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Online Government 'will improve services provided'

KUALA LUMPUR, Thurs. - The evolution of an electronic Government in Malaysia will enable the public sector to provide more efficient services, Minister of International Trade and Industry Datuk Seri Rafidah Aziz said today.

She said it would also redefine the relationships between the Government and the public, between the Government and the private sector and within the Government itself.

Rafidah said with an electronic mode of delivery, many Government services could go online and be customised to various needs and demands.

She said this in her speech when representing Prime Minister Datuk Seri Dr Mahathir Mohamad at the Prime Minister's Quality Award 1998 prize presentation ceremony at Shangri-La Hotel here.

The ceremony was held in conjunction with a three-day international symposium on electronic Government.

"There will be better access to information and the availability of multi-channel delivery of services can speed up transactions between the Government and those who require such services," Rafidah said.

She said an electronic system that linked the Government to the public and the world at large provided endless possibilities for enhancing administration and governance and for facilitating collation and dissemination.

"Business in particular and the general public can interface with the Government at any and all levels, directly and quickly.

"The two-way flow of information and feedback can make for more open communication between the Government machinery and the public."

The winners of the Prime Minister's Quality Awards were the Kuantan Municipal Council for the public sector category, the Subang Jaya Medical Centre Sdn Bhd (the private sector) and Koperasi Kedai Buku Universiti Malaya Bhd (the socio-economic sector).

The winners received a trophy, a certificate of appreciation and RM30,000 in cash.

The ceremony also saw the presentation of MS ISO 9000 public services awards.

Recipients of the MS ISO 9002 were Klang's Hospital Tengku Ampuan Rahimah, Bank Negara, Jabatan Pengairan dan Saliran Malaysia, and the Perak State Secretariat.

Dewan Bandaraya Kuching Utara was awarded the MS ISO 9001 certification.

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