

Provider-Based Evaluation (ProBE) 2016

Criteria: Definition & Condition

CRITERIA ACCORDING TO 7 PILLARS OF USER EXPECTATION

Criteria	PILLAR 1: SITE PERFORMANCE	PILLAR 2: FUNCTIONALITY	PILLAR 3: CONTENT	PILLAR 4: NAVIGATION	PILLAR 5: SEARCH	PILLAR 6: ONLINE TRANSPARENCY	PILLAR 7: LOOK AND FEEL
Mandatory	<ol style="list-style-type: none"> Loading Time (5 Seconds) Downtime 	<ol style="list-style-type: none"> Mobile Web / Version 	<ol style="list-style-type: none"> Updated Content 	<ol style="list-style-type: none"> Active Hyperlink 		<ol style="list-style-type: none"> Responsiveness to Enquiries 	
Non-Mandatory		<ol style="list-style-type: none"> Mobile apps Number of Online Services Notification of Transaction Aid, Tools & Help Resources Online Service Security Broadcast Electronic Archive W3C Disability Accessibility Frequently Asked Questions (FAQ) Feedback Form Feedback Auto-Notification User Opinion Features Updates via Email or RSS 	<ol style="list-style-type: none"> Audio/ Video Multi-Language for Content Multi-language for Online Services Publicising an agency CIO or equivalent Contact Details Presence of Datasets Dataset Guidelines About Us Publications 	<ol style="list-style-type: none"> Personalisation Sitemap Links to Other Websites Find Information within 3 Clicks 	<ol style="list-style-type: none"> Search Function Advanced Search Searchable Database Find Website Using Search Tool 	<ol style="list-style-type: none"> Client Charter Achievement of Client Charter Statistic of Online Services Freedom of Information Legislation Privacy Policy Statement/Data Protection Act Online Procurement Announcement Online E-Participation Policy/Guideline Promotion of E-participation Initiative Presence of E-Consultation Mechanisms Presence of E-Decision Making Tools 	<ol style="list-style-type: none"> Look and Feel



NEW CRITERIA

(1) Mobile apps

NEW

Categories	Description
Definition	A mobile application refers as a type of application software designed to run on a mobile device, such as a smartphone or tablet computer. ¹
Conditions	All conditions must be complied: <ul style="list-style-type: none">a) A quick link or an icon for the list of mobile applications provided by the agency must be clearly displayed in the websiteb) Mobile application that belongs to other agencies is not considered for assessment of this criterion

¹ <http://www.techopedia.com/definition/2953/mobile-application-mobile-app>



Services

- Online Services
- Online Services Transaction
- Registration Application
- License Application
- Publications & Interactive
- Buletin 1MOTAC
- Tourism Product (e-Brochures)
- TrulyAsia.TV
- Smartphone Applications
- Announcement
- e-Services
- Applications
- Check
- Complaints & Feedback
- Procurement

Home / Services / Publications & Interactive / Smartphone Applications

Smartphone Applications



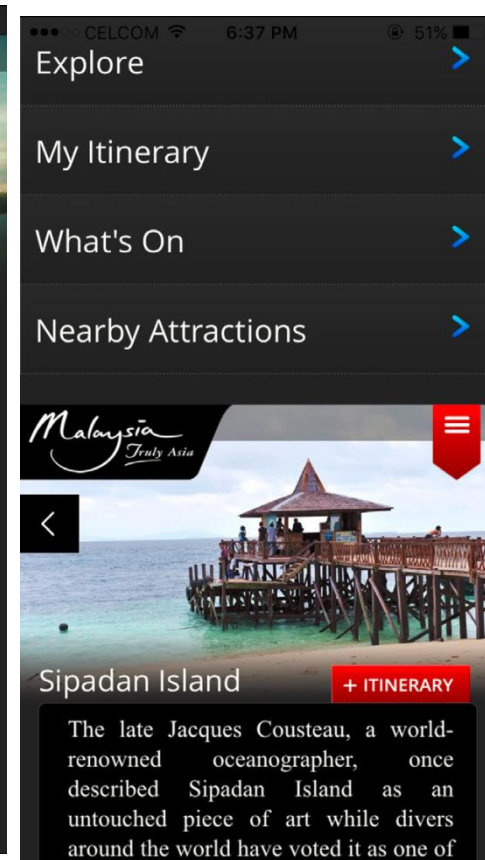
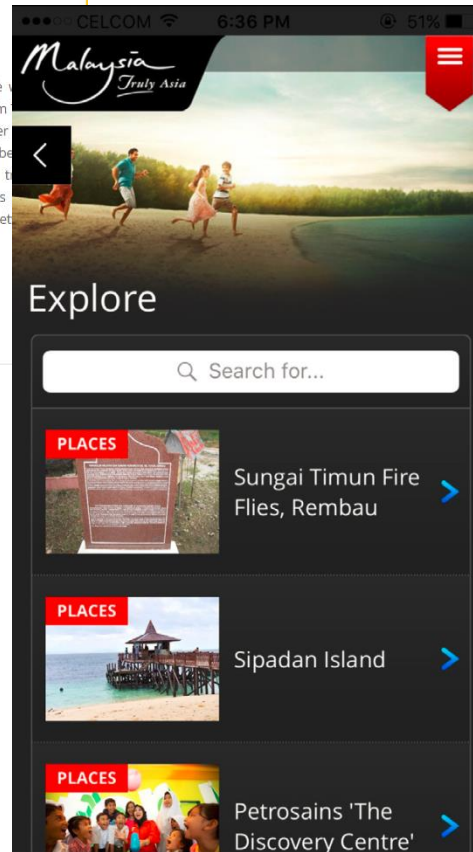
Malaysia Trip Planner By Tourism Malaysia

Planning a memorable holiday is made simple with Malaysia Trip Planner, the official travel app from Malaysia. This application helps you discover attractions around Malaysia, highlighting not to be missed events and cultural festivities during your trip throughout the year. You can even add items to your itinerary, save them and share with your social network.

Download for free



Last updated : on 29 May 2014.



1. Mobile Apps

My agency has complied to **both of the conditions** below:

1. Users are informed of the availability of Mobile App via icon / QR code / link
2. The Mobile App belongs to our agency

Please enter the Mobile App names into the Remarks field.

- Yes
- No

Remarks

(12) User Opinion Features

Categories	Description
Definition	<p>User Opinion Features refers to the features that share and display information of user opinion and feedback that highlight trending topics</p> <p>Some of the features that are commonly used by websites are tag clouds and “hot topics”¹</p>
Conditions	<p>All conditions must be complied:</p> <ul style="list-style-type: none">a) The website must have at least one of the commonly used user opinion features / highlight such as tag cloud and “hot topics”b) The features above must be displayed in relation to user opinion such as frequent search, user poll results and top keyword used for searchc) Empty tag clouds or “hot topics” are considered as non compliant for this criterion

¹ e.g. of Tag Cloud used for frequent searches <http://www.mma.gov.br>



- MOF INTERACTIVE
- COMPLAINT & ENQUIRY
- GALLERY
- INTERNET BANKING
Tax Agent Processing Fee
- KEPUTUSAN JKTT
Jawatankuasa Tindakan Tatalertib
- TREASURY INSTRUCTIONS
- CALENDAR

Last updated: 2015-10-27

Visitors:18227230

Main Page

MALAYSIA USER SATISFACTION SURVEY
Your views are valuable for continuous improvement

Malaysia User Satisfaction Survey

Campaign Period:
1st August - 31st October 2015

ANNOUNCEMENTS 1PP UPDATES NEWS

- PS 1.1 : Pindaan Perihal Kod Objek 71109, 29142, 20000, 1
- WP 1.5 : Pemanjangan Pemakaian Kadar dan Syarat Tunt
- PK 1 - Para 6(xiii)(i)
- WP 10.8 : Panduan Had Amaun Panjar Wang Runcit;
- AM 7 : Tatacara Pengurusan Aset Tak Ketara Kerajaan

Tag Cloud

Visitors:18227900

MOF PROCUREMENT
Budget
Economy
1PP
Housing Loan
MOFTU
News & Events
Feedback

12. User Opinion Features

My agency has complied to all of the three (3) conditions below:

1. There is at least one of the commonly used user opinion features / highlight such as tag cloud and “hot topics”
2. The features above are displayed in relation to user opinion such as frequent search, user poll results and top keyword used for search
3. The tag clouds or “hot topics” are not empty

Yes

No

(13) Updates via Email or RSS

Categories	Description
Definition	Updates via Email or RSS refers to the feature whereby updates and latest news of the agency can be subscribed by user via mailing list or RSS
Conditions	All conditions must be complied: <ul style="list-style-type: none">a) Users must be able to successfully subscribe to the email updates or RSSb) The email updates or RSS must be updated on monthly basisc) The “unsubscribe from list” option or link must be included in all emails sent to the usersd) There are active email subscription and / or RSS feede) The email update and/or RSS must be relevant and related topics to the agency (example: latest development on my agency's initiatives)f) Provision of RSS services without any feed or inactive email subscription are considered as non compliant for this criterion

Pautan RSS SPA

- > Pengumuman Terkini
- > Senarai Penjadualan Peperiksaan/Pemeriksaan Fizikal, F
- > Senarai Keputusan Peperiksaan/Pemeriksaan Fizikal, Pa
- > Senarai Penjadualan Assessment Centre
- > Senarai Keputusan Assessment Centre
- > Senarai Penjadualan Temu Duga
- > Senarai Keputusan Temu Duga

Portal Rasmi SPA | Pengumuman Terkini

You are viewing a feed that contains frequently updated content. When you subscribe to a feed, it is added to the Common Feed List. Updated information from the feed is automatically downloaded to your computer and can be viewed in Internet Explorer and other programs. [Learn more about feeds.](#)

Subscribe to this feed

PENGUMUMAN

Monday, 21 December, 2015, 8:10:00 AM | [webmaster](#)

Iklan Peluang Kerjaya Dalam Perkhidmatan Awam. Sila layari www.spa.gov.my unt

PENGUMUMAN

Monday, 2 November, 2015, 8:10:00 AM | [webmaster](#)

Pengumuman Penting Mengenai Permohonan Pendaftaran Pekerjaan Dalam Perkhidmatan Awam (SPA8i). Sila layari www.spa.gov.my untuk maklumat lanjut.

PENGUMUMAN

Friday, 30 October, 2015, 8:10:00 AM | [webmaster](#)

Kursus Tips dan Panduan Memasuki Perkhidmatan Awam Bagi Tahun 2015. Sila layari www.spa.gov.my untuk maklumat lanjut.

PENGUMUMAN

Tuesday, 29 September, 2015, 8:10:00 AM | [webmaster](#)

Pengumuman Penting, Dimaklumkan bahawa mulai 1 Oktober 2015, Suruhanjaya Perkhidmatan Awam Malaysia (SPA) tidak lagi mengeluarkan surat panggilan temu duga secara pos bagi calon-calon yang beralamat di Semenanjung Malaysia, Sarawak (bagi calon di Kuching, Sibuan dan Miri sahaja), Sabah (bagi calon di Kota Kinabalu, Kudat, Sandakan dan Tawau sahaja) dan juga di Wilayah Persekutuan Labuan. Notis panggilan temu duga hanya akan dikeluarkan melalui e-mel, SMS dan semakan di laman web SPA. Sehubungan itu, calon-calon diminta untuk mengemaskini e-mel dan nombor telefon bimbit masing-masing. Sila layari www.spa.gov.my untuk maklumat lanjut.

Updated on monthly basis

Displaying 4 / 4

All 4

Sort by:

- Date
- Title
- Author

13. Updates via Email or RSS

My agency has complied to all conditions below:

1. Users are abled to successfully subscribe to the email updates or RSS
2. The email updates or RSS is updated on monthly basis
3. The "unsubscribe from list" option or link is included in all emails sent to the users
4. There are RSS feed and active email subscription
5. The email updates and RSS must be relevant and related topics to the agency (example: latest development on my agency's initiatives)

Yes

No

(16) Multi-Language for Online Services (1/1)

P3: Content

NEW

Categories	Description
Definition	Malay Language Malay Language refers to Online Services availability in Malay Language
	English Language English Language refers to Online Services availability in English Language
Conditions	Malay Language a) All of the Online Services provided in a website must be in Malay Language b) There is no multi-language content on the Malay Language version
	English Language All conditions must be complied: a) The entire content of the online services must be translated into English Language b) There is no multi-language content on the English Language version

Selamat Datang ke i-Akaun

LOGIN i-Akaun (AHLI)

Sila masukkan ID Pengguna

ID Pengguna

Reset **Teruskan**



- [Pengkaktifan i-Akaun \(Login Kali Pertama\)](#)
- [Lupa ID Pengguna/Kata Laluan?](#)
- [Soalan Lazim](#)
- [Hubungi Kami](#)

PERINGATAN KESELAMATAN

- Sila pastikan anda login dari alamat URL yang betul (www.kwsp.gov.my)
- Jangan muat turun atau login/akses i-Akaun anda melalui aplikasi yang tidak sah
- Jangan login i-Akaun melalui pautan emel
- Jangan dedahkan kod pengaktifan/ID/kata laluan anda kepada sesiapa
- Klik [di sini](#) untuk membuat aduan mengenai transaksi KWSP yang

← Malay Language

English Language →

Welcome to i-Akaun

i-Akaun (MEMBER) LOGIN

Please login with your User ID

User ID

Reset **Next**



- [i-Akaun Activation \(First Time Login\)](#)
- [Forgotten your User ID/password?](#)
- [FAQ](#)
- [Contact Us](#)

STAY SAFE ONLINE

- Please make sure you login at the correct URL address (www.kwsp.gov.my)
- Never download or login via unauthorized application
- Never login via email links
- Never reveal your activation code/ID/password to anyone
- Click [here](#) to notify us of any unauthorized transaction

16. Multi-Language Content for Online Services

There are three (3) sub-criteria and agency must comply to all the conditions of each of the criterion to score marks.

1. Malay Language

1. All of the Online Services in the website are in Malay Language
2. There is no multi-language content on the Malay Language version

2. English Language

1. The entire content of the online services is translated into English Language
2. Online Tool is not used for the provision of English Language content
3. There is no multi-language content on the English Language version

Please select the outcome of your assessment:

- 1. Malay Language: My agency complies to both of the conditions
- 2. English Language: My agency complies to all the four (4) conditions
- None of the above

(17) Publicising a CIO or equivalent

Categories	Description
Definition	<p>Publicising a CIO or equivalent refers to the display of information of the Chief Information Officer (CIO) of the agency on the website.</p> <p>This is in consideration of the significant role of CIO or its equivalent in designing, implementing and disseminating e-government throughout the entire public administration in a seamless way¹.</p>
Conditions	<p>All conditions must be complied:</p> <ul style="list-style-type: none">a) The CIO or an equivalent role must be reflected in the website. For example, in the organisation chart, staff directory or a specific pageb) No provision of item b) above on the website is considered as non compliant for this criterion

¹ UN E-Government Survey 2014 Report



Info Korporat

Sekapur Sireh

Galeri Kecemerlangan

Polisi Agensi

Profil NRE

Carta Organisasi NRE

Logo NRE

Lokasi NRE

Pengurusan Atasan

Menteri

Timbalan Menteri

Ketua Setiausaha

Timbalan Ketua Setiausaha
(Sumber Asli)

Timbalan Ketua Setiausaha
(Alam Sekitar)

Setiausaha Bahagian Kanan

Maklumat Bahagian

Ketua Pegawai Maklumat (CIO)

Recent

NRE > Portal Rasmi Kementerian Sumber Asli dan Alam Sekitar > Mengenai NRE > Ketua Pegawai Maklumat (CIO)

Ketua Pegawai Maklumat (CIO)



Nama Haji Suhaimi bin Haji Mamat

E-mel suhaim[at]nre[dot]gov[dot]my

Telefon 603-8886 1724

Faks 603-8881 0205



17. Publicising a CIO or equivalent

The information of my agency's CIO or an equivalent role is reflected in the website. For example, in the organisation chart, staff directory or a specific page

Yes

No

(19) Presence of Datasets (1/3)

Categories	Description
Definition	<p>Machine-readable structured data</p> <p>Machine-readable structured data refers to provision of dataset in format such as XLS</p>
	<p>Non-proprietary form</p> <p>Non-proprietary form refers to provision of dataset in format such as CSV</p>
	<p>Application Programming Interfaces (APIs)</p> <p>Application Programming Interfaces (APIs) refers to provision of dataset in API</p>
	<p>Open standards from W3C</p> <p>Open standards from W3C refers to provision of dataset in the in format such as RDF and SPARQL</p>

A dataset refers to a collection of data. Most commonly a dataset corresponds to the contents of a single database table, or a single statistical data matrix¹.

