar Che Mee	MPC Partner
Stream 4 Unified Guideline Repository (UGR)	:	Pn. Hafizoh Md Aris	Manager
		Pn. Melissa Ahmad Arshad	Manager
		Dr. Izhar Che Mee	MPC Partner
Stream 5 Support	:	Pn. Vimala R Muniandy	Assistant Manager
		Pn. Nuraizah Harun	Assistant Manager

5.0 Output

Stream	Scope of work/Activities	Output/Deliverables
Stream 1 Scope of Work & Monitoring	Develop Inventory (Coding + Version) • Agencies + contacts • Instruments Monitor agencies compliance (monitoring plan + indicators) Report to Governance Committee • Report template	List of Coded Agencies List of Coded Instruments Monitoring Plan & indicators Governance Reporting Template
Stream 2 Communication & Implementation	Identify and develop mailing list for communication plan Prepare and communicate official letter to the head of relevant federal and state government agencies Create and monitor landing page explaining the mandate, agencies role etc Prepare information pack to assist agencies in providing information Develop, implement and monitor detailed implementation/ communication plan	Offline and online communication materials Letters • Info-pack • Landing page Detailed implementation plan
Stream 3 Guideline Standard	Develop Guideline Templates that will facilitate the establishment of clear and unambiguous guidelines for • License/Permit/Registration • Inspection Prepare samples guidelines for agencies needing such assistance Prepare video explaining the use of guideline templates	Guideline Templates Samples of filled guidelines Self-explanatory video on how to produce a guideline
Stream 4 Unified Guideline Repository (UGR)	Design & Develop UGR (V1.0) System Go-Live System Support	Unified Guideline Repository
Stream 5 Support	Prepare support plan • Channel – e-mail • FAQ Prepare support plan to MPC Region Offices	• Email account & pre-developed communication messages • FAQ Briefing session to MPC Wilayah officers with materials

6.0 Expected Outcomes

5.1 Establish a Unified Guideline Repository (UGR) which will ensure that sound governance policies and practices are embedded.

5.2 Help improve business ecosystem and support the private sector to expand economic activities.

5.3 Stocktaking report/ Recommendations Report/ Strategic Implementation Plan on improving good governance.

7.0 Timeline

The works shall be completed within a period of **six (6) months** starting from July until December 2020.(refer **Appendix 1**).

8.0 Cost

Total estimated cost for the overall projects is RM320,000. Details of the costing as shown in Table 1.

No.	Item	Details	Total Cost (RM)
1.	Project Consultant and Panel of Experts (Technical Expert, Advisor, Facilitator)	RM2,000 (per/day) x 10 mandays x 7 consultants	140,000.00
2.	Engagement Meetings	RM300 x 20 Meetings	6,000.00
3.	Minutes Writer	RM1,000 x 20 Meetings	20,000.00
4.	Workshops	RM250 x 20 pax x 20 workshops	100,000.00
5.	Unified Guidelines Repository	Tracking/ Database	20,000.00
6.	Publication	Report/ Case Study/ etc.	10,000.00
7.	Communication Plan	Bunting/ Brochure/ Flyers/ Infopack	4,000.00
8.	Logistics	Transportation/ Accommodation	20,000.00
TOTAL			**320,000.00**

9.0 Approval from BOM

The approval of the Board of Management (BOM) is sought on the budget of **RM320,000** from Modernizing Business Regulation (MBR) Budget to implement the proposed project.

Prepared by: Reviewed by:

Anis Marina Abd Wahab   **Mohamad Azrol Mohamad Dali**
Assistant Manager   Deputy Director
Productivity and Competitiveness   Productivity and Competitiveness
Division (PCD)   Division (PCD)

Approved by:

Wan Fazlin Nadia Wan Osman
Director
Productivity and Competitiveness Division (PCD)

IMPLEMENTATION PLAN: LICENSING GUIDELINE DEVELOPMENT PROGRAMME

ACTIVITY	w1	w2	w3	w4	w5	w6	w7	w8	w9	w10	w11	w12	w13	w14	w15	w16
A FINALISING SCOPE OF WORK																
1 Establish scope of work (ministries, agencies)	■															
2 Finalising licensing inventory for each ministry/agency		■	■													
B ESTABLISH IMPLEMENTATION MPC TEAM + ASSOCIATE																
1 Develop programme organisation	■															
2 Identify Programme Manager																
3 Identify Implementation Team Members, Establish Grouping Coding, and Assign Tasks		■														
4 Project team training			■													
C COMMUNICATE TO TOP MANAGEMENT OF MINISTRY/AGENCY																
1 Prepare letter from MPC DG to KSU/KP - inform and require PIC	■															
2 Send out to KSU/KP																
3 Follow up the status until PIC is identified		■														
4 Establish working-level team with Ministry/Agency			■													
D DEVELOP TEMPLATE FOR GUIDELINE																
1 Develop template for the proposed guideline with SME	■	■														
2 Develop self-explanatory video for the guideline																
3 Quick test for potential users understanding			■													
4 Finalise the template																
E DEVELOP MANAGEMENT SYSTEM AS A REPOSITORY AND MINI PORTAL FOR GUIDELINE																
1 System Design	■															
2 System Development		■	■	■												
3 System Testing					■											
4 System Go Live					■	■	■	■	■	■	■	■	■	■	■	■
F ENGAGEMENT WITH MINISTRIES/AGENGIES																
1 Communicate with PIC Ministry/Agency			■													
2 Develop timeline for the delivery of guidelines				■												
3 Monitor the progress including submission of guideline				■	■	■	■	■	■	■	■	■	■	■	■	■
G ESTABLISH PROGRAMME SUPPORT FOR CLIENTS																
1 Establish support team	■															
2 Establish communication channel		■														
3 Support Team Ready for Service			■	■	■	■	■	■	■	■	■	■	■	■	■	■
H ESTABLISH PROGRAMME GOVERNANCE																
1 Establish TOR	■															
2 Appoint members		■														
3 Governing Comm meeting				G1							G2					G3
I GUIDELINE QA																
1 Establish the QA team	■															
2 Team Training		■														
3 Ready for QA services			■	■	■	■	■	■	■	■	■	■	■	■	■	■
J PREPARATION MPC WILAYAH																
Brief MPC Wilayah team on the programme		■														