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INTRODUCTION

Land administration is the focal point of an efficient land management and sustainable development in Malaysia. The services consist of cadastral mapping and compilation of property registers, establishing spatial data infrastructure and standards for data exchange between private and public users.

e-Tanah System is one of Malaysia’s electronic Government applications that is recognized under a national flagship application. It serves and upgrades the government service as part of Knowledge Economy (K-economy) Policy.

The system provide links and integrations of all land administration processes and databases within a single system through the Sixteenth Schedule of the National Land Code (NLC) 1965; Electronic Land Management System.
IT IN LAND ADMINISTRATION


SPHT
CLRS
SPPT

System
Land Revenue
Computerized Land Registration System (CLRS)
Modernized Land Administration System (SPPT)
DGLM carried out Studies and introduced e-Land

SPPT is known as e-TANAH
Lack of integration and optimum coordination among the systems

Delay in land processing led to huge backlog

Ensures data security

Lack of effective micro monitoring mechanism

Prevent fraud cases

The existing system is almost obsolete

Solutions to problematic data, codes & plans

Greater demand from citizen and business community for service delivery excellence

Demand for a responsive, efficient and adaptable system to achieve service delivery excellence

5/3/2012
Total Core Module Businesses, Supporting Modules & Reports = 1,402
Total Scenario: 2396++
FEATURES OF e-LAND SYSTEM

- e-Submission of Applications & Supporting Documents
- Data is Segregated by State, with Secured Access Control
- Cater for Different Business Rules Across States
- Centralized System
- Integration & Adaptation with the Existing System
- Integration with other Agencies
- Web Technology & IT & GIS Adaptation

Workflow System
e-LAND SYSTEM: A COMPLETE PACKAGE

9 CORE MODULES
- Registration of land title
- Quit rent collection
- Consent
- Strata Title
- Development
- Land acquisition
- Auction
- Enforcement
- Disposal of land

FLEXIBLE WORKFLOW

- Customer Service/Information
- Public Search
- On-line payment & Internet Banking
- Transaction status check
- eForm/myForms

APPLICATION SUPPORT
- LHDN
- JPPH
- OSC
- Other applications of government

CURRENT INTEGRATED APPLICATIONS
- eKadaster
- MyGDI
- eKPTG/eTaPP
- ePayment
- eCourt
- eSyariah
- MyIdentiti
- Other government applications

SME and Quality Assurance Group (QAG)

GATEWAY
- SMS
- eMail Notification
- Bengkel CRS

TESTING (UAT/PAT/FAT)
- GIS INNOVATIONS
- Field Survey
SOFTWARES
Provide mechanism in planning and monitoring the land administration performance

Improved inter and intra agency collaboration

Increased revenue for Government

Speed up revenue collection process

Streamline land admin processes

Faster, efficient and transparent processes for decision making

1 Database

Data Integrity

Benefits of e-LAND
Economic Impact

- Improved registering property processes in Malaysia
- Improved Malaysia’s ranking in World Bank Doing Business report to a top 10 ranking

Spill Over Effects

- To facilitate land use
- Improved service delivery in land administration
- Improved working culture in land administration

Land Management

- Speed up property development
- Stimulate property transactions and value
- Increases government revenue
- Improved accessibility of government services in land administration

POSITIVE IMPACTS

5/3/2012
CHALLENGES

- Implementation
- Problematic Data
- Human Factor
- Testing Method
**IMPLEMENTATION:**

1. Different Workflow for each District within the State
3. Lack of experts in BOTH Technical and Land Administration/Law

**SOLUTIONS**

- Micro labs
- Technical Meetings
- Law Amendments
PROBLEMATIC DATA:

1. Data’s from CLRS & Revenue System – applications *in-silo* but both system use same information which is not synchronized

2. Missing B1/B2 Plan – plan is required during data collection activities but some of the plans were not in place, need to reproduce by Survey Department and it consumes time and effort

3. District and Town/Village/Mukim Codes – too varied and not standardized between Land Offices and Survey Department.

SOLUTIONS

- Micro Labs
- Translation Table
- Technical Meetings
TESTING METHOD:

1. PAT & FAT – Rigid and Comprehensive Testing, Covering all business matters and scenario in Land Administration

ISSUES & CHALLENGES

SOLUTIONS

Quality Assurance Group (QAG)

Core User Group’s Commitment (CUG)
HUMAN FACTOR:

1. Resilient towards adopting new technologies – complacent with existing system.

SOLUTIONS

- Management’s Commitment
- Change Management
An integrated system for land administration which would deliver a first-class public service delivery through multi-service channels.
Malaysian Government foresee the investment for e-Land System as a long term benefit to all parties and hope it will continue to serve as a major factor to attract foreign investor to Malaysia especially in land and property investment.
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