



Local Government Questionnaire (LGQ) for the United Nations E-Government Survey

The objective of this questionnaire is to gather information from local governments/municipalities in preparation for the upcoming United Nations E-Government Survey. For the first time in 2018, the United Nations E-Government Survey assessed 40 pilot cities. The 2020 Survey featured 100 cities/local government websites assessment and the upcoming survey of 2022 has increased to ... cities. The responses will be shared online in the [UN E-Government Survey Knowledgebase](#) unless otherwise requested. For any question about this questionnaire, please contact dpidg@un.org.

Kuala Lumpur

Malaysia

I. Institutional Framework

1. What is the official **e-Government**¹ portal of the city/municipality? If more than one exists, please list all.

The official eGovernment portal of the city/municipality is Kuala Lumpur City Hall (KLCH) or well known in Bahasa Malaysia as Dewan Bandaraya Kuala Lumpur (DBKL):

<https://www.dbkl.gov.my>

2. Please provide **URLs** for **portals** providing specific services/features

- a) E-services²:

<https://www.dbkl.gov.my/perkhidmatan/servis-online/>

- b) E-participation³:

<https://www.dbkl.gov.my/media/e-penyertaan/>

- c) Open government data⁴:

<https://www.dbkl.gov.my/sumber/data-terbuka-kerajaan/>

- d) Public procurement:

<https://www.dbkl.gov.my/sumber/perolehan/>

- e) Other major portals at the city/municipality level:

None

¹ **E-government or digital government** will be used interchangeably in this Survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs).

² A specific portal where you can see the list of all online services available to the public.

³ **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

⁴ **Open Government Data** allows citizens to monitor data streams and thereby improves the accountability and transparency of government. OGD also allows citizens to be aware of important issues and to be part of the decision-making process to address policy issues (e-participation).

3. Does your city/municipality have a **Chief Information Officer (CIO)**⁵ to manage its e-Government programs/strategies?

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If yes, is the **city/municipality CIO** linked to any extent to the **national CIO**? (by mandate or other type of relation)

Yes, our city/municipality CIO is linked to the national CIO in Malaysian Administrative Modernisation and Management Planning Unit (MAMPU) CIO page

<https://www.dbkl.gov.my/info-korporat/ketua-pegawai-maklumat-cio/>

<https://malaysia.gov.my/portal/content/209?language=my>

<https://aplikasi.mampu.gov.my/mycio/index.php>

II. Legal Framework

Is there any **legislation** on **digital governments** such as law on access to information or data privacy at the national and/or local levels? Yes No

If Yes, how do you adopt these in your organization?

We adopt the policies and guidelines related to data security from the National Cyber Security Agency (NACSA) <https://www.nacsa.gov.my/legal.php> and those related to data privacy from Ministry of Communications and Multimedia Malaysia (KKMM)

<https://www.pdp.gov.my/jpdpv2/akta-709/personal-data-protection-act-2010/> are both incorporated into the Kuala Lumpur City Hall Privacy and Security Policy <https://www.dbkl.gov.my/en/dasar-privasi-dan-keselamatan/>

III. Strategy and Implementation

1. Is there a city/municipality **e-Government Strategy** or equivalent?
Yes, there are as per stated below:

a) **Kuala Lumpur City Hall ICT Strategic Planning 2021-2025.**

<https://www.dbkl.gov.my/pelan-strategik-ict-dbkl-2021-2025/>

b) **Kuala Lumpur Smart City Blueprint 2021-2025. <https://www.dbkl.gov.my/kuala-lumpur-smart-city-blue-print-2021-2025/> and Malaysia Smart City Framework**

<https://www.kpkt.gov.my/index.php/pages/view/675?mid=405>

⁵ CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

2. Please check whichever applies to the city/municipal e-Government Strategy or equivalent:

- has an implementation plan.
- is aligned with the national development strategy.
- is aligned with the sustainable development goals (SDGs).
- is aligned with national digital development strategy.
- indicates the existence of shared solutions/platforms provided at the national/regional level.
- makes specific reference to e-Participation and/or digital inclusion/engagement.
- makes specific reference to co-creation mechanisms for citizens.
- makes specific reference to social media.
- makes specific reference to a local digital ID.
- makes specific reference to new technologies such as artificial intelligence, blockchain, big data etc.
- provides other specific measures to ensure e-Government is used by the most vulnerable groups⁶.
- provides other specific measures for ICT training and digital literacy by government officials.
- makes specific reference to cyber security.
- makes specific reference to mobile government.

