



United Nations

Department of
Economic and
Social Affairs

Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2022

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2022. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of the Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA assesses national portals with the assistance of independent researchers to construct the OSI, and requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. Inputs to the MSQ will be used by the United Nations E-Government Survey 2022 team for more in-depth country analysis, fact-checking and data quality assurance.

Refer here for a glossary of terminologies: <https://publicadministration.un.org/egovkb>

More information about the UN E-Government Survey:

<https://publicadministration.un.org/en/Research/UN-e-Government-Surveys>

For any questions about this questionnaire, please contact Madeleine Losch (email: loschm@un.org) and Rachael Purcell (email: purcell@un.org).

COUNTRY NAME* Malaysia

Contact information

Your name* Dr. Fazidah binti Abu Bakar

Title* Director

Organization* Malaysian Administrative Modernisation and Management Planning Unit (MAMPU)

Email* fazidah@mampu.gov.my

Please select whichever applies*

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I did not have the full information to respond to this questionnaire.
- I mostly provided my own opinion/assessment rather than official information.
- Other _____

A. Institutional / Organizational Framework

1. What is the official e-government portal at the national level? If more than one exists, please list all. *

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

2. Please provide links (Links) for portals providing specific services/features

- | | |
|----------------------------|--|
| E-services or similar | https://www.malaysia.gov.my/portal/digitalservices
https://www.malaysia.gov.my/portal/subcategory/240
https://malaysiabiz.gov.my/ms ; |
| E-participation or similar | https://www.malaysia.gov.my/portal/category/658
https://upc.mpc.gov.my/
https://www.moh.gov.my/index.php/pages/view/1403
https://www.kpwkm.gov.my/kpwkm/index.php?r=portal/soalSelidik
https://grp.miti.gov.my
https://www.mycc.gov.my/e-participation |
| Open government data | http://www.data.gov.my/
https://www.dosm.gov.my/v1/index.php?r=column3/accordion&menu_id=amZNeW9vTXRydTFwTXAxSmdDL1J4dz09 |
| Public procurement | https://www.eperolehan.gov.my/
https://myprocurement.treasury.gov.my/ |
| Others (if any) | https://www.epu.gov.my/en/socio-economic-statistics/malaysian-economy-figures
https://oridb.epu.gov.my/
https://grp.mpc.gov.my/new
https://mdec.my/about-malaysia/government-policies |

3. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

There are three (3) agencies that are in charge of e-government at two (2) different levels as stated below:

A. National Level:

1. Ministry of Communications and Multimedia
<https://www.kkmm.gov.my>

B. Public Sector Level:

1. Malaysian Administrative Modernization And Management Planning Unit (MAMPU)
<https://www.mampu.gov.my>
2. Economic Planning Unit (EPU)
<https://www.epu.gov.my/en>

4. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

Yes No

If yes, please provide contact information of national Chief Information Officer (CIO) or equivalent:

Your name* Mr. Azih Bin Yusof
Title* Government CIO and Deputy Director General (Information Communication & Technology)
Organization* MAMPU, Prime Minister's Department, Malaysia
Email* azih@mampu.gov.my

Please provide links and details on the above, including coordination/integration between national and sub-national levels on e-government strategies/programmes.

The establishment of Government Chief Information Officer (GCIO) and the Office of GCIO at MAMPU strengthen the Government's commitment in ensuring the successful coordination and the integration of all ICT development activities in the public sector. The Government Chief Information Officer (GCIO) and the Chief Information Officers at the agency level act as the driving force in the planning, implementing and monitoring of ICT-based Government programmes in order to facilitate the transactions between the stakeholders and Government agencies.

Details at:

<https://www.mampu.gov.my/en/corporate-information/government-chief-information-officer-gcio>

<https://www.malaysia.gov.my/portal/content/209>

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

Sectoral agencies/departments/ministries

5. Please provide names and links of the government agencies/departments/ministries at the national level in charge of the following*

Planning/development	1. Economic Planning Unit (http://www.epu.gov.my)
Education	1. Ministry of Education (https://www.moe.gov.my) 2. Ministry of Higher Education (http://www.mohe.gov.my)

	<p>3. Community Development Department (https://www.kemas.gov.my/tabika/)</p> <p>4. Department of National Unity and Integration (https://www.jpnin.gov.my/)</p> <p>More information on education can be accessed at https://www.malaysia.gov.my/portal/category/871</p>
Health	<p>1. Ministry of Health Malaysia (http://www.moh.gov.my/) More information on health can be accessed at https://www.malaysia.gov.my/portal/category/1539</p>
Social Welfare (inclusion, social protection, etc.)	<p>1. Ministry of Women, Family and Community Development (https://www.kpwkm.gov.my/)</p> <p>2. Ministry of National Unity (https://www.perpaduan.gov.my/)</p> <p>3. Ministry of Human Resource (https://www.mohr.gov.my/)</p> <p>4. Department of Social Welfare (https://www.jkm.gov.my/)</p> <p>5. Social Security Organisation (SOCSO) (https://www.perkeso.gov.my/)</p> <p>6. Employee Provident Fund (KWSP) (https://www.kwsp.gov.my/)</p> <p>More information on social welfare can be accessed at https://www.malaysia.gov.my/portal/subcategory/1131</p>
Employment and Labour	<p>1. Ministry of Human Resources (http://www.mohr.gov.my/)</p> <p>2. Public Services Commission of Malaysia (https://www.spa.gov.my/)</p> <p>3. Human Resource Development Corporation For Talent Development (https://hrdcorp.gov.my/)</p> <p>4. National Institute For Occupational Safety And Health (http://www.niosh.com.my/)</p> <p>5. Industrial Court of Malaysia (http://www.mp.gov.my/en)</p> <p>6. National Research Centre For Labour Market And Employment (https://www.ilmia.gov.my/index.php/en/)</p>
Environment	<p>1. Ministry of Environment And Water (https://www.kasa.gov.my/)</p> <p>2. Department of Environment (https://www.doe.gov.my/portalv1/en/)</p> <p>3. Ministry of Housing and Local Government (https://www.kpkt.gov.my/)</p> <p>4. Ministry of Energy and Natural Resources (https://www.ketsa.gov.my/en-my/Pages/default.aspx)</p>

Justice	<ol style="list-style-type: none"> 1. Office Of The Chief Registrar Federal Court Of Malaysia (http://www.kehakiman.gov.my/) 2. Legal Affairs Division (BHEUU), Prime Minister Department (http://www.bheuu.gov.my/) 3. Attorney General Chambers (https://www.agc.gov.my/agcportal/) 4. Industrial Court (http://www.mp.gov.my/en) 5. Tribunal for Consumer Claims Malaysia (https://tspm.kpdnhep.gov.my/portal/home) 6. Ministry of Housing and Local Government (https://www.kpkt.gov.my/index.php/pages/view/429)
Economy/finance	<ol style="list-style-type: none"> 1. Ministry of Finance Malaysia (https://www.mof.gov.my/) 2. Economic Planning Unit (https://www.epu.gov.my/en) 3. Central Bank of Malaysia (https://www.bnm.gov.my/)
Industry/trade	<ol style="list-style-type: none"> 1. Ministry of International Trade and Industry (https://www.miti.gov.my/) 2. Ministry of Domestic Trade and Consumer Affairs (https://www.kpdnhep.gov.my/index.php) 3. Malaysia External Trade Development Corporation (https://www.matrade.gov.my/en/) 4. Malaysian Investment Development Authority (https://www.mida.gov.my/ms/) 5. SME Corp (https://www.smeCorp.gov.my/index.php/en/) 6. Malaysia Digital Economy Corporation (MDEC) (https://mdec.my)

B. COVID-19 Response and Recovery

6. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic*?

Yes No

If yes, please provide link and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic?

Yes, there is a dedicated section addressing COVID-19 pandemic that can be accessed at <https://www.malaysia.gov.my/portal/category/317>.

In order to organize and coordinate recovery efforts for any disasters that happened in in Malaysia, the National Disaster Command Centre (NDCC) <https://portalbencana.nadma.gov.my/ms/informasi-bencana> was established by National Disaster Management Agency (NADMA) and specifically for COVID-19 Crisis Preparedness and Response Centre (CPRC): <http://t.me/cprckkm> which is administered by the Ministry of Health. Besides that, from the healthcare related to COVID-19 pandemic in Malaysia can be accessed at <http://covid-19.moh.gov.my/>. Government of Malaysia also developed an application named MySejahtera https://mysejahtera.malaysia.gov.my/intro_en/ to assist its citizen in monitoring and curb the spread of the COVID-19 in Malaysia by enabling users to perform self-health assessments. Whereas, the Ministry of Science, Technology and Innovation (MOSTI) is mandated to manage the implementation of the National COVID-19 Immunisation Programme (PICK) <https://www.vaksinCovid.gov.my/> from non-health services aspects, especially issues related to logistics and coordination that involve states and government agencies.

7. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? Please provide link and detail.

Yes, in response to the COVID-19 pandemic outbreak in early 2020, Malaysia had introduced several budget allocations for the e-government initiatives.

Starting with PRIHATIN Economic Stimulus Package - The PRIHATIN Economic Stimulus Package (ESP) was unveiled by The Prime Minister on 27 March 2020. The PRIHATIN package provides immediate assistance to ease the burden of the citizen, especially those who are affected during the COVID-19 pandemics. Details can be accessed at: https://pre2020.treasury.gov.my/index_en.html and <https://pre2020.treasury.gov.my/flipbook/laksana51/> The PRIHATIN initiative had also been accounted into the 2021 Budget. More details can be perused at: <https://belanjawan2021.treasury.gov.my/pdf/economy/2021/economic-outlook-2021.pdf>

In Jun 2020, to stabilize the economy in Malaysia hence helping Malaysians to deal with the economic crisis during and after the COVID-19 pandemic - National Economic Recovery Plan (PENJANA) had been launched by the government. Details can be accessed at: <https://penjana.treasury.gov.my/index-en.html>. Furthermore, the digital economy is also important to stimulate the economic growth as highlighted in the Short-Term Economic Recovery Plan (PENJANA) at Page 36, can be accessed at Malaysia Digital Economy Blueprint <https://www.epu.gov.my/sites/default/files/2021-02/malaysia-digital-economy-blueprint.pdf>

With the widespread of COVID-19 cases in early 2021, the Malaysian Economic and Rakyat's Protection Assistance Package Perlindungan Ekonomi dan Rakyat Malaysia (PERMAI), a stimulus package valued at 15 billion ringgits (US\$3.6 billion) aimed at providing vital support to businesses through various

incentives in addition to strengthening the country's welfare was introduced on 18 January 2021 . Details: <http://belanjawan2021.treasury.gov.my/permai/>

The latest budget allocation for new initiative/measure(s) of e-government in response to the COVID-19 pandemic was launched on 17 March 2021, the additional program that supports the recovery for the people and to stimulate economy during the pandemic also known as People and Economic Strategic Empowerment Programme (PEMERKASA). Please refer to : <https://belanjawan2021.treasury.gov.my/index.php/ms/pemerka>. Initiative 11 and 12 Automation and Digitilisation and Bridging Digital Divide.

Addition budget allocation has injected to current initiatives that called Pakej Perlindungan Rakyat dan Pemulihan Ekonomi atau PEMULIH. This package is to provide more comprehensive assistance to the people that have three main focusses, namely '*Meneruskan Agenda Prihatin Rakyat, Menyokong Perniagaan dan Meningkatkan Vaksinasi*'. Please refer to : <https://www.pmo.gov.my/ms/2021/06/teks-ucapan-pakej-perlindungan-rakyat-dan-pemulihan-ekonomi-pemulih>

Recognising the environment that remains challenging for some borrowers, Bank Negara Malaysia and the Malaysian financial industry are committed to assist individuals and viable businesses adversely affected by the COVID-19 pandemic, to support economic recovery and safeguard the livelihood of Malaysians. Please refer to: <https://www.bnm.gov.my/o/covid-19/index.html>

PRISMA stands for Malaysian Creative Industry Stimulus Package. PRISMA is one of Ministry of Communications and Multimedia's key short-term initiative to support and encourage sustainability of Malaysia's creative industry practitioners in line with the new normal following the COVID-19 pandemic and the Movement Control Order (MCO). Details at <https://www.kkmm.gov.my/en/awam/prisma>

Digital Grant is an initiative by the Government under Pelan Jana Semula Ekonomi Negara (PENJANA) designed and created to support local digital creative companies in developing, producing, co-producing and marketing their digital content in animation, digital games and interactive media content. Details at <https://mdec.my/grant/>

Digital Society Research Grant (DSRG) builds the research evidence base necessary to promote and improve our understanding of **the human and social factors, which affects and contributes to the adoption and usage of digital technologies and services**. The DSRG funded research works provide inputs in ensuring that the advancements in communications infrastructure and services contribute to the inclusion and participation of all segments of the population in the realisation of a **Digitally Connected and Informed Society (Digital Society)**. Details at : <https://www.mcmc.gov.my/en/grants/2021-digital-society-research-grant-call-for-prop>

8. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g. for digital transformation, digital inclusion)? Please provide link and detail.

Yes, digital strategies for post-COVID-19 recovery are incorporated into the Malaysia Digital Economy Blueprint which outlined 6 strategic thrusts, supported by 22 strategies, 48 national initiatives and 28 sectoral initiatives. The implementation period is divided into 3 phases, from 2021 to 2030 and involving all ministries and agencies. <https://www.epu.gov.my/sites/default/files/2021-03/Malaysia-Digital-Economy-Blueprint.pdf>

Among digital strategies for recovery and allocation of public resources as per listed out below:

The Jalanan Digital Negara (JENDELA) plan was formulated to provide wider coverage and better quality of broadband experience for the Rakyat, whilst preparing the country for 5G technology and improve connectivity and communications which can be read at <https://myjendela.my>

Marching on in combating the COVID-19 pandemic, the National Immunisation Programme (NIP) was launched on 16th February 2021 by Prime Minister Tan Sri Muhyiddin Yassin. The launch comes ahead of the arrival of the first COVID-19 vaccines in the country on 21 February 2021 and its deployment on 26 February 2021.

NIP Guidebook - https://www.vaksinovid.gov.my/pdf/Program_Imunisasi_COVID-19_Kebangsaan_Versi_Bahasa_Ingggris.pdf

The Special Committee of COVID-19 Vaccine Supply Access Guarantee (JKJAV) co-chaired by the Ministry of Science, Technology and Innovation (MOSTI) and Ministry of Health (MOH) has agreed that the Program Imunisasi Industri COVID-19 Kerjasama Awam-Swasta (PIKAS) has launched in order to support National COVID-19 Immunisation Program (PICK) for economic sector that aimed employees in the companies. Details <https://www.miti.gov.my/redir/pikas/pikas.html>

Malaysia also has developed MCO Registration For Business Operation for businesses to do their operation during MCO that subject to the list of essential services. Details at <https://www.miti.gov.my/redir/pkp/pkp.html>

Phase 1 of the National Recovery Plan continues, more comprehensive assistance will be announced <http://covid-19.moh.gov.my/semasa-kkm/2021/06/pelan-pemulihan-negara-15062021> and <https://www.pmo.gov.my/2021/06/teks-ucapan-pelan-pemulihan-negara-peralihan-fasa-pkp-secara-berperingkat/>

The eBelia programme is one of the initiatives announced under Budget 2021 which aimed to help relieve the financial burden as well as promote cashless spending amongst Malaysian youths and full time Malaysian students at registered local institutions of higher learning. For more details <https://belanjawan2021.treasury.gov.my/manfaat/index.php/en/ebelia-en>

For improving education system during post COVID-19, Home Based Teaching and Learning Manual was developed to help teachers implement Home Based Teaching and Learning (PdPR) as an alternative learning at new norms. Details at <https://www.moe.gov.my/pekeliling/4081-manual-pengajaran-dan-pembelajaran-versi-2-2-feb-2021-1/file>

In addition, each ministry/agencies also announces strategies in their respective website to ensure that each of strategy planned would reach to the people such as Malaysian Communications and Multimedia Commission <https://www.mcmc.gov.my/en/covid-19> and Ministry of Science, Technology and Innovation <https://www.mosti.gov.my/covid-19/>

C. Legal Framework

9. Is there any legislation, law or regulation on access to information, such as a Freedom of Information Act?

Yes No

If yes, please provide link and detail.

Yes, there are legislation, law or regulation on access to information as per listed below:

For National Level, the Freedom Of Information Act is still understudy by Legal Affairs Division, Prime Minister Department within 5 years (Jan 2019-Dec 2023). Details can be read in the link below: <http://www.bheuu.gov.my/index.php/en/media/keratan-akhbar/1255-govt-to-study-osa-freedom-of-information-act> and <http://giacc.jpm.gov.my/wp-content/uploads/2019/05/First-Amendment-NACP-2019-2023-Eng-20.3.2019.docx>

Whereas, at the State Level, links on legislation, law or regulation on access to information can be read at:

1. Freedom of Information (State of Selangor) Enactment 2011
<https://www.selangor.gov.my/index.php/pages/view/97>
2. Penang Freedom of Information Enactment 2010
<https://www.penang.gov.my/index.php/en/foi-psukpp>

10. Is there any legislation, law or regulation on data privacy and/or protection?

Yes No

If yes, please provide link and detail.

