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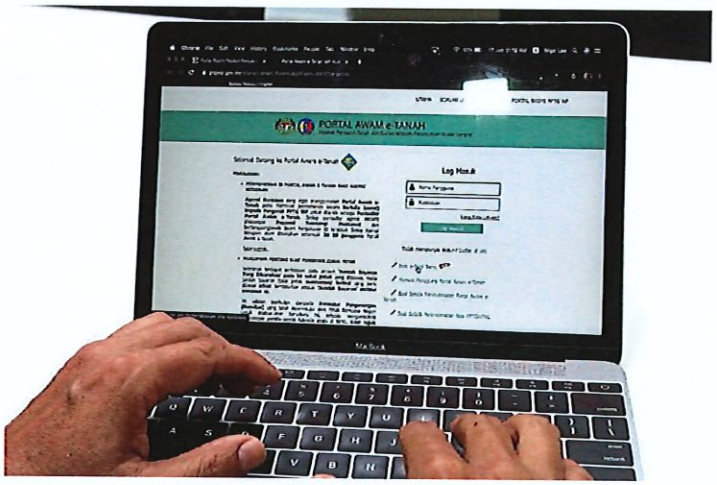
TAJUK : **Expansion of digital platform in the works**



E-Tanah, a digital platform that offers the public an option to deal with land matters online, is on track to expand its coverage nationwide.

The first online platform was launched in 2017 for land matters in the Federal Territory of Kuala Lumpur Land Office (PTGWP).

Now, there are plans to implement the e-Tanah system in eight states: Selangor, Perak, Pahang, Terengganu, Kedah, Kelantan, Johor, Perlis and two Federal Territories, namely Putrajaya and Labuan in the near future.

However, before e-Tanah can be implemented in all states, several amendments need to be made to existing laws to ensure that the system works as planned.

However, the process of amending the laws is time-consuming and requires understanding from all parties, which could affect the project schedule.

StarMetro spoke to Puncak Tegap Sdn Bhd chief executive officer Nigel Lee about plans for the online service to be available throughout the country.

Puncak Tegap is a tech company that has collaborated with the government through a public-private partnership to digitalise land administration matters through this electronic system.

Digitilisation of land matters

Lee said following an amendment to the National Land Code 1965, the e-Tanah of PTGWP was launched in 2017.

Since its launch, the number of people who conducted transactions at the counter reduced by 60%, with many opting to do transactions online, he pointed out.

Lee says the success and convenience of the e-Tanah system in Kuala Lumpur should see it being introduced in other states soon.

The e-Tanah system is a comprehensive one-stop service that acts as a single point of contact for the Federal Territories Director of Lands and Mines Office' customers.
Lee said implementation of the system saw an increase in online land tax payment.

"It has benefited companies, government agencies, law firms, licensed surveyors and individuals.

"The e-Tanah allows services such as Private Land Search and payment of land tax to be conducted online.

"As of recent months, some 68% of customers used the Private Land Search service online via e-Tanah, meaning only 32% went to the land office, " he said.

"E-Tanah enables integration between the various land-related agencies, including Survey and Mapping Department, Malaysia Geospatial Data Infrastructure and Department of Director-General of Lands and Mines (Federal).

"The aim is to transform land administration so that it is more efficient, transparent and secure, in line with the direction of the Energy and Natural Resources Ministry, " said Lee.

Th system is also integrated with several other government agencies, including the Inland Revenue Board and National Registration Department.

"The system ensures that there is no missing document. This will be helpful to both the public and lawyers in dealing with land matters, " he said.

Challenges ahead

Before e-Tanah can be implemented in all states, several amendments to existing state laws need to be made.

"The system's development is unique as we need to take into account the existing legal system and the different requirements of each state, " said Lee.

Puncak Tegap is currently awaiting government approval to launch e-Tanah Perak.

"This achieved 100% readiness in September last year.

"It is important to speed up implementation in the other states as well, in light of the Covid-19 pandemic, " he said, adding that online transactions would help minimise the need to go to the land office.