¹ <http://whatis.techtarget.com/definition/data-set>

(19) Presence of Datasets (2/3)

Categories	Description
Conditions	<p>Machine-readable structured data</p> <p>All conditions must be complied:</p> <ul style="list-style-type: none"> a) Dataset must be available in Malaysia Open Government Portal (http://www.data.gov.my) b) Link to the dataset in the above portal must be made available in the agency's website c) Provision of dataset that belongs to other agency is not considered for this criterion
	<p>Non-proprietary form</p> <p>All conditions must be complied:</p> <ul style="list-style-type: none"> a) Dataset must be available in Malaysia Open Government Portal (http://www.data.gov.my) b) Link to the dataset in the above portal must be made available in the agency's website c) Provision of dataset that belongs to other agency is not considered for this criterion

(19) Presence of Datasets (3/3)

Categories	Description
Conditions	<p>Application Programming Interfaces (APIs)</p> <p>All conditions must be complied:</p> <ul style="list-style-type: none"> a) Dataset must be available in Malaysia Open Government Portal (http://www.data.gov.my) b) Link to the dataset in the above portal must be made available in the agency's website c) Provision of dataset that belongs to other agency is not considered for this criterion <hr/> <p>Open standards from W3C</p> <p>All conditions must be complied:</p> <ul style="list-style-type: none"> a) Dataset must be available in Malaysia Open Government Portal (http://www.data.gov.my) b) Link to the dataset in the above portal must be made available in the agency's website c) Provision of dataset that belongs to other agency is not considered for this criterion



Map data CC-BY-SA by [OpenStreetMap](#)
Tiles by [MapQuest](#)

Topics



Clear All

Local Government (10663)

AAPI (1366)

Climate (766)

Safety (495)

Energy (325)

Show More Topics

Topic Categories



Clear All

Pacific Islands (869)

Environment (789)

National Stock Number Extract [982 recent views](#)

General Services Administration – National Stock Number extract includes the current listing of National Stock Numbers (NSNs), NSN item name and descriptions, and current selling price of each...

Excel

Federal

USCIS My Case Status [827 recent views](#)

Department of Homeland Security – USCIS provide a way for the public who applied for U.S. citizenship to check the status of their application online. To view the status of a case, the application...

HTML

Federal

Consumer Complaint Database [736 recent views](#)

Consumer Financial Protection Bureau – These are complaints we've received about financial products and services.

CSV CSV JSON XML api

Federal

DTV Reception Maps [633 recent views](#)

Federal Communications Commission – Digital Television (DTV) is an advanced broadcasting technology that has transformed your television viewing experience. DTV has enabled broadcasters to offer...

TXT

Federal

Foreign Per Diem Rates by Location [572 recent views](#)

Department of State – Foreign Per Diem rates are established monthly by the Office of Allowances as maximum U.S. dollar rates for reimbursement of U.S. Government civilians traveling on...

HTML HTML

Federal

19. Datasets

There are four (4) sub-criteria and agency must comply to all the conditions of each of the criterion to score marks.

- **Machine-readable structured data**

1. Datasets are available in Malaysia Open Government Portal (<http://www.data.gov.my>)
2. Link to the dataset in the above portal is made available in the agency's website
3. Datasets published only belongs to my agency

- **Non-proprietary form**

1. Datasets are available in Malaysia Open Government Portal (<http://www.data.gov.my>)
2. Link to the dataset in the above portal is made available in the agency's website
3. Datasets published only belongs to my agency

- **Application Programming Interfaces (APIs)**

1. Dataset are available in Malaysia Open Government Portal (<http://www.data.gov.my>)
2. Link to the dataset in the above portal is made available in the agency's website
3. Datasets published only belongs to my agency

- **Open standards from W3C**

1. Datasets are available in Malaysia Open Government Portal (<http://www.data.gov.my>)
2. Link to the dataset in the above portal is made available in the agency's website
3. Datasets published only belongs to my agency

Please select the outcome of your assessment:

- 1. Machine-readable structured data: My agency complies to all the conditions
- 2. Non-proprietary form: My agency complies to all the conditions
- 3. Application Programming Interfaces (APIs): My agency complies to all the three conditions
- 4. Open standards from W3C: My agency complies to all the three conditions
- None of the above

(20) Dataset Guidelines

Categories	Description
Definition	Dataset Guidelines refer to guidelines describing on how to make use of datasets
Conditions	All conditions must be complied: <ul style="list-style-type: none">a) Guidelines must be provided in the agency website together within the page that provides the hyperlink to the datasetsb) Irrelevant guidelines that are not related to usage of dataset is considered as non compliant for this criterion

¹ <http://whatis.techtarget.com/definition/data-set>

TERMA PENGGUNAAN
DATA TERBUKA KERAJAAN 1.0

Penggunaan data atau penggunaan semula data hendaklah mematuhi terma dan syarat seperti di bawah.

1. Penggunaan data di bawah terma ini

Pemilik data memberi kebenaran penggunaan data tanpa sebarang caj.

2. Pengguna boleh melaksanakan perkara yang berikut:

- (i) Salin, terbit, edar dan pindah data;
- (ii) Adaptasi data;

<http://www.data.gov.my/>

20. Dataset Guidelines

My agency has complied to both of the conditions below:

- 1. Guidelines is provided in my agency website together within the page that provides the hyperlink to the datasets
- 2. Only relevant guidelines that are related to usage of dataset is made available

- Yes
- No

(28) Advanced Search

Categories	Description
Definition	Advanced Search refers to additional features that a search engine could have
Conditions	<p>All conditions must be complied:</p> <ul style="list-style-type: none">a) At least one of the advanced search options is made available<ul style="list-style-type: none">i. Auto Complete/Predictive feature for relevant keyword when entering searchii. Filter capabilities for specific section of the websiteb) Result must consist of information within the agency website onlyc) Search function without the any of the advanced search options in item a) above is considered as non compliant for this criterion



Majlis Sambutan MAULIDUR RASUL SAW
 Peringkat Kebangsaan Tahun 1437H / 2015M

12 Rabiulawal 1437H / 24 Disember 2015M
Khamis | 8.00 pagi
Taman Ekspo Pertanian Malaysia Serdang (MAEPS)
Selangor Darul Ehsan

Orang Ramai Dijemput Hadir

PERPADUAN NADI TRANSFORMASI NEGARA

Selamat Datang Ke Portal Rasmi KPWKM

Kementerian Pembangunan Wanita, Keluarga dan Masyarakat

No 55, Persiaran Perdana Presint 4,
62100 Putrajaya. MALAYSIA.

Tel: +603 - 8000 8000 | Faks: +603 - 8323 2000

www.kpwkm.gov.my



← Search Function

Keyword Search

this exact word or phrase eg: "Bandar Anggerik"
 any of these words eg: Mampu OR MOSP
 none of these words eg: NOT kedatangan

Specify Search

Title
 Body
 Author
 All Government Website

Filter Search



Local Search

Searching "pendaftaran pengasuh taska " in KEMENTERIAN PEMBANGUNAN WANITA, KELUARGA DAN MASYARAKAT About 388651 results
SEARCH - Ministry of Women, Family and Community Development Sort by: Date
[http://www.kpwkm.gov.my/en/search?](http://www.kpwkm.gov.my/en/search?_31_advancedSearch=false&_31_andOperator=true&_31_delta2=20&_31_folderId=177739&_31_keywords=&_31_struts_action=image_gallery/view&_31_topLink=images-home&p_p_auth=FltgmA2W&p_p_id=31&p_p_lifecycle=0&p_p_state=normal)
 HOME ABOUT MWFC MEDIA CENTER DIRECTORY ARCHIVE CONTACT US ORANG AWAM Pendaftaran Orang Kurang Upaya **Pendaftaran Pengasuh Taska** Kaunselor
[More](#)

e-Buletin - Ministry of Women, Family and Community Development
<http://www.kpwkm.gov.my/en/e-buletin>
 HOME ABOUT MWFC MEDIA CENTER DIRECTORY ARCHIVE CONTACT US ORANG AWAM Pendaftaran Orang Kurang Upaya **Pendaftaran Pengasuh Taska** Kaunselor
[More](#)

28. Advanced Search Option

My agency has complied to **both of the conditions** below:

1. At least one of the advanced search options below is available
 - Auto Complete/Predictive feature for relevant keyword when entering search
 - Filter capabilities for specific section of the website
2. The search result consists of information within my agency website only

- Yes
- No

(30) Find Website Using Search Tool

P5: Search

NEW

Categories	Description
Definition	Find Website Using Search Tool refers to searching of agency's website using any search tool/search engine such as Google, Yahoo!, bing, Ask, AOL
Conditions	All conditions must be complied: <ul style="list-style-type: none">a) "Google" search engine is used to search for the agency websiteb) Search must be conducted in Malay and English Languagesc) Agency website is listed in the first page of the "Google" search engine resultd) Search result from search engines other than "Google" is considered as non compliant for this criterion



ministry of natural resources and environment malaysia



kementerian sumber asli dan alam sekitar

All

English Language

Search tools

About 2,400,000 results (0.48 seconds)

Official Portal Ministry of Natural Resources and ... - Nre

www.nre.gov.my/.../def... Ministry of National Resources and Environment ... Azizan Bin Ahmad, Secretary General **Ministry of Natural Resources & Environment** ... Malaysia Government Transformation Programme Achievement (GTP). NRE Directory - About Us - Land - Frequently Asked Questions

Official Portal Ministry of Natural Resources and Environment

www.nre.gov.my/.../def... Ministry of National Resources and Environment Department of Director General of Lands and Mines (JKPTG), Department of Survey & Mapping Malaysia (JUPEM) and National Institute of Land and Survey ...

Portal Rasmi Kementerian Sumber Asli dan Alam Sekitar NRE

www... Translate this page Ministry of National Resources and Environment Portal Rasmi Malaysia Geoportal · Maklum Balas Kepuasan Pelanggan · Statistik Transaksi Perkhidmatan Dalam Talian · Koleksi Mobile Apps NRE ... Direktori - Warga NRE - Hubungi Kami - Official Portal Ministry of ...

Ministry of Natural Resources and Environment ... - Wikipedia

https://en.wikipedia.org/.../Ministry_of_Natural_Resources_an... Wikipedia Ministry of Natural Resources and Environment (NRE) Kementerian Sumber Asli

Result on 1st page

All

Malay Language

tools

About 444,000 results (0.33 seconds)

Portal Rasmi Kementerian Sumber Asli dan Alam Sekitar NRE

www... Translate this page Ministry of National Resources and Environment YB Menteri Sumber Asli dan Alam Sekitar menghadiri taklimat mengenai Rancangan Tebatan Banjir (RTB) Sarawak. Seterusnya, Tinjauan projek naik taraf ...

Direktori

... Asli dan Alam Sekitar > Hubungi Kami > Hubungi Kami ...

Carta Organisasi NRE

NRE > Portal Rasmi Kementerian Sumber Asli dan ... Carta ...

Hubungi Kami

Hubungi kami di talian +603 8000 8000 / Faks : +603 8889 2672 ...

More results from nre.gov.my »

Warga NRE

Awam; Warga NRE ... Pelan Strategik dan KPI NRE ...

Mengenai NRE

Jata Negara Logo NRE ... Sumber Asli dan Alam Sekitar ...

Menteri

Nama, YB Dato Sri Dr. Haji Wan Junaidi bin Tuanku Jaafar ...

Kementerian Sumber Asli dan Alam Sekitar Malaysia ...

https://ms.wikipedia.org/.../Kementerian_Sumber_Asli... Translate this page Kementerian Sumber Asli dan Alam Sekitar Malaysia adalah kementerian di bawah kerajaan Malaysia. Menteriya masa kini ialah Datuk Wan Junaidi Tuanku ...

30. Find Website Using Search Tool

My agency has complied to all of the three (3) conditions below:

1. "Google" search engine is used to search for my agency website
2. Search is conducted in Malay and English languages
3. The result of the search listed my agency's website on the first page of the "Google" search engine result

- Yes
- No

(26) Find Information within 3 Clicks

Categories	Description
Definition	Find Information Within 3 Clicks refers to the navigation required to look for information within the websites
Conditions	All conditions must be complied: <ul style="list-style-type: none">a) All the criteria listed on Pillar 2 (Content) must be obtainable within 3 clicks from the main pageb) All of the links provided are active (no broken link). Inactive or a broken link are considered as non-compliant



Peraturan
Nombor Pendaftaran
Kenderaan Dan
Cermin Gelap Serta
Larangan
Penggunaan
Lampu HID Dan
Strobe Light

< sila klik untuk maklumat lanjut >

[TRANSAKSI DALAM TALIAN](#)
← Online Services

- [Kenderaan Saya](#)
 - [Lesen Memandu Saya](#)
 - [Kesalahan dan Penalti Saya](#)
- 

Lesen Kenderaan Motor (LKM)
Pertanyaan mengenai tarikh luput LKM.
[Mula](#)



Lesen Kenderaan Motor (LKM)
Permohonan memperbaharui LKM.
[Mula](#)



Lesen Kenderaan Motor (LKM)
Permohonan pek maklumat kenderaan.
[Mula](#)



STATISTIK TRANSAKSI DALAM TALIAN

Bil.	Perkhidmatan	Bil. Transaksi 2015
1	Semakan Saman	4785145
2	Rayuan Lesen Memandu Tamat Tempoh	15560

SEMAKAN TARIKH LUPUT LESEN KENDERAAN MOTOR

* Kategori ID :

NOTA:
 Sila pilih Kategori ID dan masukkan Nombor ID **DAN** Nombor Pendaftaran Kenderaan anda.
 (Contoh Format Nombor ID Orang Awam Malaysia - MyKAD : 801121141234 atau KP Lama : A1234567).
 Yang bertanda * wajib diisi.

26. Find Information Within 3 Clicks

My agency has complied to **both of the conditions** below:

1. All of the criteria listed on Pillar 2 (Functionality) are obtainable within 3 clicks from the main page.
2. All of the links provided are active (no broken link)

- Yes
- No

(34) Freedom of Information Legislation

Categories	Description
Definition	<p>Refers to the display of information with regards to the Freedom of Information legislations with the website</p> <p>The Freedom of Information Act gives citizens the right to access recorded information held by public sector¹</p>
Conditions	<p>All conditions must be complied:</p> <p>a) For agencies bound by the Freedom of Information: Information and its processes must be clearly displayed within the website</p> <ul style="list-style-type: none">• For agencies that is not bound by Freedom of Information Act: Request for Information form may be provided for users to request for information not made available on the website, subjected to the Terms and Conditions set by the agency <p>b) All information provided must be relevant and related to the Freedom of Information</p>

¹ <https://www.gov.uk/make-a-freedom-of-information-request/the-freedom-of-information-act>



Freedom of Information (State of Selangor) Enactment

You are here: [Main Page](#) > [Freedom of Information \(State of Selangor\) Enactment](#)

Freedom of Information (State of Selangor) Enactment 2011

Enakmen Kebebasan Maklumat (Negeri Selangor) 2011 digubal dengan objektif untuk mempertingkatkan penzahiran maklumat bagi kepentingan awam dan untuk memberi peluang kepada setiap individu untuk mengakses maklumat yang dibuat oleh Jabatan-Jabatan Kerajaan Negeri melalui permohonan yang dikemukakan kepada Jabatan yang berkenaan. Enakmen ini telah diwartakan pada 25 Ogos 2011 dan berkuatkuasa mulai 5 Mac 2013 sebagaimana perkenan DYMM Sultan Selangor. Turut berkuatkuasa pada tarikh yang sama ialah dua (2) undang-undang subsidiari yang dibuat oleh Pihak Berkuasa Negeri bagi menyokong peruntukan-peruntukan Enakmen ini, iaitu Peraturan-Peraturan Kebebasan Maklumat (Negeri Selangor) (Akses Kepada Maklumat) 2012 dan Kaedah-Kaedah Badan Maklumat Negeri (Negeri Selangor) 2012.