Yes, for legislation, law or regulation on data privacy and/or protection, please refer to:

1. Official Secrets Act 1972 (Act 88)
<https://www.cgso.gov.my/wp-content/uploads/2020/11/Akta-Rahsia-Rasmi-1972-Akta-88-1.pdf>
2. Personal Data Protection Act (PDPA)
<https://www.pdp.gov.my/jpdpv2/akta-709/personal-data-protection-act-2010/>

11. Is there any legislation, law or regulation on cybersecurity or similar?

Yes No

If yes, please provide link and detail.

Yes, there is legislation, law or regulation on cybersecurity established in the country.

The National Cyber Security Agency (NACSA) is the national lead agency for cyber security matters, with the objectives of securing and strengthening Malaysia's resilience in facing the threats of cyber-attacks

by coordinating and consolidating the nation's best experts and resources in the field of cyber security. Details can be perused at: <https://www.nacsa.gov.my/>

Law or regulation on cybersecurity can be read at <https://www.nacsa.gov.my/legal.php>

Malaysia Cybersecurity Strategy 2020-2024: <https://asset.mkn.gov.my/web/wp-content/uploads/sites/3/2019/08/MalaysiaCyberSecurityStrategy2020-2024Compressed.pdf>

Other related laws or regulations on cybersecurity or similar

- a) Computer Crimes Act 1997
<http://www.agc.gov.my/agcportal/uploads/files/Publications/LOM/EN/Act%20563%20-%20Computer%20Crimes%20Act%201997.pdf>
- b) Communications and Multimedia Act 1998
<http://www.agc.gov.my/agcportal/uploads/files/Publications/LOM/EN/Act%20588.pdf>
- c) Copyright Act 1987
<http://www.agc.gov.my/agcportal/uploads/files/Publications/LOM/EN/Act%20332%20-%20Copyright%20Act%201987%20Cetakan%20Semula%202013.pdf>
- d) Public Sector ICT Policies and Guidelines
<https://www.malaysia.gov.my/portal/content/30074>

12. Is there any legislation, law or regulation on digital identity?

Yes No

If yes, please provide link and detail.

As of now, there is no legislation, law or regulation on digital identity is established yet, however, it will be drafted once the national digital identity is developed. Link on outcome of digital identity study: <https://www.mcmc.gov.my/skmmgovmy/media/General/pdf/Public-Consultation-Report-National-DI.pdf>

National Digital Identity (IDN) is a form of digital identification used to obtain digital services and perform online transactions more securely. It is expected to start operations in 2023 where the development of the IDN system will begin as early as 2022. More information about digital identity can be accessed at <https://www.malaysia.gov.my/portal/content/31185>

13. Is there any legislation, law or regulation on digital signature? *

Yes No

If yes, please provide link and detail.

For legislation, law or regulation on digital signature, please refer to Digital Signature Act 1997 [Act 562] at: <https://www.mcmc.gov.my/legal/acts/digital-signature-act-1997-reprint-2002>. The Government sector Public Key Infrastructure (PKI) is being managed centrally through Government Public Key Infrastructure (GPKI) program. The GPKI is used as a digital certification/signature to access services to ensure the security and the stability of the system.

Please refer to https://gpi.mampu.gov.my/gpi_portal/ for details on GPI. GPI is currently widely used in critical government online services such as procurement and financial.

MAMPU has also produced policy of GPI – Pekeliling Kemajuan Pentadbiran Awam Bilangan 3 Tahun 2015 - Dasar Perkhidmatan Prasarana Kunci Awam Kerajaan [Government Public Key Infrastructure (GPI)] - <https://www.mampu.gov.my/ms/pekeliling/category/67-2015>

14. Is there any legislation, law or regulation on e-procurement?

Yes No

If yes, please provide link and detail.

The regulation that governs the use of e-procurement in Malaysia is described in the Treasury Circular/Pekeliling Perbendaharaan (PK) 5.1 Perolehan Secara Elektronik, that provide guidelines for all federal government agencies in using electronic procurement platform. e-Perolehan system is a secure online end-to-end platform that enables Government to acquire goods and non-consultancy services efficiently and effectively from suppliers. This system is designed to mitigate fraud and corruptions by digitalizing procurement processes that reduces human intervention. The implementation of the e-Perolehan system has improved compliance to procurement principles in Malaysia i.e. enhancing transparency, increasing public accountability, creating better competition and achieving best value for money. In addition, this initiative has also proven to be effective in lowering administration and operational costs by minimizing expenses in handling procurement processes. <https://www.treasury.gov.my/index.php/en/procurement.html>

In Malaysia, all federal government agencies and all suppliers wishing to transact with the federal government are using e-procurement system from Ministry of Finance via <https://www.eperolehan.gov.my/>

15. Is there any legislation, law or regulation on digitally publishing government expenditure?

Note: This is related to SDG Indicator 16.6.1

Yes No

If yes, please provide link and detail.

As of now, there is no formal legislation, law or regulation on digitally publishing government expenditure in Malaysia yet, but the Audited Financial Statement of Federal Government of Malaysia which covers the expenditures of the Federal Government will only be published to the public on the Accountant General's Department of Malaysia (ANM) website after it has been tabled in the Parliament. Normally, this Audited Financial Statement will be presented together with the Budget presentation in Parliament. This presentation is in line with Article 99 of Malaysian Federal Constitution. At the same time, the monthly expenditure of the Federal Government is also submitted to the relevant Government Agencies on monthly or quarterly basis. Currently, Malaysia does not have any regulations, laws or acts related to the digitally publishing of government expenditure information. However, the Accountant General's Department of Malaysia is in the process of establishing rules or governance related to financial digital data sharing.

All Financial Statement for Federal Government can be accessed at:

<http://www.anm.gov.my/index.php/en/perakaunan/penyata-kewangan-kerajaan-persekutuan> whilst budget 2021 can be read at: <http://belanjawan2021.treasury.gov.my/index.php/ms/ap-2021>

Apart from the Ministry of Finance, Malaysia's Economic Performance can be obtained through the Department of Statistics Malaysia's website at:

https://www.dosm.gov.my/v1/index.php?r=column/ctwoByCat&parent_id=99&menu_id=TE5CRUZCb1h4ZTZMODZlbnk2aWRRQT09

And from Central Bank of Malaysia as below:

<https://www.bnm.gov.my/publications-research>

16. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies?

Yes No

If yes, please provide link and detail.

As of now, there is no formal legislation, law or regulation on data sharing/exchange/interoperability across government agencies in Malaysia yet, but, the National Data Sharing Policy (NDSP) and Malaysia Public Sector Data Sharing Policy (Dasar Perkongsian Data Sektor Awam - DPDSA) is currently being developed and targeted to be ready to be used by end of 2021. These policies are developed to shape Malaysia as data driven country.

NDSP implementation will cover data sharing across public sector, private sectors and also different industries holistically. This policy enables data values to be increased resulting from data sharing and would help government to make better decisions for the nation based on actual facts and figures.

DPDSA will provides guidance to public sectors' agencies to share data across agencies to enhance integrated public sectors' service deliveries. It also provides guidance for public and industries on sharing government data. The policy is developed based on good governance, conducive legislations and regulations, interoperability standards, secured and sustainable data sharing platform and continuous cultivating.

More details at <https://www.malaysia.gov.my/portal/content/31181>

17. Is there any legislation, law or regulation on open government data?

If yes, please provide link and detail.

The Malaysia government had issued General Circular Number 1 of 2015: Open Data Implementation to be used as a guideline for Ministries / Agencies in the implementation of open data to encourage data sharing, and improve the delivery of government services to be easier, faster and more transparent. The circular provides guideline on Open Data Principles sound governance and strategies needed for the preparation and publication of data sets. The objectives of the Open Data Guidelines are as follows:

- To spearhead open data development based on guidelines;
- To monitor and evaluate performance of open data implementation;

- To ensure compliance with relevant legislation, policies and circulars currently in force in the implementation of open data initiatives in the public sector; and
- To provide guidance on implementation of open data in the public sector agencies thereby encouraging sharing of government data, improving the quality and transparency of service delivery and promoting the country's economic growth through new innovations.

Details can be referred at:

<https://www.mampu.gov.my/en/circulars/category/98-2015> or
<https://www.data.gov.my/p/pekeliling-data-terbuka>

18. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)?

Yes No

If yes, please provide link and detail.

As of now, Malaysia still do not have any official legislation, law or regulation on the use of new/emerging technologies except for policy and guidelines as follows:

National Policy of Industry 4.0:

National Policy Of Industry 4.0 is not a regulation, law and/or legislation. It has no legal ground for force implementation. It's a policy and it has a different definition and obligation. Roadmap or blueprint is also not legislation because it has no legal act and gazette. It's more on policy and guidance.

https://www.miti.gov.my/miti/resources/National%20Policy%20on%20Industry%204.0/Industry4WRD_Final.pdf

Government, Public Policy and Sustainable Business:

<https://mdec.my/about-malaysia/government-policies/>

Guidelines for Secure Internet of Things (IoT):

https://www.cybersecurity.my/data/content_files/56/2074.pdf

D. Strategy and Implementation

19. Is there a national e-government strategy or equivalent? *

Yes No

If yes, please provide link and detail.