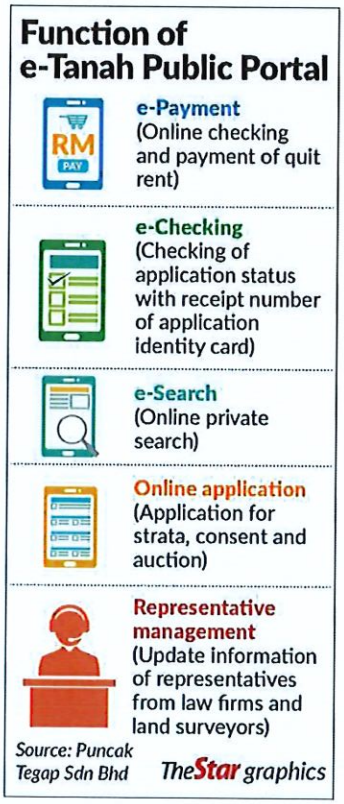
However, he pointed out, a visit to the land office for the first time was necessary for the biometric reading.

"This is for security, after which the customer can proceed with online transactions.

"We have the system ready for lawyers representing members of the public or the individual themselves, " he said, adding

that there were, however, some land matters that still required manual submission of documentation.

Lee said while efforts to amend the laws would take time, there would also be the challenge of uploading thousands of documents dating decades back into the system.



The success story

The success of e-Tanah in Kuala Lumpur has contributed to the country's improved ranking in the Ease of Doing Business Report by the World Bank in 2018.

Malaysia ranked 15th compared to 24th in 2017. It also ranked 42 out of 190 countries in the ease of registering property online.

Within three years of implementation, e-Tanah received the Gold Award for Public Sector Information Communications Technology in the Asean ICT Awards in 2018.

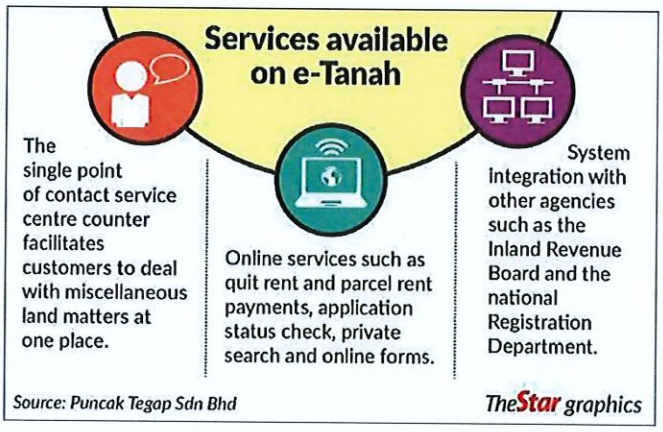
Since its implementation in 2017, more than 15,000 people have registered as users of the system.

According to Lee, there are some 1.4 million strata titles and around six million registered land titles in Peninsular Malaysia.

"Land is an important asset, being one of the main economic factors and the country's most valuable resource, " he said.

e-Tanah was developed with a hybrid concept, combining both centralised and regional systems between the Land and Mines Office and the Land and District offices.

This meant going back to land title records before Merdeka to be integrated into the system, he explained.



"In fact, we don't have much reference even globally because every country has its own laws and national land code.

"The expertise of our government officials who possess extensive experience in the areas of law and policy have been helpful, " he said.

Lim explained that Puncak Tegap had to ensure that e-Tanah fully complied with the relevant laws such as the National Land Code 1965 and Strata Title Act 1985.

“Land-related data from the old system should be updated and synchronised before migration to the e-Tanah is implemented in different states, ” he said.

These details include land or places with incorrect land codes that do not tally with codes provided by the Malaysia Centre for Geospatial Dara Infrastructure. Quality data.

“Before the system is launched, it will undergo comprehensive testing, involving over 800 transactions and more than 3,000 scenarios.

Lee added that e-Tanah, which was implemented successfully at the PTGWP office (www.ptgwp.gov.my), should serve as a model for the development of other online systems in line with the government’s digital transformation goals.

Benefits of e-Tanah's single window search (SWS)

1) Transaction
- Purchase of information and search payment in single transaction
- Users do not have to go to the different portals to perform search and make payment

2) Reduction in Steps and Time
- The SWS takes into account steps in the property registration process rated by the World Bank
- Usability and availability of system usage is accelerated

3) Official Receipts
- Official receipt will be issued for various purchases of search information
- Search results or reports will be displayed to be downloaded or to be printed by the users

Source: Puncak Tegap Sdn Bhd

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