



**Standing on
SOLID
Ground**

e-TANAH STORY



CONTENT

The Beginning 01
The Activities 05
The Benefits 16
The Future 18



The Beginning



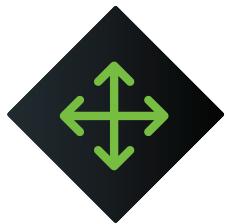
e-Tanah is an integrated electronic government (e-Government) project implemented in line with the Government Transformation Program.

It is inaugurated in Penang in the year of 2005, Negeri Sembilan and Melaka is 2009 financed by the Government.

In fulfilling the importance of efficient and effective Government service delivery system for the public and the business community, Ministry of Natural Resource and Environment (NRE) now known as Ministry of Water, Land and Natural Resources (KATS) has developed a comprehensive administration and management system for land offices in modernizing activities which known as Sistem Permodenan Pentadbiran Tanah or e-Tanah in 2002.

Currently, all states have been working with Sistem Pendaftaran Tanah Berkomputer since 1995, while e-Tanah project just introduced in Penang 2005, followed by Melaka and Negeri Sembilan in 2009 and recently Wilayah Persekutuan Kuala Lumpur in 2017.

The expansion of e-Tanah to be rolled out to the other states is prominently highlighted as the application is to improvise service delivery in RMK10 and Economic Transformation Programme (ETP). This reflects that land administration to be the national interest of Government is persistent.



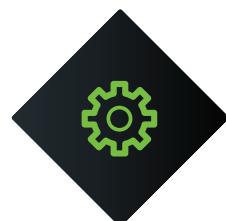
Expansion of e-Tanah to other states is an initiative set out in Rancangan Malaysia Ke-10 (RMK10) and Economic Transformation Programme.

The Objective

To develop an integrated computerized system in making the land administration in the land office more effective and efficient in line with the Government Transformation Program of the public sector.



Project Scope



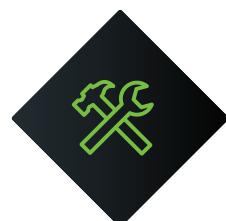
System Development

Customised Requirement Specification (CRS), Design, Build and System Testing, Training and Gazette.



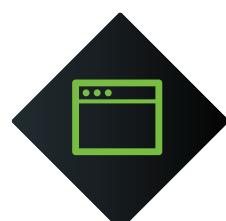
Data Management Services

Implement Data Collection, Data Cleansing and Synchronization, Data Digitisation, Data Verification, Data Migration and Data Conversion.



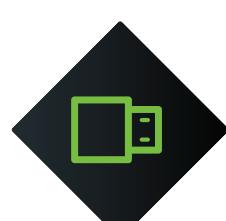
Infrastructure Readiness

Supply Information and Communication Technology equipment, provide and maintain network, Data Center, Disaster Recovery Center and Single Point of Contact.



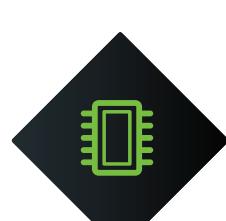
Project Management and Maintenance

Manage, monitor and maintain systems, and implement change management.