Please explain further:

The Kuala Lumpur is the Malaysia capital city and plays a focal point roles in various fields including business, finance, administration, education, religion, culture and sports.

Kuala Lumpur City Hall (KLCH) as the administrator of the City of Kuala Lumpur must ensure the delivery of the best services to the people of Kuala Lumpur and also its stakeholders are in line with the passage of time and the latest technology and the latest government policies.

Various initiatives including programs and ICT applications implemented are based on KLCH's core business implemented and embedded KLCH's plans such as Kuala Lumpur City Plan, ICT Strategic Plan, Kuala Lumpur Smart City Master Plan 2021-2025, Kuala Lumpur Climate Action Plan 2050 and Kuala Lumpur Development Plan 2040.

The initiatives implemented are targeted at all levels and would benefit all including the use of the latest technology in the implementation of service improvement, implementation of online service payment, engagement with citizens and stakeholders, bridging the digital divide and others.

These information can be accessed via [https:// www.dbkl.gov.my/](https://www.dbkl.gov.my/)

Kuala Lumpur City Hall also supports MyDigital plan which outlines the plans to accelerate Malaysia's progress as a technologically-advanced economy, through the Malaysia Digital Economy Blueprint. MyDigital is a critical enabler in realizing our Twelfth Malaysia Plan 2021-2025 (RMKe-12), as we work towards Wawasan Kemakmuran Bersama 2030 and Sustainable Development Goal (SDG) 2030.

Details can be further perused as in the link below:

<https://www.epu.gov.my/sites/default/files/2021-02/malaysia-digital-economy-blueprint.pdf>

⁶ Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

3. Does your city/municipality have a dedicated budget for digital government? Please explain by informing on the percentage compared to the total municipality budget.

Yes. It is estimated about 20% from ICT budget (2022) allocated for digital government.

4. Do you publish the city/municipality budget online on the portal? Please explain further and provide links.

Yes, we published the city/municipality budget online under the Budget Speech Archive which can be accessed at:

<https://www.dbkl.gov.my/media/arkib-elektronik/arkib-ucapan-belanjawan/>

5. Are there any digital initiatives in place in your city/municipality focused on sustainability issues and/or a green economy? Please explain further and provide links.

Yes, we do have several digital initiatives which focused on sustainability issues and/or green economy as per listed below:

- a) **Kuala Lumpur Low Carbon Society Blue Print 2030**

<https://www.dbkl.gov.my/kuala-lumpur-low-carbon-society-blueprint-2030/>

- b) **The Second National Urban Policy (Dasar Perbandaran Negara Kedua) at national level**

https://www.kpkt.gov.my/resources/index/user_1/MENGENAI%20KPKT/DASAR/BUKU_DPN2_30072020.pdf

- c) **Urban Wellbeing (Kesejahteraan Bandar)**

<https://www.kpkt.gov.my/index.php/pages/view/460>

- d) **Housing (Perumahan)**

<https://www.kpkt.gov.my/index.php/pages/view/458>

6. Does your city/municipality include partnerships with other national or international cities and/or private sector, civil society? Please explain further and provide links.

Yes. Kuala Lumpur via Kuala Lumpur City Hall (KLCH) has multiple partnerships with other locals, international cities and networks. Details can be viewed at:

<https://www.dbkl.gov.my/hubungan-kerjasama/>

IV. Usage of online services

1. What is the percentage of city/municipality services offered online and through dedicated mobile means? Please explain and provide links for both online and mobile services.

KLCH offers its services via online and mobile means

(<https://www.dbkl.gov.my/perkhidmatan/servis-online/>) which out of those services offered, 79% services are offered online and the remaining 21% are through mobile means. The breakdown are as follows:

a) Online

- [Sports & Event Facility Booking \(KLSPEF\)](#)
- [E-Housing](#)
- [E-Procurement](#)
- [E-License](#)
- [E-Complaint \(iSPAAA\)](#)
- [Traffic Compound Checking System](#)
- [KL Integrated Submission](#)
- [KLCH Recruiting System](#)
- [Assessment Tax Enquiry System](#)
- [IDB System](#)
- [City Planning System](#)
- [Material Transport Truck Permit Application System \(e-PLAB\)](#)
- [Dog License Management System \(e-Dog\)](#)
- [Customer Self-Service Portal](#)
- [Integrated Transport Management System](#)

b) Mobile Apps

- KLCares : [PlayStore](#) | [App Store](#)
- MOBIS : [PlayStore](#) | [App Store](#)
- GOKL : [PlayStore](#) | [App Store](#)
- EZ KL Smart Park : [Play Store](#) | [App Store](#)

2. Do you collect usage statistics of e-Government services?

Yes No

3. If yes, do you publish the results online and share those with the public institutions concerned?

KLCH collects usage statistics of e-Government services and published the results online at:
<https://www.dbkl.gov.my/statistik-transaksi-online/>

V. User satisfaction

1. Do you measure the satisfaction of citizens with the e-Government services provided?

Yes No

2. If yes, do you publish the results online and share those with the public institutions concerned? Please explain further.