Yes, the Malaysia Digital Economy Blueprint led by Economic Planning Unit (EPU) under Prime Minister's Department forms the highest governance to decide policies, implement and monitor the digital economy strategies and initiatives in the country. Details can be read at page 7 of: <https://www.epu.gov.my/sites/default/files/2021-02/malaysia-digital-economy-blueprint.pdf>

In addition, Malaysian Administrative Modernization and Management Planning Unit (MAMPU) under the Prime Minister's Department is a central agency for the modernization and transformation of Public Service Administration. MAMPU leads in the digitalization of Government service delivery, which, not only responsible for outlining the vision, direction, strategic plan and implementation of Government digitization initiatives but also has to ensure that all initiatives focus on the citizen as the priority.

MAMPU also plays a major role in ensuring the formulation of policies, circulars and guidelines emphasize the principle of "Digital First, People Focus". Details can be further accessed at: <https://www.mampu.gov.my/en/announcement/1366-ringkasan-eksekutif-pelan-strategik-pendigitalan-sektor-awam-pspsa-2021-2025-versi-beta-3-0>

20. How long is the period/cycle of the national e-government strategy or equivalent? *

Two-year

Three-year

Five-year (Public Sector Level PSDSP 2021-2025 for Public Sector (5 year plan))

Ten-year (National Level)

Other _____

21. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail.

Yes, the Malaysia Digital Economy Blueprint outlines the initiatives to accelerate Malaysia's progress as a technologically-advanced economy. The Blueprint is divided into 3 phases of implementation, covering the period from 2021 to 2030. Successful implementation of the Blueprint will contribute in realising the Twelfth Malaysia Plan, 2021-2025 (12MP) and Thirteenth Malaysia Plan, 2026-2030 (13MP) targeted outcomes. The Blueprint is also in line with the Wawasan Kemakmuran Bersama (Shared Prosperity Vision or WKB) 2030 and Sustainable Development Goal (SDG) 2030. Details can be read at (refer to page 10): <https://www.epu.gov.my/sites/default/files/2021-02/malaysia-digital-economy-blueprint.pdf>

The strategic direction outlined in the Public Sector Digitalisation Strategic Plan (PSDSP) 2021-2025 is in line with the Twelfth Malaysia Plan (12MP), Shared Prosperity Vision (WKB) 2030 and based on the concept of "Leaving no one behind" in line with the Sustainable Development Goals (SDG) 2030. Details can be referred in (page 32): <https://www.mampu.gov.my/en/announcement/1366-ringkasan-eksekutif-pelan-strategik-pendigitalan-sektor-awam-pspsa-2021-2025-versi-beta-3-0>

12MP's final documentation is still being finalised by the Economic Planning Unit (EPU) and will be uploaded to the EPU's website after the Plan is tabled to the Parliament.

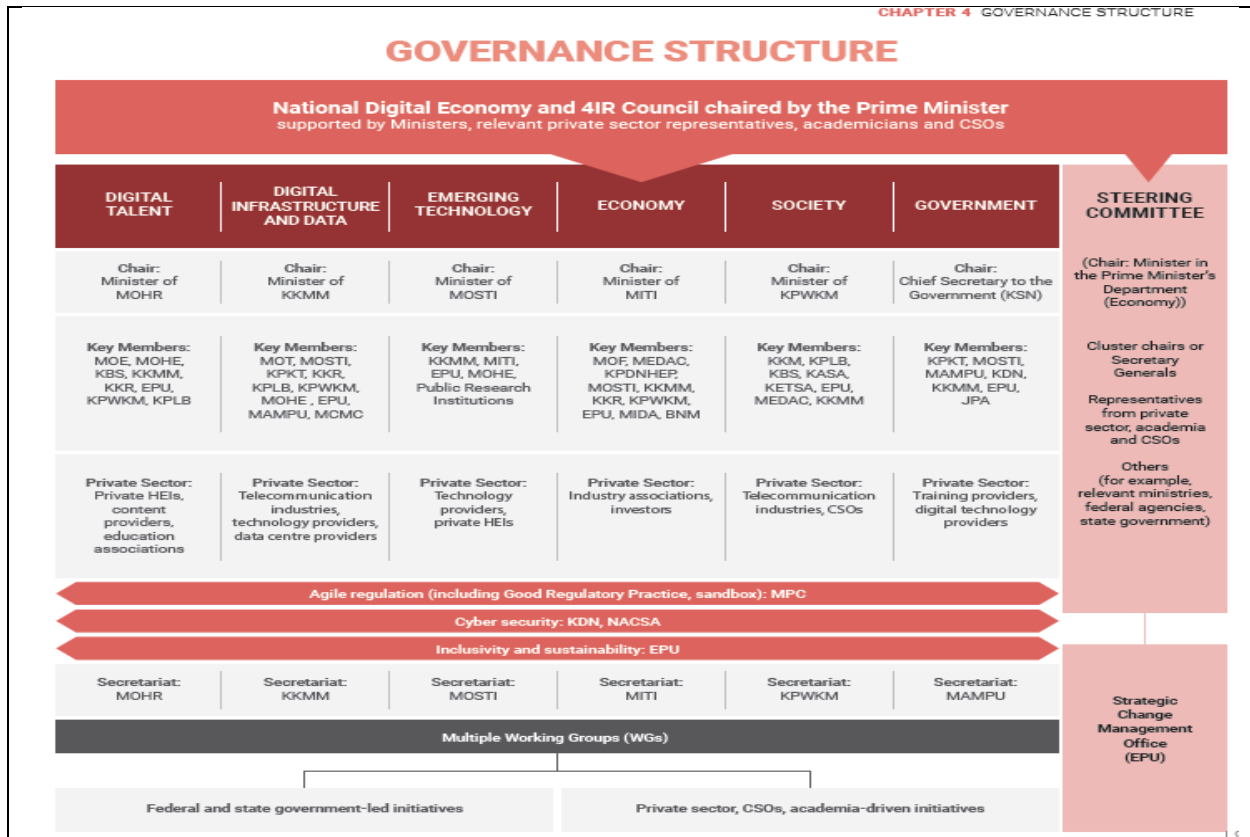
The 12MP is align to the shared prosperity initiative encompassing three dimensions, namely economic empowerment, environmental sustainability and social re-engineering.

<https://www.epu.gov.my/sites/default/files/2020-03/Garis%2520Panduan%2520Penyediaan%2520RMKe-12%252C%2520%25282021-2025%2529.pdf>

National Anti-Corruption Plan <https://giacc.jpm.gov.my/pelan-anti-rasuah-nasional-nacp/> also explained about the digitization of the civil service which can help reduce bureaucracy and the risk of corruption as well as cost savings in the long run.

Malaysia Government Enterprise Architecture (MyGovEA):

<https://www.malaysia.gov.my/portal/content/30587>



22. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? Please provide link and detail.

Yes, the national e-government strategy is guided by and/or aligned with the Sustainable Development Goals (SDGs).

The national policy of Twelfth Malaysia Plan (12MP), Wawasan Kemakmuran Bersama (WKB) 2030 and Malaysia Digital Economy Blueprint are aligned to the values and initiatives under the SDG.

1. SDG Malaysia Information [https://www.epu.gov.my/ms/sustainable-development-goals/Sustainable_Development_Goals_|_Unit_Perancang_Ekonomi,_Jabatan_Perdana_Menteri_\(epu.gov.my\)](https://www.epu.gov.my/ms/sustainable-development-goals/Sustainable_Development_Goals_|_Unit_Perancang_Ekonomi,_Jabatan_Perdana_Menteri_(epu.gov.my))
2. SDG Summit 2019 Media Release: <https://www.epu.gov.my/sites/default/files/2020-03/24-%20Media%20Release%20Malaysia%20SDG%20Summit%202019.pdf>
3. Public Sector Digitalisation Strategic Plan 2021-2025 https://www.mampu.gov.my/ms/pengumuman/1366-ringkasan-eksekutif-pelan-strategik-pendigitalan- sektor-awam-pspsa-2021-2025-versi-beta-3-0_page_32

23. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? Please provide link and detail.