Technology Transfer

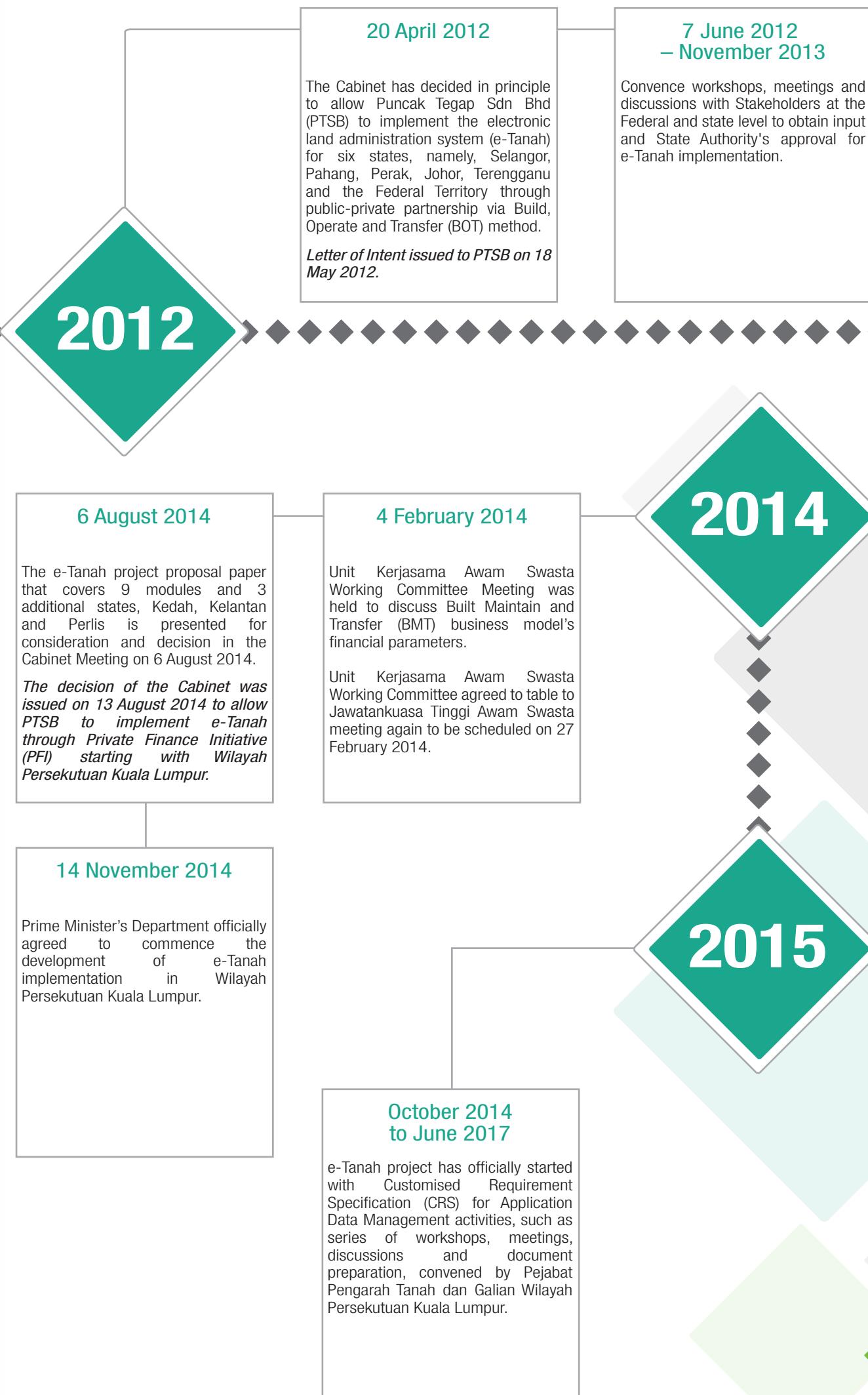
Implement Transfer of Technology in preparation for submission of e-Tanah System to Government.

