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Presentation of business concerns and recommendations:

- 3) Inconsistencies between regulations and practices in submission to OSC
- 4) Burdensome private sector manually track progress of application (lack of transparency in tracking progress of development permits application)



Problem statement

PBT as “gate-keeper” function is not carefully managed and coordinated with other relevant Authorities, Agencies and Principal Submitting Person, an insurmountable bureaucracy may emerge, which is likely to discourage investment, and increase the level of informality such as inconsistent the practices and regulation.

Inconsistencies between regulations and practices in submission to OSC**Example of issues;**

- The application submitted is incomplete and didn't meet certain conditions which is not published or requirements been change without update at the counter or website.
- Personal Submitting Person "PSP" lack of understanding of process requirements and procedures OSC at different locality or states. This happens because no standardization been practice among local government.
- No coordination between OSC department and external agencies. Some of the external agency liaise directly with PSP without refers to OSC department. Because of this, OSC department can't proceed for technical meeting.
- Incomplete document during submission will create delay approval process. Some of the checklist given by the local government is irrelevant to the application. Due to this, the overall process will anticipate with delay.

Why training is important?

- i. Addressing weaknesses
- ii. Consistency
- iii. Increased productivity and adherence to quality standards
- iv. Increased innovation in new strategies and products

Inconsistencies between regulations and practices in submission to OSC**i. Addressing weaknesses**

- Training presents a prime opportunity to expand the knowledge to all parties, public and private sectors.
- Employees who feel appreciated and challenged through training opportunities may feel more satisfaction toward their jobs.
- Most employees will have some weaknesses in their workplace skills. A training program allows you to strengthen those skills that each employee needs to improve.
- Providing the necessary training creates an overall knowledgeable staff with employees who can take over for one another as needed, work on teams or work independently without constant help and supervision from others.

Inconsistencies between regulations and practices in submission to OSC**ii. Consistency**

- A robust training and development program ensures that employees have a consistent experience and background knowledge. The consistency is particularly relevant for the department's basic policies and procedures. All employees need to be aware of the expectations and procedures within the department. Increased efficiencies in processes results in productivity gain for the department.

Inconsistencies between regulations and practices in submission to OSC**iii. Increased productivity and adherence to quality standards**

- Productivity usually increases when a department implements training courses. Increased efficiency in processes will ensure project success which in turn will improve the department performance.

Inconsistencies between regulations and practices in submission to OSC**iv. Increased innovation in new strategies and products**

- Ongoing training and upskilling of the workforce can encourage creativity. New ideas can be formed as a direct result of training and development.

Monitoring/Tracking system for OSC 3.0 Plus

Problem Statement

No proper monitoring/tracking system in place, as the result stakeholder can't get the current status of the submission. Time used must always compare with the client charter than only can measure the performance of each department or agency.



Online Monitoring/Tracking System

- The system compiles all relevant information about every submission of project in one system. These data can then be accessed by different users (PSP, SP, Developer and etc.) depending on the user rights of each user and what they need to know. All project handling (e.g. project application, reporting, changes, first level control designation, day-to-day communication) will take place through the online monitoring system and in this sense the system will fully support the vast majority of programme operations and activity.
- The system is designed to meet the requirements state that all communication within any programme should be carried out electronically rather than on paper. e-Cohesion is intended to support a reduction of the administrative burden for beneficiaries and help to create a paperless society.
- The e-Cohesion requirements build on entering all data only once in the system (the encoding only-once principle), meaning that information entered anywhere in the system will be available for all levels of authorities cooperating within the programme. For example, all information provided by the project to the Joint Secretariat will be available for relevant bodies handling a project payment. In this way it should be possible to avoid asking projects to provide duplicate information to two separate authorities.



Burdensome private sector manually track progress of application (lack of transparency in tracking progress of development permits application)

SAMPLE ONLINE TRACKING SYSTEM FOR KEBENARAN MERANCANG

TIME		DATE	DEPARTMENT	ACTIVITY
5 40 pm	●	25 Sept 2020	OSC	Submit to OSC via online
9 50 am	●	2 Oct 2020	OSC	Accept submission
9 00 am	●	5 Oct 2020	Technical department	Send to Technical department for evaluation
4 30 am	●	12 Oct 2020	OSC	Received comments from technical department
10 00 am	●	15 Oct 2020	OSC	OSC meeting
3 00 pm	●	19 Oct 2020	Planning Department	Result out to PSP/SP through OSC
12 00 pm	●	26 Oct 2020	OSC	Received result from OSC
			OSC	Resubmission to OSC for endorsement
			Planning Department	Review for approval
			OSC	Received KM approval

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