(Sila rujuk Garis Panduan Pelaksanaan Enakmen Kebebasan Maklumat (Negeri Selangor) 2011 seperti dilampirkan di bawah untuk informasi lanjut)

Sekiranya memerlukan sebarang maklumat atau bantuan berhubung perkara ini, sila berhubung dengan pegawai di Bahagian Pengurusan Sumber Manusia, Pejabat Setiausaha Kerajaan Negeri Selangor di talian terus 03-5544 7671 / 7059 atau e-mel siddiq@selangor.gov.my atau balqish@selangor.gov.my.

- [Enakmen Kebebasan Maklumat Negeri Selangor 2011](#)
- [Garis Panduan Pelaksanaan Enakmen Kebebasan Maklumat Negeri Selangor 2011](#)
- [Kaedah-kaedah Badan Maklumat Negeri \(Negeri Selangor\) 2012](#)
- [Borang A \[Peraturan 3\] Permohonan Untuk Akses Kepada Maklumat](#)
- [Penetapan Tarikh Permulaan Kuatkuasa](#)
- [Senarai Pegawai-pegawai Maklumat Di Bawah Seksyen 3 Enakmen Kebebasan Maklumat \(Negeri Selangor\) 2011](#)

JADUAL PERTAMA

ENAKMEN KEBEBASAN MAKLUMAT (NEGERI SELANGOR) 2011
PERATURAN-PERATURAN KEBEBASAN MAKLUMAT (NEGERI SELANGOR) (AKSES KEPADA MAKLUMAT) 2012

BORANG A

[PERATURAN 3]

Permohonan Untuk Akses Kepada Maklumat
(Application for Access to Information)



Form

BAHAGIAN A (PART A)				
Maklumat Pemohon (Applicant's Information)				
Nama : (Name)				
No. Kad Pengenalan : (Identification Card No.)				
Alamat Surat-Menyurat : (Correspondence Address)		Pekan / Bandar : (Town / City)	Poskod : (Postal Code)	Negeri : (State)
Telefon (Rumah) : Phone (Home)	Telefon (Bimbit) : (Handphone)	Telefon(Pejabat) : Telephone (Office)	No. Faks : (Fax No.)	Emel : (E-mail)

34. Freedom of Information Legislation

My agency has complied to **all of the three (3) conditions** below:

1. My agency is bound by the Freedom of Information Act: Information and its processes are clearly displayed within the website
2. My agency is not bound for the Freedom of Information Act: Request for Information form is provided for users to request for information that is not made available on the website, subjected to the Terms and Conditions set by the agency
3. All information provided is relevant and related to the Freedom of Information

- Yes
 No

(35) Privacy Policy Statement or Data Protection Acts

Categories	Description
Definition	<p>Privacy Policy Statement¹ refers to the website's privacy policy that provides information on some or all of the ways the website gathers, uses, discloses, and manages a visitor's data.</p> <p>Personal Data Protection Act² (PDPA) refers to the Personal Data Protection Act 2010 [Act 709] that regulates the collection, recording, holding or storing of personal data, and carrying out of any operation on personal data for commercial transactions. It does not apply to Federal and State Governments.</p>
Conditions	<p>All conditions must be complied:</p> <ul style="list-style-type: none">a) The website must provide either a Privacy Policy Statement or Personal Data Protection Act based on the services provided within the websiteb) The privacy policy statement or the Personal Data Protection Act must be clearly displayed on the footer of the main page of the website and hyperlinked to the full information within the website

¹ <http://webguide.gov.au/about/privacy/>
<http://www.google.com/policies/privacy/>
https://en.wikipedia.org/wiki/Privacy_policy

² <http://www.kkmm.gov.my/pdf/Personal%20Data%20Protection%20Act%202010.pdf>



You are here: [Privacy & Security Policy](#)

Privacy and Security Policy

Privacy Policy

Your Privacy

This page explains our privacy policy which includes the use and protection of any information submitted by visitors.

If you choose to make any transaction or send an e-mail which contains personal information, this information may be shared where necessary with other Government agencies so as to serve you in the most efficient and effective manner. An example might be in terms of resolving or addressing complaints that require escalation to other Government agencies.

Information Collected

No personal information will be gathered while you are using this website except for information given via e-mail.



Privacy Policy
Statement

35. Privacy Policy Statement / Data Protection Act

My agency has complied to **all the four (4) conditions** below:

1. My agency is bound by the Personal Data Protection Act: Information about Personal Data Protection Act is displayed
2. My agency is not bound by the Personal Data Protection Act: Information about Privacy Policy is displayed
3. The Privacy Policy statement or the Personal Data Protection Act is clearly displayed on the footer of the main page of the website
4. The Privacy Policy statement or Personal Data Protection Act on the the footer is hyperlink to the full information on the website

Yes

No

(36) Online Procurement Announcement

Categories	Description
Definition	Online Procurement Announcement refers to e-procurement announcements for bidding processes
Conditions	All conditions must be complied: <ul style="list-style-type: none">a) Announcement must be displayed in the agency's website or linked to e-procurement platformb) If there is no announcement to be made, "No latest announcement" must be displayedc) Empty announcement section is considered as non compliant for this criterion

Pengumuman Berita **Tender**

(HEBAHAN IKLAN SEBUTHARGA/TENDER TERKINI PEJABAT SUK SELANGOR)

Untuk sebutharga dan tender terkini, sila layari <https://tender.selangor.my> untuk maklumat lanjut.

- Senarai Keputusan Tender SUK 2015
- Senarai Keputusan Tender SUK 2014
- Senarai Keputusan Sebutharga SUK 2015
- Senarai Keputusan Sebutharga SUK 2014

Sumber : Bahagian Pentadbiran SUK



Announcement of tender

36. Online Procurement Announcement

My agency has complied to **both of the conditions** below:

1. The Announcement is displayed on the website or linked to an e-procurement platform
2. If there is no announcement to be made, "No latest announcement" is displayed

- Yes
- No

(37) Online E-Participation Policy or Guideline

Categories	Description
Definition	<p>Refers to the display of an online e-participation¹ policy or guidelines on the website to inform and guide users on the terms and conditions for participation.</p> <p>E-Participation refers to the process of engaging citizens – both online and offline - in policy and decision-making in order to make it participatory, inclusive, and deliberative²</p>
Conditions	<p>All conditions must be complied:</p> <ul style="list-style-type: none">a) E-participation policy or guidelines must be provided on the e-participation section of the website<ul style="list-style-type: none">• For central e-participation policy, the link to the full policy must be clearly displayed• Agency-level guidelines must be made available on the e-participation sectionb) The policy or guidelines must include the terms and conditions for participationc) Provision of policy or guidelines that are not related to e-participation is considered as non compliant for this criterion

¹ Examples of online e-participation policies

<http://www.economy.ae/English/Pages/eParticipationPolicy.aspx>

<http://www.ictqatar.qa/en/documents/document/e-participation-policy>

² <http://www.unpan.org/dpadm/>



Reaching everyone for active
citizenry @ home

[Home](#)[Participate](#)[Read](#)[Watch](#)[About](#)

Home > [Terms of Use](#)

TERMS OF USE



ACCEPTANCE OF TERMS OF USE

Welcome to the Reaching Everyone for Active Citizenry @ Home (REACH) website ('the website')!

In exchange for your use of the website, you agree to be bound and abide by the following Terms of Use ("TOU"). Your use of the website constitutes your acceptance of the TOU and any posted guidelines or rules applicable to particular REACH website features ("feature guidelines") which may be posted on the website from time to time. All such feature guidelines shall be considered part of the TOU.

REACH (representing the Government of the Republic of Singapore) reserves the right to amend or all of the terms and conditions in the TOU (in whole or in part) without notice to you. You can review the most current version of the TOU at <https://www.reach.gov.sg/Terms of Use>.

DESCRIPTION OF REACH'S SERVICES

<https://www.reach.gov.sg/>

37. Display of e-Participation Policy or Guideline

My agency has complied to **all of the three (3) conditions** below:

1. E-participation policy or guideline is provided on the e-participation section of the website
 - For central e-participation policy, the link to the full policy is clearly displayed
 - Agency-level guidelines is made available on the e-participation section
2. The policy or guideline includes the terms and conditions for e-participation
3. The policy or guideline is related to e-participation

Yes

No

(38) Promotion of E-Participation Initiative (1/3)

Categories	Description
Definition	Online calendar of participatory events Online calendar of participatory events refers to an interactive calendar that allow user to view e-participation events or initiatives
	Email alerts for e-participation initiative Email alerts for e-participation initiative refers to an email subscription that allow users to received updates and latest news on e-participation events or initiatives
	Really Simple Syndication (RSS) for e-participation initiative Really Simple Syndication (RSS) for e-participation initiative refers to the feature whereby updates and latest news of e-participation events or initiatives can be subscribed by user RSS

(38) Promotion of E-Participation Initiative (2/3)

Categories	Description
Conditions	<p>Online calendar of participatory events</p> <p>All condition must be complied:</p> <ul style="list-style-type: none">a) Calendar must consist of previous, current and future e-participation events or initiatives conducted by agencyb) On the calendar, by clicking on the event that is ongoing or has yet to take place, the calendar will display the details of the events or initiativesc) On the calendar, by clicking on the past event, the calendar will display the electronic archive consisting of past event details i.e. date, participant, feedback, outcomed) Provision of calendar without information on the e-participation events or initiatives is considered as non compliant for this criterion

(38) Promotion of E-Participation Initiative (3/3)

Categories	Description
Conditions	<p>Email alerts for e-participation initiative</p> <p>All condition must be complied:</p> <ul style="list-style-type: none">a) Users must be able to successfully subscribed to the email alertb) The “unsubscribe from list” option or link must be included in all emails sent to the usersc) Irrelevant email alerts is considered as non compliant for this criterion <p>Really Simple Syndication (RSS) for e-participation initiative</p> <p>All condition must be complied:</p> <ul style="list-style-type: none">a) Users must be able to successfully subscribed to the RSSb) The RSS must be updated on monthly basisc) Irrelevant RSS is considered as non compliant for this criterion

reach

Singapore Government
Integrity · Service · Excellence
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Home > Participate > Public Consultation

PUBLIC CONSULTATIONS

Would you like to play a part in shaping Singapore's public policies? Let your views be heard by participating in the public consultations posted by Ministries and Government agencies below. Your feedback will go directly to the agencies concerned.

Most Recent

[View Archived Consultations >](#)

Health Promotion Board
OPEN
Public Consultation Paper

HSA
Health Sciences Authority
OPEN
Public

MSF
MINISTRY OF SOCIAL AND FAMILY DEVELOPMENT
CLOSED
Public

Online calendar of participatory events



Health Promotion Board
OPEN
Public Consultation Paper

HSA
Health Sciences Authority
OPEN
Public

MSF
MINISTRY OF SOCIAL AND FAMILY DEVELOPMENT
CLOSED
Public

reach

Singapore Government
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Home > Read > Subscription

JOIN OUR MAILING LIST

Join the REACH mailing list and find out the latest events and discussions on REACH!

To subscribe, complete and submit the form below.

SUBSCRIPTION

REACH BYTES Receive our fortnightly e-newsletter and be updated on the latest discussions on the REACH portal, as well as upcoming REACH events and public consultations.

REACH NEWS Subscribe to our quarterly newsletter, REACH News, to read all about the latest happenings at REACH, our contributors' take on hot-button issues and responses from government agencies.

Email alerts for e-participation initiative



www.gov.sg/rss

This is a "feed" of frequently changing content on this site.
You can subscribe to this feed to receive updates when this content changes.

Subscribe to this feed using

Always use Live Bookmarks to subscribe to feeds.

News RSS

RSS Feeds

[CFE to review Singapore's economic strategies and position us for the future](#)

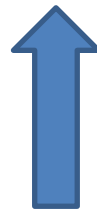
21 December 2015 at 11:00 AM

Prime Minister Lee Hsien Loong announced on 1 October 2015 that the Government will set up a Committee on the Future Economy (CFE). The CFE will develop economic strategies to position Singapore well for the future – to be a vibrant and resilient economy with sustainable growth that creates value and opportunities for all.

The CFE will build on and update the Report of the Economic Strategies Committee (ESC) of 2010, taking new global and domestic realities into account. Since 2010, the steady implementation of the ESC's recommendations has enabled us to keep our economy competitive. But with rapid changes in the global environment, technological change and a slower growth of our labour force, we face new challenges and opportunities.

The CFE will address five areas crucial to Singapore's future economic development:

- Future growth industries and markets. Identify and design growth strategies for priority clusters in Singapore, and to enable companies to seize opportunities in the global marketplace.
- Corporate capabilities and innovation. Recommend strategies to enable companies and industry clusters to develop innovative capacities, and use technology as well as new business models and partnerships to create value.



Really Simple Syndication
(RSS) for e-participation
initiative

38. Promotion of E-Participation Initiative

There are three (3) sub-criteria and agency must comply to all the conditions of each of the criterion to score marks.

- **Online calendar of participatory events**

1. Calendar consists of previous, current and future e-participation events or initiatives conducted by my agency
2. On the calendar, when clicking on the event that is ongoing or has yet to take place, the calendar displays the details of the events or initiatives
3. On the calendar, when clicking on the past event, the calendar displays the electronic archive consisting of past event details i.e. date, participant, feedback, outcome
4. The calendar includes relevant information on the e-participation events or initiatives

- **Email alerts for e-participation initiative**

1. Users is able to successfully subscribed to the email alert
2. The “unsubscribe from list” option or link is included in all emails sent to the users
3. The email alert is relevant to e-participation initiative (example: new initiative or result of the existing initiative)

- **Really Simple Syndication (RSS) for e-participation initiative**

1. Users is able to successfully subscribed to the RSS
2. The RSS is updated on monthly basis
3. The RSS feed is relevant RSS to e-participation initiative (example: new initiative or result of the existing initiative)

Please select the outcome of your assessment:

- 1. Online calendar of participatory events: My agency complies to all of the four (4) conditions
- 2. Email alerts for e-participation initiative: My agency complies to all of the three (3) conditions
- 3. Really Simple Syndication (RSS) for e-participation initiative: My agency complies to all of the three (3) conditions
- None of the above

(39) Presence of E-Consultation Mechanisms (1/2)

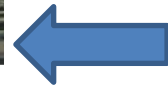
Categories	Description
Definition	Availability of social networking features Availability of social networking features refers to presence of government agencies' official accounts on the social network sites e.g. Facebook to engage with citizens in deeper contributions to and deliberation on public policies and services
	Availability of tools in order to obtain raw (non-deliberative) public opinion for public policy deliberation (e.g. online forums, media tools, polls, voting tools and petition tools) Availability of tools in order to obtain raw public opinion for public policy deliberation refers to the presence of the official social media account of the agency to engage citizens into deeper contributions and deliberation on public policies and services matters

E-consultation¹ is a mechanism or tool that allow the Government to invite discussion on specific information / issues / policy to garner inputs from the citizens

<http://www.computer.org/csdl/proceedings/hicss/2004/2056/05/205650117a.pdf>

(39) Presence of E-Consultation Mechanisms (2/2)