Yes, the national e-government strategy is aligned with sub-national/local e-government development strategy as per listed below:

The Malaysia Digital Economy Blueprint:

<https://www.epu.gov.my/sites/default/files/2021-02/malaysia-digital-economy-blueprint.pdf> page 49

Industry4WRD: National Policy on Industry 4.0:

<https://www.miti.gov.my/index.php/pages/view/industry4WRD?mid=559>

Public Sector Digitalisation Strategic Plan 2021-2025:

<https://www.mampu.gov.my/ms/pengumuman/1366-ringkasan-eksekutif-pelan-strategik-pendigitalan-sektor-awam-pspsa-2021-2025-versi-beta-3-0>

Digital Strategy is also developed at every state: Some of the examples of Digital Strategy at state level are:

Pelan Digital Perlis: <https://anyflip.com/ahnec/txwx/>

Smart Selangor: <https://www.smartselangor.com.my/>

Malaysia Smart City Framework (MSCF) and Handbook

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

MySmart Wilayah 2030:

<https://www.facebook.com/KemWP/posts/4182153645142357>

<https://www.wilayahku.com.my/pembangunan-selari-menerusi-pelan-induk-mysmart-wilayah-2030/#.YJsk9LUzY2y>

24. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? Please provide link and detail.

The Malaysia Digital Economy Blueprint - THRUST 05: Create an inclusive digital society. This initiative aims to facilitate the development of data-driven policies to bridge the digital divide and to Develop the Digital Inclusion Index Malaysia (DIIM), which quantifies digital inclusion at the national level. This initiative is lead by Implementation Coordination Unit (ICU), Prime Minister Department. The outcome of this thrust is to provide:

1. More accurate identification of exclusion and inclusion errors in the provision of assistance

2. More targeted policies towards achieving a digitally inclusive society

Details can be perused at (refer to page 70): <https://www.epu.gov.my/sites/default/files/2021-02/malaysia-digital-economy-blueprint.pdf>

And also

Public Sector Digitalisation Strategic Plan 2021-2025:

<https://www.mampu.gov.my/ms/pengumuman/1366-ringkasan-eksekutif-pelan-strategik-pendigitalan-sektor-awam-pspsa-2021-2025-versi-beta-3-0>

#SayaDigital - to improve the digital skills of Malaysians in facing the digital economy. By driving the digital society, #SayaDigital can create awareness in digital technology, smart lifestyles and equal opportunities to the urban and rural communities of Malaysia. Details at <https://mdec.my/syadigital/>

#eUsahawan – to pick up the skills to grow your business in a digital environment. Apps Go-eCommerce is an online entrepreneurial platform with the tools to help you build your business to the next level. <https://mdec.my/go-ecommerce/>

Perkhidmatan e-Dagang Setempat (PeDAS) @ Go-eCommerce is an online platform that provides a comprehensive guide for interested micro-entrepreneurs and SMEs who want to further expand their business through digital means: <https://mdec.my/go-ecommerce/>

The eXpats Service Centre is the one-stop hub for processing your company’s Foreign Knowledge Worker (FKW) employment needs: <https://mdec.my/expats> ; **Digital Grants:** <https://mdec.my/grant/>

More information about initiative for digital economy can be read at :
<https://mdec.my/digital-economy-initiatives/income-opportunities/>
<https://mdec.my/digital-economy-initiatives/for-the-industry/sme/>
<https://mdec.my/digital-economy-initiatives/for-the-investors/rising-to-the-challenge/>

Rural Community Center (Pusat Komuniti Desa) is a way to engage rural communities in small communities with high value -added activities to create economic impact and double income. Details at: <https://www.rurallink.gov.my/pusat-komuniti-desa-pkd/>

25. Does the national e-government strategy make specific reference to a national data governance framework or similar? Please provide link and detail.

- 1. The Malaysia Digital Economy Blueprint** (refer to page 45):
<https://www.epu.gov.my/sites/default/files/2021-02/Malaysia-digital-economy-blueprint.pdf>
 - Establish data-driven policy development and improve the data sharing environment to ensure data quality
 - Establish centralised database to provide a comprehensive and up-to-date data on digital divide
 - Strengthen cross-border data transfer mechanisms and protection to facilitate seamless data flows
 - Big Data Analytics Initiative: Data Raya Sektor Awam (2013)
 - Open Data Initiative (2014)
 - Initiatives to modernise and improve data sharing in the public sector started since early 2010s, which include the Public Sector Big Data Analytics Project (initiated in 2015) and the Public Sector ICT Strategic Plan, 2016-2020. These were introduced to implement data analysis to gain insights and enhance public service delivery. In 2019, the Public Sector Modernisation and Digitisation Committee was formed as a governance mechanism for the implementation and monitoring of digitalisation initiatives
 - [Malaysia Digital Economy Blueprint \(epu.gov.my\)](#)
- 2. Public Sector Digitalisation Strategic Plan (PSDSP) 2021-2025 – Thrust 1 : Harnessing Data Intelligence:**

<https://www.mampu.gov.my/ms/pengumuman/1366-ringkasan-eksekutif-pelan-strategik-pendigitalan-sektor-awam-pspsa-2021-2025-versi-beta-3-0>

3. Data Government Wide-Reference Architecture (GWRA Data) & MyGovEA Data Reference Model:

<http://mygovea.mampu.gov.my/bm/document-center/panduan-mygovea-pkpa-mygovea-bil-12020>

<http://mygovea.mampu.gov.my/bm>

4. Malaysia Government Enterprise Architecture (MyGovEA):

<https://www.malaysia.gov.my/portal/content/30587>

5. Public Sector Data Dictionary:

<https://www.malaysia.gov.my/portal/content/30076>

6. Policy, Strategy and Governance for Open Government Data

<https://www.malaysia.gov.my/portal/subcategory/233>

26. Does the national e-government strategy make specific reference to national digital identity? Please provide link and detail.

Yes, the national e-government strategy makes specific reference to national digital identity as per detailed out in The Malaysia Digital Economy Blueprint - THRUST 01 Drive Digital Transformation in the Public Sector. Initiative 11 - Accelerate National Digital Identity (NDI) implementation to improve security, service delivery and convenience and this initiative is lead by Ministry of Home Affairs. Short description of this initiative is as follows (refer to Page 50) :
(<https://www.epu.gov.my/sites/default/files/2021-02/Malaysia-digital-economy-blueprint.pdf>)

- This initiative aims to implement the NDI as a trusted digital identification for individual verification in obtaining services from multiple service providers
- Ensure online transactions are performed in a flexible and secure digital environment
- The NDI will complement MyKad as proof of citizenship

National Digital Identity (ID) Framework for Malaysia can also be read at:

<https://www.mcmc.gov.my/en/national-digital-id/identiti-digital-nasional>

Public Sector Digitalisation Strategic Plan 2021-2025:

<https://www.mampu.gov.my/ms/pengumuman/1366-ringkasan-eksekutif-pelan-strategik-pendigitalan-sektor-awam-pspsa-2021-2025-versi-beta-3-0>

27. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? Please provide link and detail.

Yes, the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar as per detailed out below:

1. Public Sector Digitalisation Strategic Plan (PSDSP) 2021-2025 framework diagram:
<https://www.mampu.gov.my/en/announcement/1366-ringkasan-eksekutif-pelan-strategik-pendigitalan-sektor-awam-pspsa-2021-2025-versi-beta-3-0>
2. Services Government Wide-Reference Architecture (GWRA Services) & MyGovEA Business Reference Model:
<http://mygovea.mampu.gov.my/bm/document-center/panduan-mygovea-pkpa-mygovea-bil-12020>
<http://mygovea.mampu.gov.my/bm>



Digital by Default are one of the guiding principles in designing the public sector services for citizen

28. Does the national e-government strategy make specific reference to data-once-only principle or similar? Please provide link and detail.

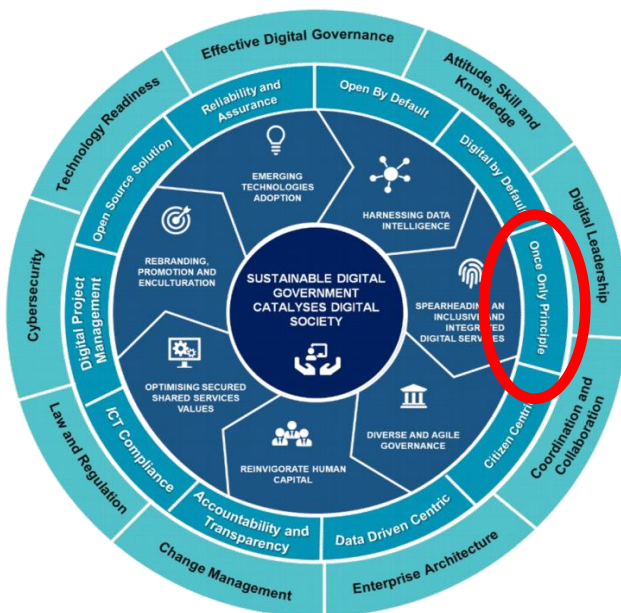
Yes, the national e-government strategy makes specific reference to data-once-only principle or similar as per detailed out below:

1. **Public Sector Digitalisation Strategic Plan (PSDSP) 2021-2025 framework diagram:**
 The Public Sector Digital Plan 2021-2025 focuses on the sustainable Digital Government survival through an inclusive and integrated service delivery system
 (Source: Public Sector Digital Plan 2021-2025)
<https://www.mampu.gov.my/en/announcement/1366-ringkasan-eksekutif-pelan-strategik-pendigitalan-sektor-awam-pspsa-2021-2025-versi-beta-3-0>

2. **Services Government Wide-Reference Architecture (GWRA Services) & MyGovEA Business Reference Model:**

<http://mygovea.mampu.gov.my/bm/document-center/panduan-mygovea-pkpa-mygovea-bil-12020>

<http://mygovea.mampu.gov.my/bm>



Once Only Principles are one of the guiding principles in designing and the development of public sector services for citizen to enhance data sharing across agencies

29. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? Please provide link and detail.;

Yes, the national e-government strategy make specific reference to the use of new/emerging technologies as per detailed out below:

■ **Artificial intelligence (AI)** link/detail:

<https://www.miti.gov.my/index.php/pages/view/industry4WRD> and <http://www.mimos.my/driving-4ir/>

■ **Robotics** link/detail:

MARii engage and mobilize collective efforts among stakeholders in the Automotive, Robotics and IoT sectors, to plan and implement relevant industrial strategies with regard to the AR/VR technology, common data mining, analysis and analytic platform. For more details <http://marii.my/>

■ **Blockchains** link/detail:

Malaysia effort in blockchain has started since 2015 and grew enormously in fintech, over the counter market, trade facilitation, cryptography and distributed ledger technology involving government agencies, industries, non-profits organisations and academia. For details please refer <https://www.might.org.my/blockchain-at-might/>

■ **5G link/detail:**

The Jalinan Digital Negara (JENDELA) plan was formulated to provide wider coverage and better quality of broadband experience for the Rakyat, whilst preparing the country for 5G technology and improve connectivity and communication <https://myjendela.my>

■ **Internet of Things (IoT) link/detail:**

National Internet Of Things (IoT) Strategic Roadmap

<https://www.malaysia.gov.my/portal/content/30611>

■ **Others links/details:**

Malaysian Cloud-First strategy was set to become a part of the National Agenda, starting with the public sector. The goal of the strategy is to see an increase in cloud adoption by government agencies.

The cloud first policy has become one off the cost-efficient method to deliver ICT solutions and services to support the economy. Therefore, prioritizing government agencies to adopt Cloud-based ICT solutions, sets a strong example of how to free from the high costs of initial equipment investments.

MyGovCloud initiative has started since 2010 to consolidate government data centre's assets and cloud computing shared services to the public sectors for the benefit of the Rakyat in delivering the best services from the government. It supported the e-government applications and services especially the critical e-services projects. Public sector Cloud First Policy had been released in year 2021 to provide clear direction on cloud computing adoption and it support the MyDigital roadmaps.

More details:

<https://dasar.mampu.gov.my/search-d/download-file/233/4c959e927c695341f39af187d596c0fc>

<https://mdec.my/digital-economy-initiatives/for-the-industry/cloud1st/>

MyDigital Governance Structure: National Digital Economy and 4IR Council chaired by the Prime Minister and one of the cluster is Emerging Technology chair by Minister of MOSTI.

Additional information can also be find at <https://www.mampu.gov.my/ms/pengumuman/1366-ringkasan-eksekutif-pelan-strategik-pendigitalan-sektor-awam-pspsa-2021-2025-versi-beta-3-0>

Guidelines for Secure Industry 4.0:

https://www.cybersecurity.my/data/content_files/56/2075.pdf

In order to push the nation's Digital Economy to new heights, the Malaysian government has drafted a number of policies and roadmaps to strengthen a business environment that provides companies with opportunities for continued growth. Details at : <https://mdec.my/about-malaysia/government-policies>

Akademi Sains Malaysia (ASM) carries out effort that identifies new technologies and recent breakthrough in science via horizon scanning. ASM excels in identifying these emerging science and technology which is deemed most relevant and suitable to the national S&T ecosystem. Details at <https://www.akademisains.gov.my/what-we-do/emerging-technology/>

and <https://www.akademisains.gov.my/10-10-mystie/>

30. Is the national e-government strategy aligned to any regional or global guidelines, recommendations or goals (e.g. United Nations, African Union, European Union, OECD)? Please provide link and detail.

Yes, the national e-government strategy is aligned to regional and/or global guidelines, recommendations or goals as per detailed out below:

The 2030 Agenda for Sustainable Development Goal (SDG):

<https://sdgs.un.org/goals>

ASEAN Digital Masterplan 2025:

Malaysia as the leader of the ASEAN Digital Master Plan 2021 Development Project has developed the ASEAN Digital Masterplan 2021 (ADM 2025) and was launched at the first meeting of the ASEAN Digital Ministers Meeting on 21st to 22nd January 2021. The document will serve as a guide to the development of the digital and telecommunications sector at the ASEAN level. Details is as follows:

<https://asean.org/storage/ASEAN-Digital-Masterplan-2025.pdf>

Public Sector Digitalisation Strategic Plan 2021-2025:

<https://www.mampu.gov.my/ms/pengumuman/1366-ringkasan-eksekutif-pelan-strategik-pendigitalan-sektor-awam-pspsa-2021-2025-versi-beta-3-0>

31. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? Please provide link and detail.

Yes, the Malaysian Government use foresight tools in visioning the future of digital government as per detailed out below:

The Malaysian Digital Economy Blueprint was formulated through a comprehensive study, extensive engagements with stakeholders, involving ministries, states, private sector as well as civil society organisations. In addition, international benchmarking with selected countries was undertaken in charting Malaysia's journey towards digitalization.

The Malaysian Public Sector Digital Plan 2021-2025 was developed using Public Sector ICT Strategic Planning Guideline/Methodology (PerSI - Analysis, Strategy and Formulation) and Malaysia Government Enterprise Architecture (MyGovEA) guideline, benchmarking best practices in other countries, scenario planning etc. are used in visioning the future of digital government.

Malaysia Government Enterprise Architecture (MyGovEA):

<https://www.malaysia.gov.my/portal/content/30587>

32. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? Please provide link and detail.

Yes, the Malaysian Government uses measure in policy experimentation and/or regulatory sandboxes in using digital technologies via the National Technology and Innovation Sandbox (NTIS), which is a

facility that allows researchers, innovators, start-ups and high-tech entrepreneurs to test out their products, services, business models and/or delivery mechanisms in a live environment. Details can be read at: <https://sandbox.gov.my/>

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

33. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind?*

Yes No

If yes, please provide link and detail.

Yes, there are national policies/strategies or similar in ensuring digital inclusion and leaving no one behind developed in the country for the vulnerable citizen groups as per detailed out below:

- 1. Empowering women will continue to be a top national agenda – PM**
<https://www.pmo.gov.my/2021/03/empowering-women-will-continue-to-be-a-top-national-agenda-pm-muhyiddin/>
- 2. Dasar Perpaduan Negara (DPN):**
<https://www.perpaduan.gov.my/admin/files/perpaduan/dpn/Dasar%20Perpaduan%20Negara.pdf?t=1614668970> (this link is valid until 31st July 2021 only, new link will be enforced on August 2021)
- 3. Rangka Tindakan (Blueprint) Perpaduan Negara 2021-2030:**
[https://www.perpaduan.gov.my/admin/files/perpaduan/dpn/Rangka%20Tindakan%20\(Blueprint\)%20Perpaduan%20Negara%202021-2030.pdf?t=1614668969](https://www.perpaduan.gov.my/admin/files/perpaduan/dpn/Rangka%20Tindakan%20(Blueprint)%20Perpaduan%20Negara%202021-2030.pdf?t=1614668969) (this link is valid until 31st July 2021 only, new link will be enforced on August 2021)
- 4. The Malaysia Digital Economy Blueprint 2021-2030 under Thrust No 6, Initiative 1: targeted 75% of Malaysians are aware of cyber security and cyber crime -**
<https://www.epu.gov.my/sites/default/files/2021-02/Malaysia-digital-economy-blueprint.pdf>
- 5. The Malaysia Digital Economy Blueprint also focused on digital inclusion. Thrust 5 of the Blueprint is on creating an inclusive digital society. Among the initiatives that will be implemented are in establishing a centralised database to provide a comprehensive and up-to-date data on digital divide as well as to provide an online platform to facilitate better access for vulnerable groups.**
Link: [Malaysia Digital Economy Blueprint \(epu.gov.my\)](https://www.epu.gov.my)
- 6. National Cyber Ethics Initiatives Program: CyberSAFE Talks and National Cyber Security Awareness Module -** www.cybersafe.my
- 7. Department of Social Welfare Malaysia (Jabatan Kebajikan Masyarakat or JKM)**
 - Disable Person Policy (Dasar Orang Kurang Upaya)
<https://www.jkm.gov.my/jkm/index.php?r=portal/contentmenu&id=Mm1tRUtXeU1ZQ2xPbmMrMWZ1R1luUT09>
 - National Children Policy (Dasar Kanak-Kanak Negara)
<https://www.jkm.gov.my/jkm/index.php?r=portal/contentmenu&id=Mm1tRUtXeU1ZQ2xPbmMrMWZ1R1luUT09>