KLCH measures the satisfaction of citizens with the e-Government services provided and published the results online at:

<https://www.dbkl.gov.my/media/e-penyertaan/>

It is also published in the Ministry of Federal Territory at:

<https://www.kwp.gov.my/index.php/arkib/epenyeritaan-arkib/kajian-kepuasan-pelanggan>

3. What is the percentage of the population⁷ satisfied with their last experience of online public services? Please explain further.

The percentage of population satisfied with their last experience of online public services polls in 2020 on the query of “Are you satisfied with the services offered by DBKL/KLCH” stood at 76.7% ticked “Yes”/“Satisfied” as per published in the Ministry of Federal Territory link:

<https://www.kwp.gov.my/index.php/arkib/e-penyertaan-arkib/kajian-kepuasan-pelanggan>

VI. Social Media

1. How do you use social media at the city/municipality level to interact with and engage people in e-government activities? Please explain further.

The social media are used to promote online services and encourage the public to use online services. The official social media for Kuala Lumpur City Hall are :

- a) Facebook <https://www.facebook.com/dbkl2u>
- b) Twitter <https://www.twitter.com/dbkl2u>
- c) Youtube <https://www.youtube.com/user/kcityhall>
- d) Instagram <https://www.instagram.com/dewanbandarayakualalumpur>

VII. COVID-19 Measures

1. Is there a specific local government portal or a dedicated section of the city/municipality portal addressing the COVID-19 pandemic? Please explain further and provide links.

Yes, the COVID-19 related information can be accessed at:

<https://www.dbkl.gov.my/media/info-covid-19/>

COVID-19 information is also displayed in the COVID-19 Info, Banner and Announcement section mainly informing the public about the public sanitization program, notices and other related information about COVID-19.

2. Are there any local e-Government initiatives that your city/municipality provided for COVID-19 response and recovery. (e.g., portals/URL; strategy for digital technologies; online services; digital solutions; budget for digital solutions)

- a) **KL Prihatin Temporary Hawker License Online Management System (Sistem Pengurusan Online Lesen Penjaja Sementara KL Prihatin)**

⁷ Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf

<https://www.dbkl.gov.my/en/makluman-awam-garis-panduan-permohonan-lesen-sementara-kl-prihatin/>

- b) **Online Management System for the Sale of Iftar Meals During the Month of Ramadan 2020**
(Sistem Pengurusan Online Jualan Juadah Buka Puasa Sepanjang Bulan Ramadan Tahun 2020)
- c) **COVID-19 Compassionate Contribution System To Hawkers And Small Traders In The Federal Territory Of Kuala Lumpur** (Sistem Sumbangan Ehsan COVID-19 Kepada Penjaja Dan Peniaga Kecil Di Wilayah Persekutuan Kuala Lumpur)

These information can be accessed via <https://www.dbkl.gov.my/media/info-covid-19/>

VIII. Smart City and New Technologies

1. Do you have a specific city/municipality strategy on the following new technologies? (e.g., Artificial Intelligence, IoT, Blockchain, Smart City, 5G, Virtual/Augmented Reality, Robotics, 3D Printing)

Yes No

a. If yes, please explain further and provide links.

The new technologies strategies have been included in KLCH ISP 2021-2025 and will be implemented in phases. It can be read at:

<https://www.dbkl.gov.my/pelan-strategik-ict-dbkl-2021-2025/>

Whilst those related to Ministry of Housing and Local Government is stated in:

<https://www.kpkt.gov.my/index.php/pages/view/470>

2. Does your city/municipality strategy plans for the use of big data analytics in their decision-making processes? Please explain further and provide links.

The use of big data analytics have been included in KLCH ISP 2021-2025 and will be implemented in phases. Details can be perused at:

<https://www.dbkl.gov.my/pelan-strategik-ict-dbkl-2021-2025/>

X. Contact and Additional Information

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- Submission Date: **15 June 2021**

Please select whichever applies:

- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other:

Thank you for taking the time to fill out the Local Government Questionnaire (LGQ) 2022. We appreciate your participation.