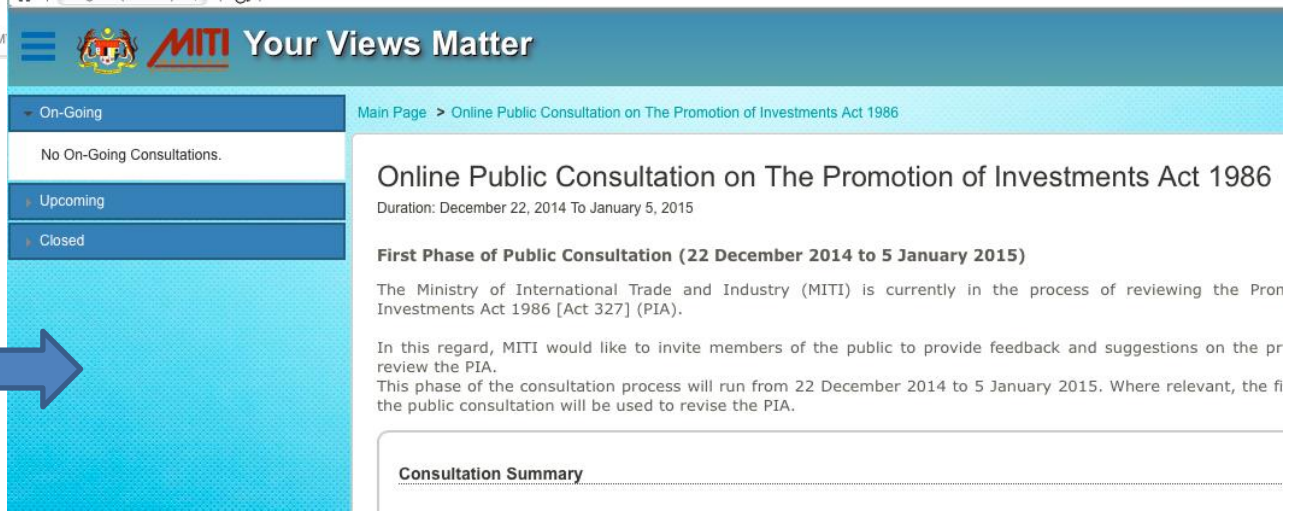
Categories	Description
Conditions	<p>Availability of social networking features</p> <p>All condition must be complied:</p> <ul style="list-style-type: none">a) Link to the social network must be available in the agency websiteb) The features must be updatedc) Social networking is used to engage with citizens in public policies and servicesd) Social network that solely provides events updates of the agency is considered as non compliant for this criterion
	<p>Availability of tools in order to obtain raw (non-deliberative) public opinion for public policy deliberation (e.g. online forums, media tools, polls, voting tolls and petition tools)</p> <p>All condition must be complied:</p> <ul style="list-style-type: none">a) All the tools provided by the website must be active and error-freeb) All the tool are available within the websites or link to the tool is made available in the websitec) All the tools are used for the purpose of solliciting input from citizen on policy deliberationd) Provision of tools that are used for other purposes than e-consultation is considered as non compliant for this criterion



Availability of social networking features



Availability of tools in order to obtain raw (non-deliberative) public opinion for public policy deliberation



39. Presence of E-Consultation Mechanisms

There are two (2) sub-criteria and agency must comply to all the conditions of each of the criterion to score marks.

- **Availability of social networking features**

1. Link to the social network is made available on my agency website
2. The features are updated
3. Social networking is used to engage with citizens in public policies and services

- **Availability of tools in order to obtain raw (non-deliberative) public opinion for public policy deliberation (e.g. online forums, media tools, polls, voting tools and petition tools)**

1. All the tools provided by the website must be active and error-free
2. All the tool are available within the websites or link to the tool is made available in the website
3. All the tools are used for the purpose of soliciting input from citizen on policy deliberation

Please select the outcome of your assessment:

- 1. Availability of social networking features: My agency complies to all the three (3) conditions
- 2. Availability of tools in order to obtain raw (non-deliberative) public opinion for public policy deliberation: My agency complies to all the three (3) conditions
- None of the above

(40) Presence Of E-Decision Making Tools (1/2)

Categories	Description
Definition	Citizen Feedback on Services/National Strategy/Policy Citizen Feedback on Services / National Strategy / Policy refers to provision of an avenue where citizens can provide their feedback on agency's services, national strategy or policy
	Publish Citizen Feedback on Services/National Strategy/Policy Publish Citizen Feedback on Services / National Strategy / Policy refers to the display of citizens feedback obtained from the above avenue
	Publish Outcome of Citizen Feedback on Services/National Strategy/Policy Publish Outcome of Citizen Feedback on Services / National Strategy / Policy refers to display of the outcome from the citizens feedback

(40) Presence Of E-Decision Making Tools (2/2)

Categories	Description
Conditions	<p>Citizen Feedback on Services/National Strategy/Policy</p> <p>All condition must be complied:</p> <ul style="list-style-type: none">a) All the avenues provided are active and error-freeb) The feedback requested from citizen is related to either services, national strategy or policyc) Provision of online form inactive and not related to the provision of feedback for Services/National Strategy/Policy is considered as non compliant for this criterion
	<p>Publish Citizen Feedback on Services/National Strategy/Policy</p> <p>All condition must be complied:</p> <ul style="list-style-type: none">a) All of the citizen feedback must be shared in the websiteb) Display of irrelevant feedback to Services/National Strategy/Policy is considered as non compliant for this criterion
	<p>Publish Outcome of Citizen Feedback on Services/National Strategy/Policy</p> <p>All condition must be complied:</p> <ul style="list-style-type: none">a) All of the outcome from the citizen feedback must be shared in the agency's websiteb) Publishing of outcome of feedback that irrelevant to Services/National Strategy/Policy is considered as non compliant for this criterion

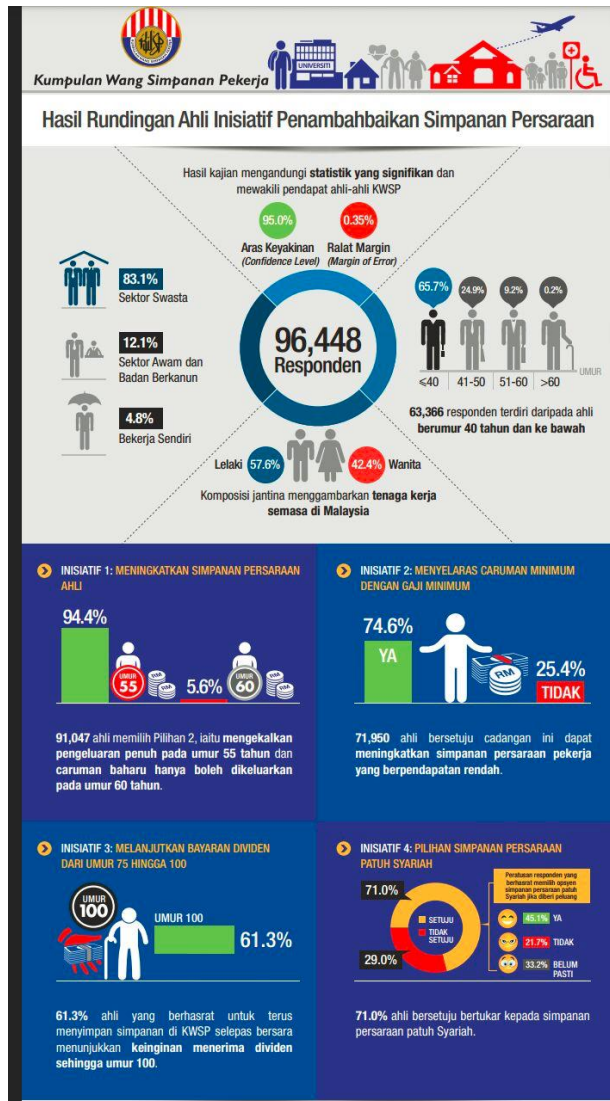
Profil Diri

Umur: [dropdown]
 Jantina: [dropdown]
 Bangsa: [dropdown]
 Negeri: [dropdown]
 Sektor: [dropdown]
 Industri Pekerjaan: [dropdown]
 Pendidikan Kuaran: [dropdown]

Soalan Umum

	Sangat Tidak Bersetuju	Tidak Bersetuju	Berastuju	Sangat Bersetuju
1. Simpanan KWSP sahaja memadai menampung kehidupan saya setelah bersara.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Saya mempunyai alternatif selain simpanan KWSP yang dapat menampung kehidupan persaraan saya.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Kerajaan Malaysia mempunyai jangka hayat yang semakin meningkat (atau secara purata umur 75 tahun), maka saya perlu simpanan yang mencukupi untuk menampung tempoh persaraan yang semakin panjang.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Sekiranya saya tidak lagi bekerja dan tidak mempunyai sumber pendapatan lain selepas umur 50 tahun, simpanan KWSP saya boleh bertahan sekurang-kurangnya selama 35 tahun.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Daripada menampung kehidupan dalam tempoh persaraan yang semakin meningkat, saya perlu bekerja lebih lama bagi menjamin perlesen yang	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Citizen Feedback on Services/National Strategy/Policy



Publish Citizen Feedback on Services/ National Strategy/Policy



Employees
Provident
Fund

Savings for old age

Members



Agency under the Ministry of Finance Malaysia

Employers

About EPF

Reach Us

Select Text Size : A A A

Select Font Color : ■ ■ ■

EN | BM

News & Highlights



LOGIN TO i-Akaun



MEMBERS



EMPLOYERS



BUSINESS PARTNERS

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EPF Announces Results of Members' Consultation Exercise

Kuala Lumpur, 18 May 2015: The Employees Provident Fund (EPF) today announced that its Members' Consultation exercise received an encouraging response with 96,448 survey respondents. The survey results had a 0.35 per cent margin of error at a 95 per cent confidence level, indicating that the results were statistically significant and representative of the opinion of all EPF members.

In a statement made today, EPF Chief Executive Officer Datuk Shahril Ridza Ridzuan said, "We have presented the results to the EPF Board who were pleased that so many of our members had exercised their right to have a say in the consultation exercise."

For Initiative One, increasing members' retirement savings, 94.4 per cent (91,047 out of 96,448) of EPF members chose Option 2, which entails retaining the full withdrawal age of 55, while new contributions from age 55 to 60 can only be withdrawn at 60.

For Initiative Two, aligning minimum contributions with the Minimum Wage legislation, 74.6 per cent (71,950) of members agreed to the proposal. This would make it compulsory for both employers and employees to calculate



Publish **Outcome** of Citizen
Feedback on Services/National
Strategy/Policy

40. Presence Of E-Decision Making

There are three (3) sub-criteria and agency must comply to all the conditions of each of the criterion to score marks.

- **Citizen Feedback on Services/National Strategy/Policy**
 1. All the avenues provided are active and error-free
 2. The feedback requested from citizen is related to either services, national strategy or policy
 3. Online Form is active and related to the Services/National Strategy/Policy
- **Publish Citizen Feedback on Services/National Strategy/Policy**
 1. All of the citizen feedback are shared on my website
 2. Feedback to Services/National Strategy/Policy displayed is relevant to Services/National Strategy/Policy
- **Publish Outcome of Citizen Feedback on Services/National Strategy/Policy**
 1. All of the outcome from the citizen feedback are shared on my agency's website
 2. The published of outcome of feedback is relevant to Services/National Strategy/Policy

Please select the outcome of your assessment:

- 1. Citizen Feedback on Services/National Strategy/Policy: My agency complies to all the three (3) conditions
- 2. Publish Citizen Feedback on Services/National Strategy/Policy: My agency complies to both of the conditions
- 3. Publish Outcome of Citizen Feedback on Services/National Strategy/Policy: My agency complies to both of the conditions
- None of the above



ENHANCED CRITERIA

(1) Loading Time (1/2)

ENHANCED

Categories	Description
Definition	<ul style="list-style-type: none">• Loading Time refers to the amount of time (in seconds) it takes for a page to load, from initiation of the pageview (e.g., click on a page link) to load completion in the browser.¹• ProBE Loading Time indicator: 5 seconds and below
Tips	<p>Utilise “Google PageSpeed Insights”².</p> <ul style="list-style-type: none">• Google PageSpeed test measures and analyses the page and generates report on specific recommendations to improve the speed of the page.³• Recommendations are based on general principles of web page performance, including resource caching, data upload and download size, and client-server round-trip times.⁴

¹ [Google Analytics: Interpret Site Speed](#)

² [Google Developers: PageSpeed Insight](#)

³ [Google Developers: About PageSpeed Insight](#)

⁴ [Practical Ecommerce: 10 Free Online Speed Test](#)

(1) Loading Time (2/2)

Categories	Description
Conditions	<p>All conditions must be complied:</p> <p>a) Assessment must be undertaken during peak hours specified below:</p> <ul style="list-style-type: none">• 10.00am to 1.00pm, or• 2.00pm to 4.00pm <p>b) Assessment to be undertaken by using an online tool "Seomastering.com": http://www.seomastering.com/site-speed-checker.php</p> <p>c) Only online tool identified above will be accepted. Utilisation of other Online Tool will not be accepted</p>
Information Gathering Process	<p>ProBE Self-Assessment System</p> <p>1) Submit the result from the online tool "Seomastering.com"</p>

Domain Names: www.moh.gov.my
Maximum 10 URLs

[Continue](#)

www.seomastering.com/site-speed-checker.php

No	Domain Name	Response Time (ms)	File Size (kb)	Load Time (sec)	Speed (kb/sec)
1	http://www.moh.gov.my	572	0.14	0.86	0.16

1. Loading Time

My agency has complied to **all of the three (3) conditions** below:

1. ProBE loading time indicator: 5 seconds and below
2. Assessment is undertaken during peak hours specified below:
 - 10.00am to 1.00pm, or
 - 2.00pm to 4.00pm
3. Assessment is undertaken by using an online tool "Seomastering.com":
<http://www.seomastering.com/site-speed-checker.php>

- Yes
 No

(3) Updated Content (1/2)

Categories	Description
Definition	<p>Updated Content refers to the update and review of information on the website. There are seven (7) elements of Updating Content:</p> <ol style="list-style-type: none"> i. Latest news, activities or updated events ii. Announcement, information and broadcast iii. Newspaper clippings, press statements or articles iv. Poster/Banner v. Tender / Quotation / Recruitment announcements vi. Minister, Deputy Minister and Senior Management of the agencies vii. News and /or updates on government policies
Tips	<ul style="list-style-type: none"> • Content and business owners of the information displayed on the website are encouraged to check their information regularly to verify and ensure the information are accurate and up-to-date¹ • Consistent engagement with users via feedback forms, surveys and focus groups allow website managers to understand user's perspective and input on the content of website¹



¹ [Keep It Fresh: Steps for Updating Your Website Content](#)






(3) Updated Content (2/2)

Categories	Description
Conditions	<p>All conditions must be complied:</p> <ul style="list-style-type: none"> a) Website must observe the updates in all of the seven relevant sections identified above b) Website must comply to the Guidelines “PERKARA-PERKARA YANG DIPANTAU BERKAITAN PENGEMASKINIAN MAKLUMAT DI LAMAN WEB” issued by MAMPU c) News and /or updates on government policies must be updated within 1 working day after the policy has been updated d) All of the seven relevant sections must be updated. Outdated sections will be considered as non compliant
Information Gathering Process	<p>ProBE Self-Assessment System:</p> <p>Upload the up-to-date screenshot of the relevant pages of their websites displaying any of the six relevant sections identified</p>

www.doe.gov.my/portalv1/

Bahasa Melayu • English • Bahasa Lain Desktop • Mobile A- A+ A++ A+++ A Hijau A Biru A Oren C Kontras Reset Tetapan Maklum Belas • Aduan • Meja Bantuan • Peta Laman



Portal Rasmi Jabatan Alam Sekitar
 Kementerian Sumber Asli & Alam Sekitar
 "Pemuliharaan Alam Sekitar, Tanggungjawab Bersama"






 SSO LOGIN

Carian Portal JAS

[Utama](#)
[Tentang JAS](#)
[Piagam Pelanggan](#)
[Awam](#)
[Industri](#)
[Pemaju](#)
[Perunding](#)
[Soalan Lazim](#)
[Hubungi](#)

Pengumuman

Soal Jawab Majlis Dialog Sempena Pelancaran Pusat Kecemerlangan Bahan Berbahaya Dan Industri Hijau

Program Industri Hijau



Permohonan Untuk Menjadi Training Provider Bagi Kursus Kompetensi dan Persijilan Industri EIMAS

Sertai Keahlian Rakan Alam Sekitar (RAS) Sekarang!!! Hadiah Menarik Menanti Anda

TAHNAH ! SISTEM PENGURUSAN KUALITI MS ISO 9001:2008

Audit Pemantauan MS ISO 9001:2008

JAS berjaya mengekalkan KETAKAKURAN SIFAR dan pensijilan MS ISO 9001:2008 AR 5141 sehingga Mac 2016