- National Children Safety Policy (Dasar Perlindungan Kanak-Kanak Negara)
<https://www.jkm.gov.my/jkm/index.php?r=portal/contentmenu&id=Mm1tRUtXeU1ZQ2xPbmMrMWZ1R1luUT09>
- National Social Policy (Dasar Sosial Negara)
<https://www.jkm.gov.my/jkm/index.php?r=portal/contentmenu&id=Mm1tRUtXeU1ZQ2xPbmMrMWZ1R1luUT09>
- Dasar Wanita Negara 2009 (The National Women Policy)
<https://www.jpw.gov.my/national-womens-policies-action-plan/?lang=en>
- National Senior Citizen Policy (Dasar Warga Emas Negara)
<https://www.jkm.gov.my/jkm/index.php?r=portal/left&id=WjFUdFBURTV0Zis0N0NxYm05Qk9XQT09>
- National Senior Citizen Health Policy by Ministry of Health Malaysia 2018 (Dasar Kesihatan Warga Emas Negara oleh Kementerian Kesihatan Malaysia 2018)
<https://www.kpwkm.gov.my/kpwkm/uploads/files/Dokumen/Dasar/Dasar%20Kesihatan%20Warga%20Emas%20Negara.pdf>
- National Social Policy 2016 (Dasar Sosial Negara 2016)
https://www.kpwkm.gov.my/kpwkm/uploads/files/Dokumen/Dasar/DASAR_SOSIAL_NEGARA.pdf
- National Disable Person Action Plan 2016-2022 (Pelan Tindakan OKU 2016-2022)
<https://www.kpwkm.gov.my/kpwkm/index.php?r=portal/about&id=TGw1cFhDaTIOekkwaDIzeDRsclB4dz09>

8. Ministry of Youth and Sports does not have any specific policy/strategy for vulnerable groups (specifically on youths) on these matters but had incorporated/embedded all the initiatives into the ministry's policies and documents based on the Economic Planning Unit (EPU), Prime Minister's Department Malaysia Digital Economy Blueprint to ensure that no Malaysian is left behind to catch the wave of digitalisation.
9. For State Level we also have Gender Equality Policy
[https://www.penang.gov.my/images/dasarnegeri/\(D\)%20Dasar%20Keterangkuman%20Gender.pdf](https://www.penang.gov.my/images/dasarnegeri/(D)%20Dasar%20Keterangkuman%20Gender.pdf)
10. #SayaDigital - to improve the digital skills of Malaysians in facing the digital economy. By driving the digital society, #SayaDigital can create awareness in digital technology, smart lifestyles and equal opportunities to the urban and rural communities of Malaysia.
<https://mdec.my/syadigital/>
11. The Ministry of Education Malaysia has launched the Policy Inclusive People with Disabilities or IUM Disability Inclusion Policy in November 2018, and the need for Institutions of Higher Learning to provide a conducive learning environment for students with Disabilities. Details at
<https://www.moe.gov.my/muat-turun/pekeliling-dan-garis-panduan/2785-garis-panduan-pelaksanaan-dasar-inklusif-oku-di-ipt/file>

34. Is there a national e-participation policy/strategy or similar? *

Yes No

If yes, please provide link and detail.

Yes, there is a national e-participation policy/strategy or similar in place as per detailed out below:
Participation policy is currently in place. Kindly refer here:
<https://www.malaysia.gov.my/public/cms/epenyertaan/>

Circular for e-participation in Public Administration Development Circulars:
Pengurusan Laman Web Agensi Sektor Awam <http://www.mampu.gov.my/ms/pekeliling/category/67-2015>

Malaysian Administrative Modernization and Management Planning Unit (MAMPU) has created Dasar e-Penyertaan (e-Participation Policy) to in still the culture of e-Penyertaan in order to increase transparency and public participation in improvising Government's quality of service. The idea is to humanising the Government through involvement of people in policy-making by utilising the information technology and communication.

35. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? *

Yes No

If yes, please provide link and detail.

Yes, the Government provide specific measures to ensure meaningful connectivity/access to e-government services to women and other vulnerable groups as per detailed out below:
The Ministry of Youth and Sports focuses on providing services for youth in the country:
<http://ebelia.iyres.gov.my/page/manual-pengguna>

Whereas the Ministry of Women, Family and Community Development provides clear and easy access for single mothers, senior citizen, disable people and children:

- Disable People:
<https://www.jkm.gov.my/jkm/index.php?r=portal/submenu&id=QWFkTUtUU2s0T0tKWDhUcHd3YmdVZz09>
- Senior Citizen:
<https://www.jkm.gov.my/jkm/index.php?r=portal/submenu&id=UkQ5T2ZCTIVkeWFYU2pJZGM5QIE5UT09>
- Children:
<https://www.jkm.gov.my/jkm/index.php?r=portal/submenu&id=OFZ0UmZqMFlabzBWU2pEbEJKTk0vQT09>
- Single Mothers:
<https://www.jpw.gov.my/pendaftaran-ibu-tunggal/>

36. Does the Government provide any specific e-service(s) for women and other vulnerable groups?

Yes No

If yes, please provide link and detail.

Yes, the Government does provide specific e-services for women and other vulnerable groups as per detailed out below:

1. <https://www.malaysia.gov.my/portal/subcategory/759>.
2. <https://oku.jkm.gov.my/>- Disabled people registration and monetary assistance
3. <http://ebantuanjkm.jkm.gov.my/> - platform for monetary disbursement to targeted group (Disabled people, senior citizen and children)
4. <https://www.jpw.gov.my/pendaftaran-ibu-tunggal/> - platform for assisting and supporting single mothers

37. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? *

Yes No

If yes, please provide link and detail.

Yes, the Government does provide specific e-participation measure(s) for women and other vulnerable groups such as the inception/formation of National Council For The Disabled (Majlis Kebangsaan Bagi Orang Kurang Upaya – MKBOKU) which is lead under the Minister of Women, Family and Community Development (Kementerian Pembangunan Wanita, Keluarga dan Masyarakat - KPWK) and managed by the Social Welfare Department (Jabatan Kebajikan Masyarakat – JKM) as per decreed in accordance with section 7 (1), Persons with Disabilities Act 2008 (Act 685). The council membership consists of 10 representatives from government agencies and 10 individuals with experience, knowledge and expertise on issues and problems of the disabled. The 10 individuals consisting of disabled person (OKU) or OKU parents or experts in OKU. Details can be perused at <https://www.jkm.gov.my/jkm/index.php?r=portal/left&id=czJqRVdZKzZTNER3WWt4VHpERnBCdz09>

38. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups?

Yes No

If yes, please provide link and detail.

Yes, the Government provided specific measures to build digital literacy/skills for women and other vulnerable groups as per detailed out below:

The Government via Department of Social Welfare help out in reducing the ICT gap for disable people especially for those from the age of 4 to 45 years old by building a community based centre for disabled people. These centres provide the disable people with internet connection, computers and a courseware for them to learn number and basic motor skills and activities. Details at: www.pdk.jkm.gov.my

To increase public awareness and knowledge on cyber safety and the threats that we may face online, Malaysia has implemented the CyberSAFE Program which is CyberSecurity Malaysia Awareness Training and Talk at www.cybersafe.my and National Cyber Security Awareness Module: For students including those with the disability challenges with guideline by Ministry of Education (MOE) at <https://opengovasia.com/malaysian-moe-to-launch-new-cybersecurity-module-for-schools/>. In addition to the above, more information can be accessed at pages 61-70 on Pillar 4 Enhancing Capacity and Capability Building, Awareness and Education under Strategy 10 Nourishing Cyber Security Knowledge Through Education: <https://asset.mkn.gov.my/wp-content/uploads/2020/10/MalaysiaCyberSecurityStrategy2020-2024.pdf>

The eRezeki program enables citizens, especially low-income groups, generate additional income by doing digital assignments via online crowdsourcing platform. The eRezeki participants will be matched with digital work in line with their respective skills. <https://mdec.my/erezeki/>

#SayaDigital - to improve the digital skills of Malaysians in facing the digital economy. By driving the digital society, #SayaDigital can create awareness in digital technology, smart lifestyles and equal opportunities to the urban and rural communities of Malaysia. <https://mdec.my/sayadigital/>