Para Industri Para Pemaju Para Perunding Awam Warga JAS

E-Perkhidmatan

- Perkhidmatan Atas Talian
- Akta, Kaedah, Peraturan & Arahan
- Aduan & Pertanyaan
- Penerbitan melalui Pusat Maklumat Alam Sekitar (EKMC)
- Koleksi Video Jabatan Alam Sekitar
- Muat Turun Borang
- Transaksi Atas Talian & MjID

Pusat Pengurusan Maklumat Alam Sekitar

- Enviro Library
- Enviro Museum
- Enviro Repository

Sub-Laman JAS

- Bahan Berbahaya Alam Sekitar (EHS)
- Kursus & Lathan di EIMAS
- Maklumat & Laporan EIA

SERTAILAH Rakan Alam Sekitar

A Guide To Air Pollutant Index (API) In Malaysia
Department Of Environment Malaysia 2000

SYMPOSIUM ON MARINE

IPU Terkini

Rujukan Bacaan Indeks Pencemaran Udara:

- Bacaan Indeks Pencemaran Udara JAS
- Keadaan Jerebu Serantau
- Peta Taburan Hotspot
- Ketumpatan Hotspots

Keratan Akhbar Sorotan Aktiviti

- 29-Nov-2015 Sunday - Bauxite miners' to pay compensation (New Straits Times)
- 29-Nov-2015 Sunday - Penang reveals plans to reclaim 2 islands (New Straits Times)
- 26-Nov-2015 Thursday - No plans to stop bauxite mining' (New Straits Times)
- 26-Nov-2015 Thursday - Tidak boleh dakwa penyebab jerebu dari luar (Utusan Malaysia)
- 25-Nov-2015 Wednesday - Tiga syarikat ceroboh hutan dikenali pasti (Harian Metro)

Kenyataan Akhbar Perolehan

- Kenyataan Akhbar Kementerian Sumber Asli, 30 Oktober 2015
- Kenyataan Akhbar Kementerian Sumber Asli, 29 Oktober 2015
- Kenyataan Akhbar Kementerian Sumber Asli, 28 Oktober 2015
- Kenyataan Akhbar Kementerian Sumber Asli, 26 Oktober 2015
- Kenyataan Akhbar Kementerian Sumber Asli, 25 Oktober 2015

EIA **Notis EIA** **Sosial & Galeri** **Inisiatif Hijau** **Laporan**

Main Page

3. Updated Content

The following are the relevant seven (7) elements of Updated Content:

1. Latest news, activities or updated events
2. Announcement, information and broadcast
3. Newspaper clippings, press statements or articles
4. Poster / Banner
5. Tender / Quotation / Recruitment announcements
6. Minister, Deputy Minister and Senior Management of the agencies
7. News and /or updates on government policies**

My agency has complied to all of the four (4) conditions below:

1. The website has undertaken the updates for relevant section from the of the seven (7) sections identified above
2. The website complies to the Guidelines "PERKARA-PERKARA YANG DIPANTAU BERKAITAN PENGEMASKINIAN MAKLUMAT DI LAMAN WEB" issued by MAMPU
3. The news and /or updates on government policies is updated within one (1) working day after the policy has been updated
4. Relevant sections from the seven (7) are updated

Please fill in URL of the updated elements available on the main page of your website:

- Yes
 No

Answer

x

Add

(4) Responsiveness to Enquiries (1/2)

Categories	Description
Definition	Responsiveness to enquiries refers to time frame of the response provided by the agency for the enquiries made by users via the website
Tips¹	<ul style="list-style-type: none">• Agencies must clearly display the response time for responding to enquires from users in the Client's Charter section of the websites which will allow users to anticipate when a response will be received.• Content owner are encouraged to prepare further information and clarification on anticipated questions that may be asked by the users such as related regulations, roadmap and links / access to more information about the subject matter.• The basic information which are prepared in advanced are to be provided promptly to users while the respective officers are working on a more detailed and customized response (if necessary) to increase level of engagement with the users.

¹ [White Paper: The Truth Behind Web Inquiry Management Global Investment Promotion Best Practices 2012](#)

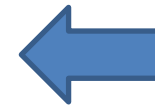
(4) Responsiveness to Enquiries (2/2)

Categories	Description
Conditions	<p>All conditions must be complied:</p> <p>a) Default response to any enquiries by users is within 7 working days as per “PANDUAN PENGURUSAN PERHUBUNGAN PELANGGAN” of “PEKELILING KEMAJUAN PENTADBIRAN AWAM BILANGAN 1 TAHUN 2008</p> <ul style="list-style-type: none">• In the event where an agency has indicated Response Time under 7 working days in the Client Charter (for example: Response Time to enquiries is within 3 working days), the shorter time frame for Response Time will take effect <p>b) Response that is sent beyond the set time frame is considered as non compliant</p>
Information Gathering Process	<p>ProBE Self-Assessment System:</p> <p>1) Agency to submit the stipulated SLA for Responsiveness within Client's Charter</p>

Piagam Pelanggan KBS

Diterbitkan: 08 April 2015 | Dicipta: Selasa, 28 Julai 2015 | Jumlah paparan: 2214

1. Memaklumkan keputusan permohonan bantuan aktiviti yang dikemukakan oleh pertubuhan belia/badan sukan dalam tempoh tiga (3) hari dari tarikh mesyuarat.
2. Meluluskan pendaftaran pertubuhan belia dalam tempoh lima (5) hari dengan syarat permohonan memenuhi garis panduan yang ditetapkan.
3. Meluluskan pendaftaran badan sukan dalam tempoh tujuh (7) hari dengan syarat memenuhi garis panduan yang ditetapkan.
4. Memaklumkan keputusan permohonan kemasukan ke IKBN/IKTBN dalam tempoh tiga (3) minggu selepas permohonan ditutup.
5. Menjelaskan tuntutan bayaran dalam tempoh empat belas (14) hari dengan syarat dokumen yang dikemukakan adalah lengkap.
6. Mengesahkan penerimaan aduan dalam tempoh satu (1) hari bekerja dan memberikan maklum balas aduan dalam tempoh tiga (3) hari.



Client Charter

Tarikh kemaskini: 4 Februari 2015 (Mesy Pengurusan bil. 5/2015)



Feedback Form & Notification

Ticket submitted

[Sistem Aduan/Maklumbalas KBS](#) > [Sistem Aduan/Maklumbalas KBS](#) > Ticket submitted

✓ **Success:** Ticket submitted

Aduan/Maklumbalas anda telah dihantar dan akan dijawab dalam masa tiga hari bekerja! Ticket ID: **SWD-73R-67YZ**

[View your ticket](#)

aplikasi mobile

Tracking ID: P3X-MRP-9927 (Nombor Tiket: 28463)
Status tiket: **Selesai** [\[Open ticket\]](#)
Created on: 21-01-2015 11:57:16
Kemaskini: 22-01-2015 10:51:48
Balasan terakhir: Hariadi Hinta (BPM)
Kategori: Laman Web
Balasan: 1

Tarikh: 21-01-2015 11:57:16
Nama: ibrahim bin osman
E-mel: ibrahimosman2615 (at) gmail (dot) com
Saluran Aduan:
Klasifikasi: Pertanyaan
Kementerian:
Jenis Perhubungan:

Mesej:

adakah pihak tuan/puan menyediakan perkhidmatan dalam talian dalam bentuk mobile

Tarikh: 22-01-2015 10:50:21
Nama: Hariadi Hinta (BPM)

Mesej:

Tuan,

Kebanyakan perkhidmatan atas talian yang disediakan oleh P
Sekian, terima kasih.



Response from agency

4. Responsiveness to Enquiries

My agency has complied to **both of the conditions** below:

1. My Agency responds to any enquiries by users within 7 working days as per "PANDUAN PENGURUSAN PERHUBUNGAN PELANGGAN" of "PEKELILING KEMAJUAN PENTADBIRAN AWAM BILANGAN 1 TAHUN 2008.
2. For agency that included Response Time under 7 working days in the Client Charter (*for example: Response Time to enquiries is within 3 working days*): My Agency responds to any enquiries by users within the time set as indicated in the Client Charter.

- Yes
 No

(5) Mobile Web/Version (1/2)

Categories	Description
Definition	Mobile Web/Version refers to a version of the website that is customised to be viewed using mobile devices such as smart phone, tab or iPad
Tips	<ul style="list-style-type: none">• Usage of responsive technology framework allows the agency to create a similar experience for the users no matter how they are accessing the website whether on desktop, tablet or smartphone. Therefore, providing better user experience across devices. Furthermore, it is an effective way to manage the website by eliminating the need to maintain separate mobile URL and content¹• If your agency maintains a separate Mobile Web / Version, ensure that both the desktop and mobile versions incorporate the same branding elements to ensure consistency²• Never stop testing! Ensure that the Mobile Web / Version are tested consistently on different type of mobile devices and operating systems. Tests should be undertaken on every page, user action and buttons on the website³

¹ www.cio.com

² www.socialmediaexaminer.com

³ www.hootsuite.com

(5) Mobile Web/Version (2/2)

Categories	Description
Conditions	<p>All conditions must be complied:</p> <ul style="list-style-type: none">a) The Mobile Web version is tailored to the size of the mobile device i.e. using responsive designb) Notification of the availability of the service such as QR code or Mobile Icon must be displayed on the desktop version to inform usersc) A Mobile Web that is displayed exactly like the desktop version (without responsive design) is considered as non compliant
Information Gathering Process	<ul style="list-style-type: none">a) For agency maintaining a separate URL for Mobile Web / Version, to enter the Mobile Web / Version URL address on the Self-Assessment System

Client's Charter Parliament Q&A Hall of Fame NRE Speeches Poll Your Voice

f Twitter YouTube RSS Cloud

Department/Agency under NRE Security Policy Privacy Policy Web Policy Disclaimer

Related Links

Ministry of Natural Resources and Environment,
Wisma Sumber Asli, No.25 Persiaran Perdana, Presint 4,
62574 Putrajaya, Malaysia
Tel : +603 8000 8000 | Fax : +603 8889 2672



5. Mobile Web / Version

My agency has complied to both of conditions below:

1. The Mobile Web version is tailored to the size of the mobile device i.e. using responsive design
2. Notification of the availability of the service such as QR code or Mobile Icon is displayed on the desktop version to inform users

Yes

No

(6) Active Hyperlink (1/2)

ENHANCED

Categories	Description
Definition	<p>Active Hyperlink refers to active and error-free hyperlink file or document that allows user visit another location or file. Typically hyperlink is activated by clicking on a highlighted word or image on the website¹.</p> <p>Broken Link refers to a hyperlink that no longer points to its original destination. This could be for a variety of reasons: the page has been moved, the page has been renamed.²</p>
Tips	<p>5 Quick and Easy Tricks by SiteProNews.com</p> <ul style="list-style-type: none">a) Be sure that your URL is fully qualified and has 'http://' at the start of itb) Don't try to italicize or bold your website addressc) Put your URL on a new lined) Don't put punctuation after your URLe) Preview your article and test your links

¹ [Tech Terms](#)

² [About Tech: Broken Link](#)

(6) Active Hyperlink (2/2)

Categories	Description
Conditions	<p>All conditions must be complied:</p> <ul style="list-style-type: none">a) All hyperlinks within the website must be activeb) Check to ensure that hyperlinks are active using Online Tool W3C Link Checker: http://validator.w3.org/checklink<ul style="list-style-type: none">i. Intranet is not considered as part of Broken Linkii. Files such as .jpg, .jpeg, .gif, .png, .css, .js, .ico, lang=bn, jsessionid are not taken into consideration for the Broken Link testiii. Broken link that originates from other domain is not considered for this criterion
Information Gathering Process	<p>ProBE Self-Assessment System:</p> <ul style="list-style-type: none">1) Agency to submit the result of Online Tool W3C Link Checker: http://validator.w3.org/checklink

Enter the address ([URL](#)) of a document that you would like to check:

More Options

- Summary only
- Hide [redirects](#): all for directories only
- Don't send the [Accept-Language](#) header
- Don't send the [Referer](#) header
- Check linked documents recursively, recursion depth:

- Save options in a [cookie](#)

Processing <http://www.doa.gov.my/>

Go to [the results](#).

For reliable link checking results, check [HTML validity](#) and [CSS validity](#) first.

Back to the [link checker](#).

Settings used:

- [Accept](#): text/html, application/
- [Accept-Language](#): en-us
- [Referer](#): sending
- Sleeping 1 second between rec

Status: Done. Document processed in 9.67 seconds.

```
HEAD http://www.doa.gov.my/home;jsessionid=0155B4CD342976062B21B731F8D2F955 fetched in 1.30 seconds
```

```
Checking link http://www.openmobilealliance.org/Tech/DTD/xhtml1-mobile12.dtd
```

```
HEAD http://www.openmobilealliance.org/Tech/DTD/xhtml1-mobile12.dtd
```

```
-> HEAD http://technical.openmobilealliance.org/Tech/DTD/xhtml1-mobile12.dtd fetched in 3.23 seconds
```

```
Checking link http://www.doa.gov.my/warga-doa;jsessionid=0155B4CD342976062B21B731F8D2F955
```

```
HEAD http://www.doa.gov.my/warga-doa;jsessionid=0155B4CD342976062B21B731F8D2F955 fetched in 0.61 seconds
```

```
Checking link http://www.doa.gov.my/customer;jsessionid=0155B4CD342976062B21B731F8D2F955
```

```
HEAD http://www.doa.gov.my/customer;jsessionid=0155B4CD342976062B21B731F8D2F955 fetched in 1.31 seconds
```

```
Processed in 9.67 seconds.
```

Results

Links

Valid links!

6. Active Hyperlink

My agency has complied to **all of the three (3) conditions** below:

1. All hyperlinks within the website are active
2. Test is undertaken using Online Tool W3C Link Checker: <http://validator.w3.org/checklink>
3. The followings files and links are exempted:
 - Intranet is not considered as part of Broken Link
 - Files such as .jpg, .jpeg, .gif, .png, .css, .js, .ico, lang=bn, jsessionid are not taken into consideration for the Broken Link test
 - Broken link that originates from other domain is not considered for this criteria

Yes

No

(8) W3C Disability Accessibility

(1/2)

P2: Functionality

ENHANCED

Categories	Description
Definition	Level A Level A refers to the compliance of Level A of Web Content Accessibility Guidelines (WCAG) 2.0 that allows a disabled person to be able to use the website
	Accessibility for the visually impaired Accessibility to the visually impaired refers to the ability of the website to allow for a person who has sight loss that cannot be fully corrected using glasses or contact lenses ¹ to access it
Conditions	Level A All conditions must be complied: a) Websites are required to comply with the requirements of WCAG 2.0 b) Usage of Online Tool: WAVE - http://wave.webaim.org/ c) Utilisation of other tool besides WAVE is considered as non compliant for this criterion

¹ <http://www.nhs.uk/conditions/Visual-impairment/Pages/Introduction.aspx>

(8) W3C Disability Accessibility

(2/2)

Categories	Description
Conditions	<p>Accessibility for the visually impaired</p> <p>All conditions must be complied:</p> <ul style="list-style-type: none">a) The website must provide at least one of the following:<ul style="list-style-type: none">i. Ability to change the font sizeii. Ability to change the font typeiii. Ability to change the background colourb) Inconsistency of font size, type of background colour is considered as non compliant for this criterion

¹ <http://www.nhs.uk/conditions/Visual-impairment/Pages/Introduction.aspx>

Level A



www.moh.gov.my

Powered by [WebAIM](#)



www.moh.gov.my

Styles No Styles Contrast

Summary

WAVE has detected the following:

- 6 Errors
- 144 Alerts
- 256 Features
- 57 Structural Elements
- 23 HTML5 and ARIA
- 45 Contrast Errors

Panel Options

- DETAILS: A listing of all the WAVE icons in your page.
- DOCUMENTATION: Explanation of the WAVE icons and how you can make your page more accessible.
- OUTLINE: The heading structure of the web page.