The Rural Community Center (Pusat Komuniti Desa) is one of the channels or a way to engage rural communities in small communities with high value-added activities to create economic impact and double income. Details at: <https://www.rurallink.gov.my/pusat-komuniti-desa-pkd/>

Besides that, Pusat Internet Desa (PID) has been developed for bridging digital divide at rural areas. The PID organizes many activities which involves entrepreneurship, education, provide basic training on ICT among others to the local communities especially for vulnerable groups. Details at : <http://www.internetdesa.my/index.html>

39. Does the Government use social media platform(s)?

Yes No

If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

Yes, the Malaysian Government uses social media as part of its delivery channel and information dissemination channel to its citizen and public access at all ministries and agencies portal. For examples, Malaysia has developed a Malaysia Government Call Centre (MyGCC) which is one stop call centre for the Government of Malaysia that provides multichannel communications. Details is at: https://www.facebook.com/MyGCCMalaysia/?_rdc=1&_rdr whilst example of media social usage is use for COVID-19 Crisis Preparedness and Response Centre (CPRC): <http://t.me/cprckkm>

The Malaysian Government also established the Unified Public Consultation (UPC) portal to facilitate stakeholders engagements in its rule-making process. UPC provides members of the public an easy access to regulatory consultations through a single website. UPC will also contribute in achieving the Government's commitment to accountability, transparency and inclusiveness. Further details can be read up at: <https://upc.mpc.gov.my/csp/sys/bi/%25cspapp.bi.index.cls?scnH=610&scnW=1280>

Every Government agencies also have their own social media and published at their own website to disseminate information to the public. For examples:

Facebook KBS: <https://www.facebook.com/myKBSMalaysia/>
Twitter KBS: <https://twitter.com/kbsmalaysia?lang=en>
Instagram KBS: <https://www.instagram.com/kbsmalaysia/?hl=en>
Facebook KPWK: <https://www.facebook.com/kpwkm/>
Twitter KPWK: <https://twitter.com/kpwkm>
Facebook JKM: <https://www.facebook.com/JKMHQ/>
Twitter JKM: <https://twitter.com/jkmhq>
Facebook JPW: <https://www.facebook.com/JPWanita/>
Twitter JPW: <https://twitter.com/jpwanita>
Talian KASIH - <https://www.facebook.com/Talian-Kasih-15999-626443040869224/>
Facebook EPU: <https://www.facebook.com/EPUMalaysia>
Instagram EPU: <https://www.instagram.com/epumalaysia/?hl=en>
Twitter EPU: <https://twitter.com/epumalaysia?lang=en>
YouTube EPU: <https://www.youtube.com/channel/UCuYwcdEo3NYUGr5o3LuRP5w/featured>
Telegram MKN : <https://t.me/MKNRasmi>

Please include any guidelines for government officials/institutions on the use of social media.

Thus, the guideline on the use of social media for the government officials can be read at:
Directives of the Director-General of MAMPU on “Amalan Terbaik Penggunaan Media Jaringan Sosial”
<http://www.mampu.gov.my/en/circulars/category/133-2011>
<https://dasar.mampu.gov.my/search-d/download-file/62/0e34444173ba155be1f4f933c391b0ee>

40. Does the Government publish information on how people's voices, including those among women and vulnerable groups, are included in policy decision-making?

Yes No

If yes, please provide link and detail.

Yes, the Malaysian Government published information on how people's voices, including those among women and vulnerable groups, are also included in policy decision-making. Details can be further read at:
<https://www.malaysia.gov.my/portal/subcategory/1262>
https://iyres.gov.my/index.php?option=com_content&view=article&id=1314&Itemid=835&lang=en

F. Usage, User Satisfaction and Evaluation

41. Does the Government monitor/collect usage statistics of e-government services? *

Yes No

If yes, please provide link and detail.

Yes, the Government does monitor and collect usage statistics of its e-government services. The usage statistics of e-government services are published online via: <https://splask.mampu.gov.my/dashboard> and each Ministries/Agencies also published statistics of online transaction via their main portal and our national portal at: <https://www.malaysia.gov.my>.

Example of question on user satisfaction
<https://docs.google.com/forms/d/e/1FAIpQLSeALIODsQ7BF2ZQaXno8HGoYpTd8GpuCi3Jv3UV7LpfrjCM0w/viewform>

42. Does the Government measure user satisfaction of e-government services? *

Yes No

If yes, please provide link and detail.

Yes, the Malaysian Government does measure user satisfaction of e-government services. The results of user satisfaction can be obtained via <https://splask.mampu.gov.my/dashboard>

G. Other information

43. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) *

Other information about ongoing global/regional partnership and/or digital cooperation which focusing on e-government and digital technologies can be read at:

1. Malaysia as the leader of the ASEAN Digital Master Plan 2021 Development Project has developed the ASEAN Digital Masterplan 2021 (ADM 2025) and was launched at the first meeting of the ASEAN Digital Ministers Meeting on 21st – 22nd January 2021. The document will serve as a guide to the development of the digital and telecommunications sector at the ASEAN level. Details can be found at: <https://asean.org/storage/ASEAN-Digital-Masterplan-2025.pdf>
2. Cooperation in the area of Digital Government between the Government of Malaysia and Ministry of the Interior and Safety of the Republic of Korea. The cooperation will be carried out through the following forms: (a) Capacity building activities such as sharing of best practices, exchange of personnel and conducting joint studies; (b) Activities involving other actors in the digital government ecosystem such as businesses, academia, etc.; (c) Policy consultation and technical assistance in developing digital government; and (d) Any other forms of cooperation relating to digital government to be mutually agreed upon by the Participants. The duration for this cooperation is for 3 years, starting from 28th November 2018 to 27th November 2022.
3. Malaysia with 85 other Members of the World Trade Organisation (WTO) have issued a Joint Statement which aims towards a negotiation on the trade related aspects of electronic commerce. On behalf of the Malaysian Government, the negotiation process is led by the Ministry of International Trade and Industry (MITI).
4. The Malaysian Government is committed to turning Malaysian cities into smart and sustainable cities and it was primary in the national agenda since 2019. Hence, Malaysia and the United Kingdom (UK) which had long-standing broad bilateral relationships have recently jointly launched a 'Smart City Handbook : Malaysia' to promote collaboration and partnership in smart city development between both countries on 22nd June 2021 as an example of the modern partnership that was expanded to reflect new challenges, especially in adopting new technologies and UK would share their vast experiences especially in creative fields such as innovation, digital technology, the

Internet of things (IoT) and artificial intelligence (AI). The handbook outlines the smart city landscape across Malaysia and provides examples of interesting UK smart city projects and expertise, besides, providing suggestions on how and where UK companies could assist Malaysia in managing and solving various issues on developing smart, sustainable cities.

<https://www.thesundaily.my/local/malaysia-uk-collaborate-in-smart-city-development-YB7993634>

<https://www.theedgemarkets.com/article/malaysia-uk-collaborate-smart-city-development>

<https://ukabc.org.uk/event/webinar-smart-city-handbook-malaysia/>

https://mxm.mxmf.com/rsps/m/WI9J4TpJqRqUyEhLBFSjarJUI6I4xYD_Zvv0PFBnQHK

5. International cooperation through Asia Pacific Computer Emergency Response Team (APCERT) and Organisation of Islamic Cooperation Computer Emergency Response Team (OIC-CERT):

- www.apcert.org
- www.oic-cert.org
-

6. Malaysia is one of 12 member countries of the Asia Open Data Partnership (AODP) which focuses on open data initiative collaboration. The AODP aims to facilitate the communication and cooperation on open data and data application between Asian countries. Malaysia is represented by MAMPU and Sinar Project, a non-government organisation participate in various activities such as Open Data Summit, webinar, workshop or any collaborations mainly for promoting understanding on policies or substantial actions across different partners. AODP has established Asia Open Data Portal (<https://dataportal.asia/home>) which aims to improve the cooperation and explore potential opportunities of data economy. Asia Open Data Portal harvests metadata from the publication of open datasets in national, regional, and local portals across Asian countries and Asian institutions, including the Malaysian Government's Open Data Portal.

44. Please provide any other information related to e-government development in your country.

Other information related to e-government development can be read at:

Success Stories:

<https://mdec.my/success-stories/a-success-story/>

<https://mdec.my/success-stories/digital-future-heroes/>

National E-Learning Policy (Dasar e-Pembelajaran Negara)

[https://utmlead.utm.my/download/policies , codes of practice, manuals and guidelines/dasar e-pembelajaran negara depan.pdf](https://utmlead.utm.my/download/policies,_codes_of_practice,_manuals_and_guidelines/dasar_e-pembelajaran_negara_depan.pdf)

H. Consent to publish this Questionnaire

I/We authorize UN DESA to publish my/our responses as deemed necessary. *

Yes No

THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this *OPTIONAL* Respondent Satisfaction Survey: <https://forms.office.com/r/yTrKyZCjdT>