The following apply to the entire page:



Bahasa Melayu English
Arial Verdana Comic Sans
alt *Yellow Background* alt *Green Background* alt *Blue Background* alt *Red Background*

Portal Rasmi Kementerian Kesihatan Malaysia

alt *header_new_logo*
LAMANA UTAMA INFO KORPORAT DIREKTORI PENERBITAN KERJAYA ARI

ORANG AWAM alt *awam* SWASTA alt *swasta*

Kempen Penyusu

Accessibility for the Visually Impaired

Ability to change background colour

Ability to change font type

Ability to change font size

The image shows a screenshot of the official portal of the Malaysian Ministry of Health. At the top, there is a navigation bar with several accessibility options: 'Arial | Verdana | Comic Sans' for font type, a color palette for background color, and 'A+' 'A' 'A-' for font size. Below this is a large banner with the text 'Portal Rasmi Kementerian Kesihatan Malaysia' and a photograph of healthcare workers. Underneath the banner is a menu with links: 'INFO KORPORAT', 'DIREKTORI', 'PENERBITAN', 'KERJAYA', 'ARKIB', 'SOALAN LAZIM', and 'HUBUNGI KAMI'. Below the menu are three buttons: 'ORANG AWAM' (with a family icon), 'SWASTA' (with a building icon), and 'WARGA KKM' (with a person icon). To the right of these buttons is a search bar with the text 'Enjin Carian 1AKSES' and a 'Cari' button. At the bottom of the page, there is a large blue banner with the text 'PROGRAM PENERAPAN & PENGUKUHAN BUDAYA KORPORAT'.

8. W3C Disability Accessibility

There are two (2) sub-criteria.

- **Level A: *Agency must comply to all the conditions to score marks.***
 1. The Website complies with the requirements of Level A, WCAG 2.0
 2. Usage of Online Tool: WAVE - <http://wave.webaim.org/>

- **Accessibility for the visually impaired: *Agency must comply to a minimum of one (1) condition to score marks***
 1. Ability to change the font size
 2. Ability to change the font type
 3. Ability to change the background colour

Please select the outcome of your assessment:

- 1. Level A: My agency complies to both of the conditions
- 2. Accessibility for the visually impaired: My agency complies to at least one of the three (3) conditions
- None of the above

(7) Electronic Archive (1/2)

Categories	Description
Definition	Policies / budget / legal documents Refers to archive of policies, budget or legal documents for a minimum of the previous one year
	E-participation activities Refers to archive of past e-participation events or initiative for a minimum of the previous one year
	Archive responses by government to citizen's questions, queries and inputs Refers to archive of previous responses given to citizens who had sent in their questions, queries and input to the agencies via feedback form
Conditions	Policies / budget / legal documents a) Documents listed must be for a minimum of the previous one year b) Archive of other than policies / budget / legal documents documents is considered as non compliant for this criterion
	E-participation activities All condition must be complied: a) Events or initiatives listed must be for a minimum of the previous one year b) Details of event must be displayed i.e. date, participant, feedback, outcome c) Archive of list of the e-participation activities only is considered as non compliant for this criterion

(7) Electronic Archive (2/2)

Categories	Description
Conditions	<p>Archive responses by government to citizen's questions, queries and inputs</p> <p>All condition must be complied:</p> <ul style="list-style-type: none">a) The compilation of questions / queries/ inputs and responses from the agency must be for a minimum of the previous one yearb) The compilation of questions / queries/ inputs and responses from the agency must originate from the feedback form made available in the agency websitec) Archive of information that is less than a year is considered as non compliant for this criterion

MINERAL & GEOSCIENCE DEPARTMENT MALAYSIA
Resources and Environment Malaysia

LOGIN (SSO) REGISTER

Help 1Akses Search Client's Charter

CUSTOMER STAFF CONTACT US BLOG

Policies/budget/legal documents

Home / Akta Ahli Geologi

Name	Date added
akta penyiasatan kajibumi 1974.pdf Popular 35.36 KB	01/07/2014 14:58:08
Geologist Act 689 - 2008.pdf Popular 401.63 KB	01/07/2014 14:58:08
Geological Survey Act 1974.pdf Popular 46.31 KB	01/07/2014 14:58:08
Akta Ahli Geologi 689 - 2008.pdf Popular 424.03 KB	01/07/2014 14:58:08

Malaysia | Lain-lain Bahasa

KEMENTERIAN PEMBANGUNAN WANITA, KELUARGA DAN MASYARAKAT
Ministry of Women, Family and Community Development

UTAMA MENGENAI PKWKM PUSAT MEDIA DIREKTORI HUBUNGI KAMI ARKIB

ORANG AWAM WARGA PKWKM KUMPULAN SASAR

Suara Anda

- 2015
- Arkib
- E-Pernyataan

Arkib Suara Anda

Senarai cadangan yang dipaparkan ini adalah cadangan orang awam yang telah dikemukakan bagi meningkatkan mutu perkhidmatan Kementerian Pembangunan Wanita, Keluarga dan Masyarakat. Setiap cadangan yang telah diambil tindakan akan dipaparkan di ruangan ini. Terima kasih di atas sokongan anda.

No	Pengguna	Pendapat / Cadangan / Perincian	Maklum Balas / Tindakan
1	Bandirma Sunderaj	Saya berminat seperti diatas, Selseusaha Persatuan Kebajikan Harmoni komuniti Shah Alam. Persatuan kami masih baru. Kami kurang berpengalaman untuk menyeseakan masalah-masalah yang dihadapi oleh terutamanya ibu tunggal. Iaitu seorang ibu tunggal yang kehilangan suami dalam kemalangan baru-baru ini. Sakarang rumah yang ditinggal sekerang ini hampir nak ditingg. Bagaimana nak tolong si ibu tunggal ini. Dengan siapa patut kami rujuk, untuk selesaikan masalah ini.	Terima Kasih di atas kiriman email yang dikemukakan kepada Kementerian Pembangunan Wanita, Keluarga dan Masyarakat. Untuk makluman, tuan boleh menghubungi Jabatan Pembangunan Wanita (JPW) untuk mendapatkan bantuan kebajikan dan memaklumkan kepada Pegawai berkenaan mengenai situasi terkini. Untuk menghubungi, tuan boleh menelefon: Puan Halimah 03-83231614

Archive responses by government to citizen's questions, queries and inputs

Official Portal
MINERAL & GEOSCIENCE DEPARTMENT MALAYSIA
Ministry of Natural Resources and Environment Malaysia

LOGIN (SSO) REGISTER

Help 1Akses Search Client's Charter

MAIN PAGE ABOUT US PUBLIC CUSTOMER STAFF CONTACT US BLOG

E-participation activities

	Voting	End Voting	Status	Votes
1 Adakah pembangunan sumber air bawah tanah membantu menguruskan permintaan air dan sebagai penyelesaian kepada masalah kekurangan air?	May 16, 2014	August 16, 2015	●	55
2 Development of groundwater resources will help manage water demand and as a solution to water shortages. What do you think?	May 16, 2014	August 16, 2015	●	12
3 Patutkah kita memelihara khazanah warisan geologi seperti spesies flora dan fauna yang terancam?	November 23, 2014	December 31, 2015	●	51

7. Electronic Archive

There are three (3) sub-criteria and agency must comply to all the conditions of each of the criterion to score marks.

- **Policies / budget / legal documents**

1. Documents listed must be for a minimum of the previous one year
2. Archive of other than policies / budget / legal documents documents is considered as non compliant for this criterion

- **E-participation activities**

1. Events or initiatives listed must be for a minimum of the previous one year
2. Details of event must be displayed i.e. date, participant, feedback, outcome

- **Responses by government to citizen's questions, queries and inputs**

1. The compilation of questions / queries/ inputs and responses from the agency must be for a minimum of the previous one year
2. The compilation of questions / queries/ inputs and responses from the agency must originate from the feedback form made available in the agency website
3. Archive of information that is less than a year is considered as non compliant for this criterion

Please select the outcome of your assessment:

- 1. Policies / budget / legal documents: My agency complies to both of the conditions
- 2. E-participation activities: My agency complies to the three (3) conditions
- 3. Responses by government to citizen's questions, queries and inputs: My agency complies to the three (3) conditions
- None of the above

(15) Multi-Language for Content (1/2)

Categories	Description
Definition	Malay Language Malay Language refers to content availability in Malay Language
	English Language English Language refers to content availability in English Language
	Third Language Third Language refers to content availability in other languages. For example: Mandarin / Tamil
Conditions	Malay Language a) Content in Malay language is mandatory b) There is no multi-language content on the Malay Language version

(15) Multi-Language for Content (2/2)

Categories	Description
Conditions	<p>English Language</p> <p>All conditions must be complied:</p> <ul style="list-style-type: none">a) The entire content within a website must be translated into English Languageb) Discrepancies between Malay and English languages must be avoidedc) There is no multi-language content on the English Language version <hr/> <p>Third Language - Provision of content in third language is optional</p> <p>All conditions must be complied:</p> <ul style="list-style-type: none">a) The use of online tool is permissible with the condition to display a disclaimer notice informing users of its limitation and risksb) Provision of multi language content in the Third Language version due to error/ issues of usage of online tool is considered as non compliant for this criterion

Log Masuk Infocenter | Webmail English | Bahasa Malaysia | Other Languages |

Laman Web Rasmi
Institut Penyelidikan Perhutanan Malaysia
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← Malay Language

English Language →

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More Info

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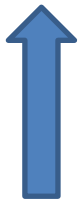
Home | Other Languages Translation

Other Languages Translation

Last modified: August 27, 2014


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- French
- Spanish
- Japanese
- Chinese (Simplified)
- Tamil




Third Language



http://www.frim.gov.my/  amina

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From: Malay To: French View: Translati

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Site officiel
Institut de recherche forestière de Malaisie
Ministère des Ressources naturelles et de l'Environnement

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for public safety until further notice.

More Info

15. Multi-Language Content

There are three (3) sub-criteria and agency must comply to all the conditions of each of the criterion to score marks.

- **Malay Language**

1. Content in Malay language is available
2. There is no multi-language content on the Malay Language version

- **English Language**

1. The entire content within the website is translated into English Language
2. There is no discrepancies between Malay and English languages
3. Not utilising any online tool to translate into English Language
4. There is no multi-language content on the English Language version

- **Third Language**

1. A disclaimer notice informing users of the limitation and risks of usage of Online Tool translator

Please select the outcome of your assessment:

- 1. Malay Language: My agency complies to both of the conditions
- 2. English Language: My agency complies to all the four (4) conditions
- 3. Third Language: My agency complies to the one (1) condition
- None of the above

(25) Link to Other Websites

Categories	Description
Definition	Link to myGov Portal Link to myGov Portal refers to the hyperlink provided on the website to access national portal i.e. myGov
	Link to Ministries/States Link to Ministries refers to the hyperlink provided on the website to access ministries portal
Conditions	Link to myGov Portal a) Hyperlink to myGov portal must be correct (http://www.malaysia.gov.my) b) The hyperlink is active. Inactive or broken link is considered as non compliant for this criterion
	Link to Ministries/States a) Hyperlink to respective parent e.g. Social Welfare department will provide a hyperlink to Ministry of Women, Family and Community Development b) Irrelevant, inactive or broken link for the hyperlink is considered as non compliant for this criterion

Forest Research Institute Malaysia (FRIM),
52109 Kepong, Selangor Darul Ehsan, Malaysia.
G : 3.2464539,101.643837
T : 603-62797000
F : 603 62731314
E : feedback@frim.gov.my

Total visitor :
03501876 since 23 June 2014
Best viewed : Firefox 15+, Internet Explorer 10+, Chrome 3+
Resolution : 1280 X 1024, Responsive Design



Link to myGov portal



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Last Update:

Friday, November 6, 2015

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T : 603-62797000
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E : feedback@frim.gov.my

Total visitor :
03501876 since 23 June 2014
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Resolution : 1280 X 1024, Responsive Design



Link to Ministry of Natural Resources and Environment (NRE)



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Last Update:

Friday, November 6, 2015

25. Link to Other Websites

There are two (2) sub-criteria and agency must comply to all the conditions of each of the criterion to score marks.

1. Link to myGov Portal

1. Hyperlink to myGov portal is correct (<http://www.malaysia.gov.my>)
2. The hyperlink is active

2. Link to Ministries/States

1. Hyperlink to my parent Ministry/State is made available e.g. *Social Welfare department will provide a hyperlink to Ministry of Women, Family and Community Development*
2. Hyperlink is active and relevant

Please select the outcome of your assessment:

- 1. Link to myGov Portal: My agency complies to both of conditions
- 2. Link to Ministries/States: My agency complies to both of the conditions
- None of the above



EXISTING CRITERIA

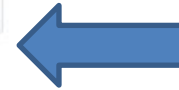
(2) Downtime (1/2)

Categories	Description
Definition	<ul style="list-style-type: none">• Downtime refers to the occasions whereby the website is not operational and is not accessible by the users¹• Downtime does not include scheduled maintenance period in which the agency has informed users of the time and duration of website unavailability for access• Only the main page of the website is observed for downtime criterion. Downtime for Online Services will not be measured in this criterion
Tips	<ul style="list-style-type: none">• Utilise and subscribe to a reliable Online Tool• There are many Online Tools available to assist to track your website. Most of these tools send immediate alerts to website admin when the website crashes

¹ [Whatis: Uptime and Downtime](#), [Cloudendure: Cloud Downtime](#)

(2) Downtime (2/2)

Categories	Description
Conditions	<p>All conditions must be complied:</p> <p>a) Website downtime must be within the stipulated SLA of respective agencies</p> <ul style="list-style-type: none"> • For agencies without SLA: Must comply to 99.5% uptime (43 hours, 48 minutes downtime) <p>b) Notification of the website inaccessibility must be displayed on other official channels such as myGov or agency social media accounts</p> <ul style="list-style-type: none"> • Agency that does not own any official social media accounts are required to utilise its parent website or official accounts <p>c) Scheduled maintenance is not considered as incidence of Downtime</p>
Information Gathering Process	<p>ProBE Self-Assessment System</p> <p>1) Submit the stipulated SLA for website uptime/downtime for 2016 (SLA to be uploaded in the system)</p> <ul style="list-style-type: none"> • The default uptime for agencies without SLA will be 99.5% <p>2) Each downtime incidence must be keyed into the system</p>



Notification of the website inaccessibility must be displayed

Makluman : Laman web MPManjung tidak dapat dicapai buat sementara waktu kerana proses penyelenggaraan sistem sedang dijalankan.

View translation

RETWEET 1

8:37 AM - 26 Jun 2015

2. Downtime

To input the Downtime SLA, please convert hours into minutes, as per the example:
1 hour = 60 minutes
3 hours 15 minutes = 195 minutes

Do you have uptime SLA? Yes No minutes/year

Add

Submit

Type* Delete

Planned

Duration(minutes)

Date

dd/mm/yyyy

Reason

Attachment*

Choose File No file chosen

Maximum size: 200kB. Allowed types: jpg, png, gif

- Planned
- Planned
- Unplanned
- No Downtime

Online Services Criteria

A group of criteria involving Online Services

SCENARIO		ALL	ALL	ANY
Number of Online Services		Aid, Tools and Help Resources	Notification of Transaction	Online Service Security
Online Service A		✓	X	✓
Online Service B		✓	X	X
Online Service C		X	✓	✓
Online Service D		✓	✓	✓
Online Service E		✓	✓	✓
SCORE	YES	NO	NO	YES

(2) Number of Online Services (1/2)

Categories	Description
Definition	<ul style="list-style-type: none">• Number of Online Services refers to services that can be fully transacted online. These includes:<ol style="list-style-type: none">i. Government to Citizens (G2C)ii. Government to Business (G2B)iii. Government to Government (G2G) services• E-Payment is considered as an Online Service• Intranet, Complaint and Feedback Forms are not considered as Online Services

(2) Number of Online Services (2/2)

Categories	Description
Conditions	<p>All conditions must be complied:</p> <ul style="list-style-type: none">a) A minimum of 1 Online Services and maximum of 5 Online Services are to be assessedb) The Online Services provide end-to-end services without off-line transaction requirementc) The Online Services must be provided within the website domain<ul style="list-style-type: none">• For Online Services that are published outside the agency website's domain, the ownership information of the Online Services is to be verifiedd) The Online Services must be displayed on the main page and hyperlinked to the location of the Online Services within the website (or the verified link if it is outside of the website's domain)e) Intranet services, complaint and feedback form are not considered for this criterion



Peraturan Nombor Pendaftaran Kenderaan Dan Cermin Gelap Serta Larangan Penggunaan Lampu HID Dan Strobe Light

< sila klik untuk maklumat lanjut >

TRANSAKSI DALAM TALIAN

[Kenderaan Saya](#) | [Lesen Memandu Saya](#) | [Kesalahan dan Penalti Saya](#)



Lesen Kenderaan Motor (LKM)
Pertanyaan mengenai tarikh luput LKM.
[Mula](#)



Lesen Kenderaan Motor (LKM)
Permohonan memperbaharui LKM.
[Mula](#)



Lesen Kenderaan Motor (LKM)
Permohonan pek maklumat kenderaan.
[Mula](#)



Pengistiharan Kenderaan Tidak Beroperasi
Permohonan bagi pengistiharan kenderaan.
[Mula](#)

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Bil. Perkhidmatan	Bil. Transaksi 2015
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2 Rayuan Lesen Memandu Tamat Tempoh	15560

[Terperinci](#)



Kajian Kepuasan Pelanggan Terhadap Perkhidmatan PUSPAKOM

SEMAKAN TARIKH LUPUT LESEN KENDERAAN MOTOR

* Kategori ID :

NOTA:
Sila pilih Kategori ID dan masukkan Nombor ID DAN Nombor Pendaftaran Kenderaan anda.
(Contoh Format Nombor ID Orang Awam Malaysia - MyKAD : 801121141234 atau KP Lama : A1234567).
Yang bertanda * wajib diisi.

SEMAKAN TARIKH LUPUT LESEN KENDERAAN MOTOR

* Kategori ID :

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* Kod Sekuriti :

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Yang bertanda * wajib diisi.

HASIL CARIAN

Rekod pemilik tidak wujud.

2. Number of Online Services

My agency has complied to **all of the three (3) conditions** below:

1. End-to-end transactions of Online Services are available
2. The Online Services are provided within the website domain (*For Online Services that are published outside the agency website's domain, the ownership information of the Online Services is to be verified*)
3. The Online Services are displayed on the main page and are hyperlinked to the location of the Online Services within the website (*or the verified link if it is outside of the website's domain*)

Please enter the name of the Online Services assessed into the Answer field

Yes

No

Answer

x

Semakan Tarikh Luput Lesen Kenderaaan Motor

Add

(3) Notification of Transaction

Categories	Description
Definition	Notification of Transaction refers to the notification sent to each user after an online transaction is completed
Conditions	All conditions must be complied: <ul style="list-style-type: none">a) All of the Online Service (identified on the Number of Online Services criterion) must provide notification at the end of every transactionb) A transaction that does not prompt any message or notification is considered as non compliant for this criterion

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Kenderaan Saya | Lesen Memandu Saya | Kesalahan dan Penalti Saya

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 Permohonan pek maklumat kenderaan.
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 Yang bertanda * wajib diisi.

HASIL CARIAN

Rekod pemilik tidak wujud.

Notification of Transaction

3. Notification of Transaction

My agency has complied to the **one (1)** condition below:

1. All of the Online Services (*identified on the Number of Online Services criterion*) provide notification of transaction at the end of each transaction

Please enter the name of the Online Services and respective Notification of Transaction assessed into the Answer field

Yes

No

Answer

x

Semakan Tarikh Luput Lesen Kenderaaan Motor

Add

(4) Aid, Tools & Help Resources

Categories	Description
Definition	<p>Aid, Tools & Help Resources refers to information that will aid users when using Online Services</p> <p>Examples:</p> <ul style="list-style-type: none">i. Tipsii. Guidelinesiii. Manualiv. Flowchartv. Video Tutorial
Conditions	<p>All conditions must be complied:</p> <ul style="list-style-type: none">a) All of the Online Services (identified on the Number of Online Services criterion) must have either one of the five examplesb) It must be made available on the main page of the respective online servicesc) Frequently Asked Question is not considered as part of this criterion

Peraturan Nombor Pendaftaran Kenderaan Dan Cermin Gelap Serta Larangan Penggunaan Lampu HID Dan Strobe Light

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Kajian Kepuasan Pelanggan Terhadap Perkhidmatan PUSPAKOM

Aid, Tools & Help Resources



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SEMAKAN TARIKH LUPUT LESEN KENDERAAN MOTOR

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* Kod Sekuriti :

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 Yang bertanda * wajib diisi.*

HASIL CARIAN

Rekod pemilik tidak wujud.

4. Aid, Tools & Help Resources

My agency has complied to **both of the conditions** below:

1. Each of the Online Services (*identified on the Number of Online Services criterion*) provides guidance in the form of tips / guidelines / manual / flowchart / video tutorial to assist users in completing each transaction
2. The guidance (tips / guidelines / manual / flowchart / video tutorial) are made available on the main page of the respective online services

Please enter the name of the Online Services assessed and its form of guidance (tips / guidelines / manual / flowchart / video tutorial) into the Answer field

- Yes
 No

Answer

x

Semakan Tarikh Luput Lesen Kenderaaan Motor

Add

(5) Online Service Security

Categories	Description
Definition	Online Service Security refers to the security, authentication and protection of data sent via Internet Protocol while using Online Services ¹
Conditions	<p>All conditions must be complied:</p> <ul style="list-style-type: none">a) At least one form of security measures must be provided in any of the Online Services (identified on the Number of Online Services criterion)b) Availability of the Public Key Infrastructure (PKI) Examples:<ul style="list-style-type: none">• SSL• Digital Certificate• Captchac) Any security measures provided must be prominently displayed on Online Services pagesd) Online security that is provided by parent agency in a centralised online service is not considered for this criterion

¹[Technopedia: Internet Security](#)

Peraturan Nombor Pendaftaran Kenderaan Dan Cermin Gelap Serta Larangan Penggunaan Lampu HID Dan Strobe Light

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TRANSAKSI DALAM TALIAN

Kenderaan Saya Lesen Memandu Saya Kesalahan dan Penalti Saya

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Kajian Keupasan Pelanggan Terhadap Perkhidmatan PUSPAKOM

Online Service Security



SEMAKAN TARIKH LUPUT LESEN KENDERAAN MOTOR

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* Kod Sekuriti :

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 Yang bertanda * wajib diisi.

HASIL CARIAN

Rekod pemilik tidak wujud.

5. Online Service Security

My agency has complied to all of the three (3) conditions below:

1. At least one form of security measures is provided in any of the Online Services (*identified on the Number of Online Services criterion*)
2. Public Key Infrastructure (PKI) is made available (Examples: SSL, Digital Certificate, Captcha)
3. The security measures provided is prominently displayed on Online Services pages

Please enter the name of the Online Services and respective security measures assessed into the Answer field

Yes

No

Answer

x

Semakan Tarikh Luput Lesen Kenderaaan Motor

Add

(6) Broadcast

Categories	Description
Definition	Broadcast refers to a section where announcements, news or latest updates in the agency are being made.
Conditions	All conditions must be complied: <ul style="list-style-type: none">a) Announcement must be made available on the the Broadcast section. The section should not be left blank.b) In the case where no update / announcement available, the section must display notification such as “No latest announcement is available”c) An empty broadcast section without any notification as indicated in b) is considered as non compliant



Official Portal of Department of Environment

Ministry of Natural Resources & Environment

"Environmental Conservation, Our Shared Responsibility"



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Announcement

Register Environmental Members Now !!! Attractive Prizes Awaits You

Detailed EIA Report For The Proposed Sanitary Landfill

Broga TrEx Challenge 2015

Kenyataan Akhbar Kementerian Sumber Asli, 26 Oktober 2015

Department of Environment Mobile Application in Google Play Store

Department Of Environment also provides mobile application for public convenience. For more information please [click here](#) »



The Industries

The Developers

The Consultants

Public

Members of DOE

6. Broadcast

My agency has complied to **both of the conditions** below:

1. There is announcement available on the the Broadcast section
2. In the case where there is no update / announcement available, the section displays notification such as "No latest announcement is available"

Yes

No

(9) Frequently Asked Questions (FAQ)

Categories	Description
Definition	Frequently Asked Questions (FAQ) refers to the compilation of questions that are frequently asked by the website users
Conditions	a) The questions and answers must be related to the agency b) An empty FAQ section is considered as non compliant for this criterion



Official Portal of Department of Environment

Ministry of Natural Resources & Environment

"Environmental Conservation, Our Shared Responsibility"



DOE Search Portal

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- Public
- Industries
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- FAQs
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1Akses Search Engine GO

E-Services

- Online Services
- Acts, Rules, Regulations & Orders
- Complaint & Enquiry
- Publication through Enviro Knowledge Management Centre (EKMC)
- Department of Environment Video Collections
- Download Form
- Online & MyID Transaction

[Department of Environment](#) » [Frequently Ask Question](#)

Frequently Ask Question

Question 1: What is the background for the establishment the Department of Environment (DOE) ?

Answer:

Department of Environment (DOE) was originally created as Environment Division under the Ministry of Local Government and Environment on 15 April 1975. Environment Division was then placed under the Ministry of Science, Technology and Environment in March 1976. Based on the importance of environmental protection and conservation, on 1 September 1983, the Environment Division has been upgraded to a Department known as the Department of Environment. On March 2004, DOE was then placed under the Ministry of Natural Resources and Environment. The establishment of Department of Environment is based on the Environmental Quality Act, 1974 which was enacted in March 1974 and came into force on 15 April 1975.

Question 2: What is the core business of DOE ?

Answer:

The main function of the DOE is to prevent, eliminate, control pollution and improve the environment, consistent with the purposes of the Environmental Quality Act 1974 and

9. Frequently Asked Questions (FAQ)

My agency has complied to **both of the conditions** below:

1. The questions and answers are related to my agency
2. The FAQ section is not empty

- Yes
- No

(10) Feedback Form

Categories	Description
Definition	Feedback Form refers to the the opinion expressed by users on the website functionality, usage experience or issues related to the agency
Conditions	All conditions must be complied: <ul style="list-style-type: none">a) Feedback Form is working/error-freeb) Enquiry must be sent through to the respective agencyc) Submission of Feedback Form that did not go through, and / or without notification of successful transaction is considered as non compliant for this criterion

Maklumbalas/Aduan

[Sistem Aduan/Maklumbalas KBS](#) > [Sistem Aduan/Maklumbalas KBS](#) > Maklumbalas/Aduan

Use this form to submit a support request. Required fields are marked with *

Name: *

Email: *

Priority: *

Kategori: *

Name: *

Email: *

Priority: *

Kategori: *

Telefon: *

Faks:

Organisasi:

Subject: *

Message: *

Ticket submitted

[Sistem Aduan/Maklumbalas KBS](#) > [Sistem Aduan/Maklumbalas KBS](#) > Ticket submitted

✓ **Success:** Ticket submitted

Aduan/Maklumbalas anda telah dihantar dan akan dijawab dalam masa tiga hari bekerja! Ticket ID: **SWD-73R-67YZ**

[View your ticket](#)

10. Feedback Form

My agency has complied to **all of the three (3) conditions** below:

1. Feedback Form is working/error-free
2. Enquiry sent through to my agency
3. Submission of Feedback Form was successful, and notification of successful transaction was available

- Yes
- No

(11) Feedback Auto-Notification

Categories	Description
Definition	Feedback Auto-Notification refers to the notification prompted / displayed after the submission of feedback by a user.
Conditions	All conditions must be complied: <ul style="list-style-type: none">a) The notification must provide information on the status of the feedback form submission on whether it has been sent or receivedb) The notification message must include the time frame for response from the relevant officerc) Notification without time frame is considered as non compliant for this criterion

Maklumbalas/Aduan

[Sistem Aduan/Maklumbalas KBS](#) > [Sistem Aduan/Maklumbalas KBS](#) > Maklumbalas/Aduan

Use this form to submit a support request. Required fields are marked with *

Name: *
Email: *

Priority: *

Kategori: *

Name: *

Email: *

Priority: *

Kategori: *

Telefon: *

Faks:

Organisasi:

Subject: *

Message: *

Ticket submitted

[Sistem Aduan/Maklumbalas KBS](#) > [Sistem Aduan/Maklumbalas KBS](#) > Ticket submitted

Feedback Auto-Notification

✔ **Success:** Ticket submitted

Aduan/Maklumbalas anda telah dihantar dan akan dijawab dalam masa tiga hari bekerja! Ticket ID: **SWD-73R-67YZ**

[View your ticket](#)

11. Feedback Auto-Notification

My agency has complied to **all conditions** below:

1. The notification provides information on the status of the feedback form submission whether it has been sent or received
2. The notification message includes the time frame for response from the relevant officer

- Yes
- No

(14) Audio / Video

Categories	Description
Definition	Audio / Video refers to a segment of video or media files containing audio or video that has both an in-time and an out-time within a larger video element
Conditions	All conditions must be complied: <ul style="list-style-type: none">a) Audio or video clip must be related to the agencyb) The clips can be streamed or downloadedc) Background music of the website and flash clips on landing page are not considered as part of this criterion



The Official Portal of
DEPARTMENT of OCCUPATIONAL SAFETY and HEALTH
MINISTRY of HUMAN RESOURCES



GENERAL EMPLOYER COMPETENT PERSON/FIRM DOSH STAFF

English



SEARCH/CARIAN:

Search/Carian



MAIN ABOUT DOSH SERVICES LEGISLATION COMPETENCY OSH INFO STATISTICS CONTACT US

Main > Multimedia Gallery > Video > National Council For Occupational Safety And Health

NATIONAL COUNCIL OF OCCUPATIONAL SAFETY AND HEALTH VIDEO / AUDIO GALLERY



MAJLIS ANUGERAH CEMERLANG KESELAMATAN & KESIHATAN PEKERJAAN KEBANGSAAN 2014

14. Audio / Video

My agency has complied to **all of the three (3) conditions** below:

1. Audio or video clip is related to my agency
2. The clips are streamed or downloaded
3. The background music of the website and flash clips on landing page are not considered

Yes

No

(18) Contact Details (1/2)

Categories	Description
Definition	<p>Telephone Number</p> <p>Telephone number refers to general telephone number(s) of the agency</p>
	<p>Address</p> <p>Address refers to general mailing address of the agency</p>
	<p>Email</p> <p>Email refers to general e-mail or webmaster email address of the agency</p>
Conditions	<p>Telephone Number</p> <p>All conditions must be complied:</p> <ul style="list-style-type: none"> a) Telephone number is clearly displayed in website b) Provision of direct line to officers is not considered for this criterion
	<p>Address</p> <p>All conditions must be complied:</p> <ul style="list-style-type: none"> a) Mailing address is clearly displayed in website b) Provision of outdated address is considered as non compliant for this criterion

(18) Contact Details (2/2)

Categories	Description
Conditions	<p data-bbox="374 325 475 359">Email</p> <p data-bbox="374 396 973 431">All conditions must be complied:</p> <ul data-bbox="374 468 1858 868" style="list-style-type: none"><li data-bbox="374 468 1085 502">a) Email is clearly displayed in website<li data-bbox="374 539 1808 688">b) To avoid misuse of email addresses by other parties to send “spam emails”, the email addressed should be displayed differently ie hanani[dot]ahmad[at]moh[dot]com[dot]my (hanani.ahmad@moh.gov.my)<li data-bbox="374 725 1858 868">c) Provision of email address without necessary precaution as mentioned in item b) that may lead to spamming activities is considered as non compliant for this criterion



GPS Coordinate : (3.236497648345289, 101.63186073303222)

Office Opening Hours :

8.00 am – 5.00 pm (except Saturday, Sunday and Public Holiday)

Joggers Opening Hours :

5.00 am – 7.30 pm (except 7.30am – 8.30 am)

Address :

Forest Research Institute Malaysia (FRIM),
52109 Kepong,
Selangor Darul Ehsan,
Malaysia

Email :

feedback[at]frim.gov.my

T : 603-62797000

F : 603 62731314



Address



Email



Telephone Number

18. Contact Details

There are three (3) sub-criteria and agency must comply to all the conditions of each of the criterion to score marks.

- **Telephone Number**

1. Telephone number is clearly displayed on website
2. Provision of direct line to officers is not considered for this criterion

- **Address**

1. Telephone number is clearly displayed on website
2. Provision of direct line to officers is not considered for this criterion

- **E-mail**

1. The e-mail address is clearly displayed on website
2. The email addressed is displayed differently to avoid misuse and spam (example: hanani[dot]ahmad[at]moh[dot]com[dot]my for hanani.ahmad@moh.gov.my)

Please select the outcome of your assessment:

- 1. Telephone Number: My agency complies to both of the conditions
- 2. Address: My agency complies to both of the conditions
- 3. E-mail: My agency complies to both of the conditions
- None of the above

(21) About Us

Categories	Description
Definition	About Us refers to a section of the website that provides information on the respective agency
Conditions	All conditions must be complied: <ul style="list-style-type: none">a) It may be provided in a dedicated section or incorporated in the introduction pageb) Irrelevant information that are not related to the agency is considered as non compliant for this criterion



ABOUT US

History

- Vision & Mission
- Commission Members
- Organizational Leadership
- Our Responsibility
- Our Commitment
- Annual Reports

Consumer Complaints Bureau
PROBLEMS
with your service?

To learn more, click here

Home > About Us > History

History

< BACK

Print

Share

With the birth and explosion of a new convergent communications and multimedia industry in Malaysia in the mid 1990s, a new paradigm requiring new approaches in media policies and regulation became a necessity. In line with this, Malaysia adopted a convergence regulation model with regards to the communications and multimedia industry in November 1998. Two legislations were enacted to give effect to the new regulatory model: the Communications and Multimedia Act 1998 which set out a new regulatory licensing framework for the industry and the Malaysian Communications and Multimedia Commission Act (1998) which created a new regulatory body, the Malaysian Communications and Multimedia Commission.

The Communications and Multimedia Act (1998) came into enacted on 1 April 1999, while with it, the Telecommunications Act (1950) and the Broadcasting Act (1988) were repealed.

With it's creation, the Commission set forth 10 national policy objectives to:

- Establish Malaysia as a major global centre and hub for communications and multimedia information and content services
- Promote a civil society where information-based services will provide the basis of continuing enhancements to quality of work and life
- Grow and nurture local information resources and cultural representation that facilitate the national identity and global diversity;
- Regulate for the long-term benefit of the end user;
- Promote a high level of consumer confidence in service delivery from the industry;
- Ensure an equitable provision of affordable services over ubiquitous national infrastructure;

21. About Us

My agency has complied to **both of the conditions** below:

- Available in a dedicated section or incorporated in the introduction page
- About Us only includes relevant information related to my agency

- Yes
- No

(22) Publications

Categories	Description
Definition	Publications refers to any publications issued by agencies that are published or downloadable in the websites
Conditions	All conditions must be complied: <ul style="list-style-type: none">a) Publications can be in e-book reader or downloadable format (e.g. .pdf, .epub)b) Publication must be related to agencyc) Journal and publication abstracts are not considered for this criterion



ABOUT US

- [History](#)
- [Vision & Mission](#)
- [Commission Members](#)
- [Organizational Leadership](#)
- [Our Responsibility](#)
- [Our Commitment](#)
- [Annual Reports](#)

Consumer Complaints Bureau
PROBLEMS
 with your service?

To learn more, click here

Did you know?

Home > About Us > Annual Reports > MCMC Annual Reports

MCMC Annual Reports

< BACK

Print

Share



MCMC Annual Report 2014

17/11/2015

PDF



MCMC Annual Report 2013

04/03/2015

PDF



MCMC Annual Report 2012

19/02/2014

PDF

Recent Entries

> MCMC Annual Report 2014
17/11/2015

> MCMC Annual Report 2013
04/03/2015

> MCMC Annual Report 2012
19/02/2014

> MCMC Annual Report 2011
11/12/2012

> MCMC Annual Report 2010
01/01/2011

Archived Entries

22. Publications

My agency has complied to **all of the three (3) conditions** below:

1. Publications are made available in e-book reader or downloadable format (example: .pdf, .epub)
2. Publications are related to my agency
3. Does not include abstracts of publications and journals

- Yes
- No

(23) Personalisation

Categories	Description
Definition	Personalisation refers to the delivery of appropriate content and services, tailor-made to the user's need with the aim is to improve the user's experience of a service ¹
Conditions	All conditions must be complied: <ul style="list-style-type: none">a) Sections are provided for specific users of the website Example: Students, Parents, Teachersb) Must be more than one category of usersc) The provision of personalisation for only one category is considered as non compliant for this criterion

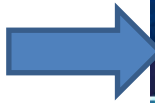
¹[Personalization of Web Services: Opportunities and Challenges](#)



KEMENTERIAN
PENDIDIKAN
MALAYSIA

Ke arah pelaksanaan perakaunan akruan Kerajaan Persekutuan tahun 2015

Category
of Users



Murid / Pelajar Orang Awam Warga KPM Maklumat Korporat

> Sekolah Rendah	> Pendidikan Khas
> Sekolah Menengah	> Tingkatan Enam
> Bantuan Pembelajaran	> Matrikulasi
> Sekolah Kluster Kecemerlangan (SKK)	> Peperiksaan
> Sekolah Berprestasi Tinggi (SBT)	> Takwim

MINISTRY OF EDUCATION MALAYSIA

Education Blueprint: Page Initiative Student Outcome

October 2015

TEACHING CENTRE

Instek, Negeri Sembilan Darul Kh

23. Personalisation

My agency has complied to **both of the conditions** below:

1. Sections are provided for specific users of the website (Example: Students, Parents, Teachers)
2. More than one category of users are provided

- Yes
- No

(24) Sitemap

Categories	Description
Definition	Sitemap refers to visual or textually organized model of a website's content that allows the users to navigate through the site to find the information they are looking for ¹
Conditions	All conditions must be complied: <ul style="list-style-type: none">a) Sitemap must be dynamic i.e. hyperlinks are provided for the pages listedb) A static sitemap is considered as non compliant for this criterion

¹<http://searchsoa.techtarget.com/definition/site-map>

Official Portal of Department of Environment

Ministry of Natural Resources & Environment

"Environmental Conservation, Our Shared Responsibility"

Client Charter

Public

Industries

Developers

GO

Department of Environment » Sitemap

Sitemap

- [Home](#)
- [About DOE](#)
 - [Introduction](#)
 - [Message from General Director](#)
 - [Department's Logo](#)
 - [National Policy on the Environment](#)
 - [Vision & Mission](#)
 - [Core Services](#)

24. Sitemap

My agency has a dynamic Sitemap (i.e. hyperlinks are provided for the pages listed)

- Yes
- No

(27) Search Function

Categories	Description
Definition	Search Function refers to search function made available on the website for users to locate information within the websites only
Conditions	All conditions must be complied: <ul style="list-style-type: none">a) Search function is working whereby it prompted a listed of resultb) Result must consist of information within the agency website onlyc) Search engine result that includes information from other agency's website is not considered for this criterion

Search Function



Official Website

Forest Research Institute Malaysia

Ministry of Natural Resources and Environment



*"Conserve,
Innovate,
Educate"*

Search Results for 'publication'

Search Non Journal Publication

Written by FRIM Webmaster on Friday, 27 June 2014. Posted in

Search Results

[Continue Reading »](#)

Publication

Written by Webmaster on Tuesday, 18 March 2014. Posted in

123

[Continue Reading »](#)

27. Search Function

My agency has complied to both of the conditions below:

1. Search function is working and search result is displayed
2. The search result consists of information within my agency website only

- Yes
 No

(29) Searchable Database

Categories	Description
Definition	Searchable Database refers to searches that access information in specific section or page within the websites. Example of specific section: staff directory, circular, image gallery, news article
Conditions	All conditions must be complied: <ul style="list-style-type: none">a) Searchable database is working whereby it prompts a listed of resultb) Result must consist of information within the specific section or page onlyc) Search result that display section or page from other agency's website is not considered for this criterion

HOME CORPORATE INFO DIRECTORY PUBLICATIONS CAREER ARCHIVE

Search Result of Keyword 'Kuala Kedah'

Kuala Kedah Search

<p>Klinik Desa 2G Kuala Kedah</p> <p>Kuala Kedah Kota Setar 06600 Alor Star Kedah 04-7411490</p>	<p>Klinik Desa Seberang Kota</p> <p>Kuala Kedah 06600 Kuala Kedah 06600 Kuala Kedah Kedah 04-7841490</p>	<p>Klinik Desa Tebengau</p> <p>Tebengau Kota Setar 06600 Kuala Kedah Kedah 04-7621396/</p>
<p>Klinik Desa Telok Kechal</p> <p>Kuala Kedah Kota Setar 06600 Alor Star Kedah</p>	<p>Klinik Kesihatan Kuala Kedah</p> <p>Batu 6, Jalan Kuala Kedah Kota Setar 05460 Kuala Kedah Kedah</p>	<p>Klinik Kesihatan Simpang Kuala</p> <p>Jalan Kuala Kedah Kota Setar 06650 Alor Star Kedah</p>

Search Function

Search Results

29. Searchable Database

My agency has complied to **both of the conditions** below:

1. Searchable database is working and displays the relevant search result
2. Search result consists of information within the specific section or page only

- Yes
- No

(31) Client's Charter

Categories	Description
Definition	Client's Charter refers to a written commitment by the organisation to deliver the service to its clients through an open, clear and transparent approach. It is also a guarantee for standard quality delivery. On client's perspective, it is a guaranteed promise for standard quality delivery. ¹
Conditions	All conditions must be complied: <ul style="list-style-type: none">a) The agency's main Client's Charter is displayed on the websiteb) The Client's Charter must be specific and measurablec) Display of any Client's charter that belongs to a unit or section in an agency instead of the agency is considered as non compliant for this criterion

¹ [Pekeliling Kemajuan Pentadbiran Awam Bilangan 1 Tahun 2008](#)

Official Portal of Department of Environment

Ministry of Natural Resources & Environment

"Environmental Conservation, Our Shared Responsibility"



DOE Search Portal

Client Charter

Public

Industries

Developers

Consultants

FAQs

Contact

Department of Environment » Client Charter

Client Charter

"Environmental Conservation – Our Shared Responsibility"

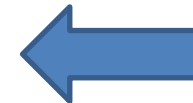
"We are aware, sensitive and will continuously review all legal provisions, regulations, orders, standards, procedures and our work culture so as not to jeopardize or bring about adverse effects on sustainable development; we shall always endeavor to bring into effect all possible improvements to achieve the objectives of VISION 2020 through the client charter as follows:"

Project Planning Approval

- Decision on application for Written Permission to construct Prescribed Premises (Scheduled Wastes) to be issued within 3 weeks.
- Decision on application for installation of fuel burning equipment and air pollution control equipment to be issued within 3 weeks.
- Decision on a complete Preliminary EIA report to be issued within 5 weeks.
- Decision on a complete Detailed EIA report to be issued within 12 weeks.
- Decision on application for Site Suitability Assessment on siting of new factory to be issued within 2 weeks.

Issuing of Licenses/Approvals

- Decision on application for new license to operate scheduled wastes off-site recovery facility to be issued within 2 weeks.
- Decision on application for license renewal to operate scheduled wastes off-site recovery facility to be issued on the-spot for walk-in applicant or within 1 week for application submitted by post.



Measurable

31. Client's Charter

My agency has complied to **both of the conditions** below:

1. Main Client's Charter is displayed on the website
2. Client's Charter is specific and measurable

Yes

No

(32) Achievement of Client's Charter

Categories	Description
Definition	Achievement of Client's Charter refers to the measurement of client's charter compliance
Conditions	All conditions must be complied: <ul style="list-style-type: none">a) Achievement must be updated on monthly basisb) The achievement of the previous two months must be included e.g. When a user is accessing the website in the month of October, the user must be able to view achievement of Client Charter for the months of August.c) Remarks is required to those agencies that do not measure the achievement on monthly basisd) Display of outdated achievement is considered as non compliant for this criterion

Piagam Pelanggan

Pencapaian Piagam Pelanggan

“ CEPAT, TEPAT, MESRA, AMANAH ”

PENCAPAIAN PIAGAM PELANGGAN PERBENDAHARAAN 2015 Sehingga Bulan September 2015

- Pencapaian Piagam Pelanggan Perbendaharaan
- Pencapaian Piagam Pelanggan Perbendaharaan
- Pencapaian Piagam Pelanggan Perbendaharaan



Achievement of
Client Charter

Bil.	Janji	Menepati Tempoh Masa / Standard Piagam Pelanggan		Melebihi Tempoh Masa / Standard Piagam Pelanggan*		Jumlah Perkhidmatan
		Jumlah Menepati Standard **	% Menepati Standard ***	Jumlah Tidak Menepati Standard ****	% Tidak Menepati Standard *****	
1.	Menyediakan Anggaran Perbelanjaan Tahunan untuk dibentangkan di Parlimen mengikut tarikh yang telah ditetapkan. Tindakan: Pejabat Belanjawan Negara (NBO)	-	-	-	-	Buku Anggaran Perbelanjaan Tahunan akan disediakan 1 kali dalam setahun dan akan dibentangkan pada hari Pembentangan Bajet Negara

32. Achievement of Client Charter

My agency has complied to all of the four (4) conditions below:

1. Achievement is updated on monthly basis
2. The achievement of the previous two months are included
 - e.g. When a user is accessing the website in the month of October, the user must be able to view achievement of Client Charter for the months of August and September
3. If my agency do not measure the achievement on monthly basis, remarks is provided
4. There is no outdated achievement displayed

- Yes
- No

(33) Statistic of Online Services

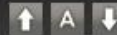
Categories	Description
Definition	Statistic of Online Services refers to the measurement of the Online Services usage
Conditions	<p>All conditions must be complied:</p> <ul style="list-style-type: none">a) Usage of all online services must be trackedb) Tracking must be updated on monthly basisc) Tracking of the past two months must be included<ul style="list-style-type: none">• e.g. When a user is accessing the website in the month of October, the user must be able to view Statistic of Online Services for the months of Augustd) Statistic of selected instead of all Online Services provided on the website is considered as non compliant for this criterion



The Official Portal
DEPARTMENT of OCCUPATIONAL SAFETY and HEALTH
MINISTRY of HUMAN RESOURCES

GENERAL EMPLOYER COMPETENT PERSON/FIRM DOSH STAFF

English



MAIN

ABOUT DOSH

SERVICES

LEGISLATION

COMPETENCY

OSH INFO

STATISTICS

CONTACT US

Main > Statistics > Online Transaction Statistics > Statistics of Online Services Transaction Until September 2015

STATISTICS OF ONLINE SERVICES TRANSACTION UNTIL SEPTEMBER 2015

Statistics Online Services Transaction Until September 2015

Search

No.	Name of Online Services	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
1.	Application for Design (Steam Boiler, Hoisting Machines, UPV & Lifts) and Pipeline Approval (SKUDV3)	1,370	813	1,288	1,461	1,235	1,433	1,261	1,121	1,109

33. Statistic of Online Services

My agency has complied to **all of the four (4) conditions** below:

1. Usage of all Online Services (*identified on the Number of Online Services criterion*) is tracked
2. Tracking is updated on monthly basis
3. Tracking of the past two months is included
 - e.g. When a user is accessing the website in the month of October, the user must be able to view Statistic of Online Services for the months of August and September
4. Statistic of **all** Online Services are provided on the website

- Yes
 No

(41) Look and Feel

Categories	Description
Definition	Refers to how the site looks to the user and how it feels when he or she is interacting with it ¹
Conditions	All condition must be complied: <ul style="list-style-type: none">a) Maintain the same look and feel on every pageb) Consistent header, footer and side panels on every pagec) If the case where an English Language content section is available, the look and feel must be consistent as the Malay Language sectiond) The colour of the website is not considered for this criterion

¹ [What is the "Look and Feel" of a Website? And Why It's Important](#)

41. Look and Feel

My agency has complied to **all of the three (3) conditions** below:

1. The same look and feel is maintained on every page
2. The header, footer and side panels is consistent on every page
3. The look and feel of the English Language version is consistent as the Malay Language section (if available)

- Yes
- No



THANK YOU