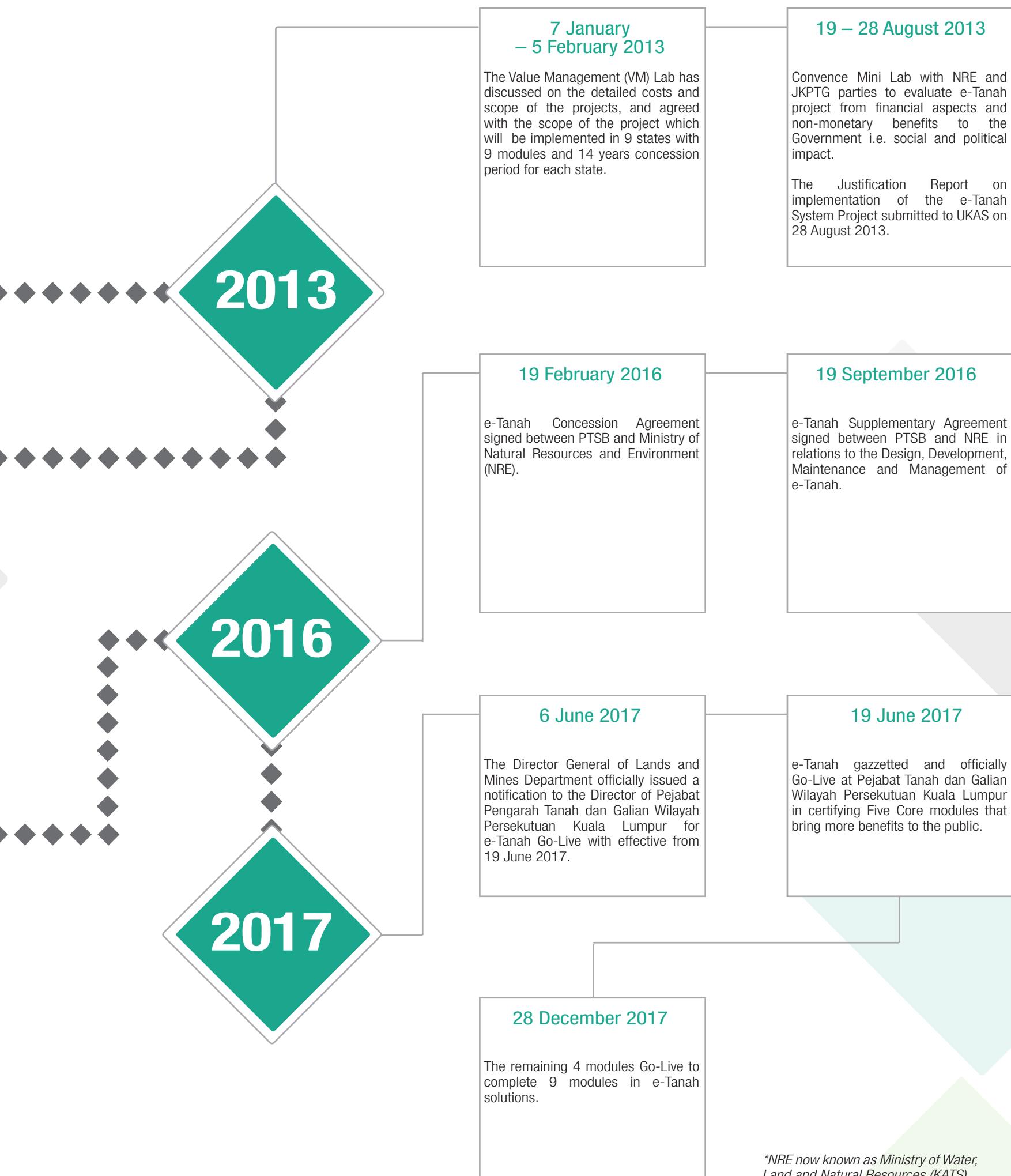


Technology Refresh

Modernize of the outdated ICT equipment and software to the latest during the concession period.

Milestone





The Activities

Seminar / Workshop

Customised
Requirement
Specification (CRS)
workshop



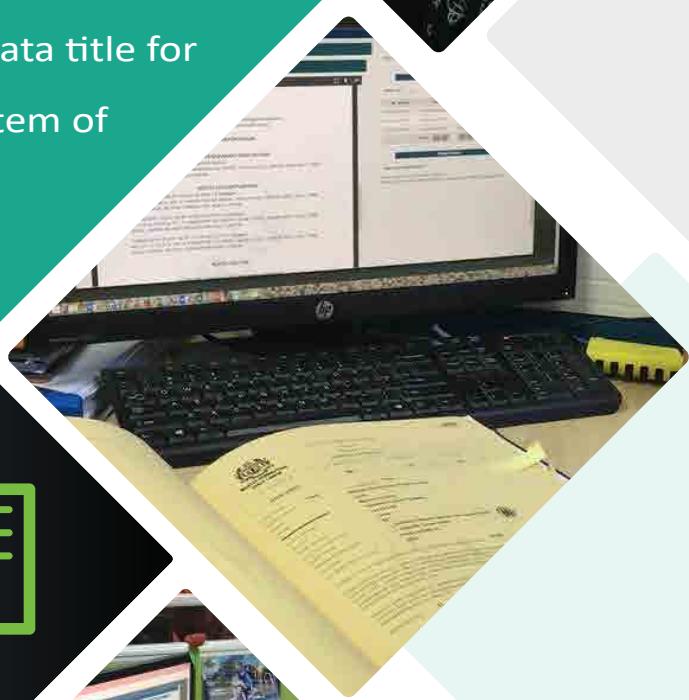
Value
Management
Seminar



Data Management System (DMS)



This initiative is a concerted efforts both from the team of PPTG WPKL and PTSB to digitize numerous land and strata title for the advanced system of e-Tanah.



Testing

A series of Provisional Acceptance Test (PAT), Final Acceptance Test (FAT) and Equipment Assessment Test (EAT) sessions were run in PTG WPKL. Selected officers from various departments were participated to test and improve the functionality and effectiveness of the e-Tanah system.



Training Program

The end-user training programme for Phase 1 at PPTG WP Kuala Lumpur in March 2017 prior to e-Tanah Go-Live.



SPOC Simulation Activities

Single Point Of Contact (SPOC) Simulation activities conducted in April and May 2017 in PPTG WPKL to ensure smooth operation of the counters before Go-Live of e-Tanah.



Booth & Go-Live Briefing

Booth



Go-Live Briefing



e-Tanah Awareness Engagements

Meeting
on e-Tanah
Direction



Engagement
Visit by Focus Group
Registering Property
(FGRP) on e-Tanah
System.



Contract Signing

e-Tanah Concession Agreement
officially signed between
Puncak Tegap Sdn Bhd (PTSB)
and
Ministry of Natural Resources and Environment (NRE)
on February 19, 2016.



*NRE now known as Ministry of Water, Land and Natural Resources (KATS)

Launching Ceremony

Minister of NRE,
YB Datuk Seri Haji Wan Junaidi Bin Tuanku Jaafar
officiated
the launching of e-Tanah Go-Live
on June 19, 2017.



*NRE now known as Ministry of Water, Land and Natural Resources (KATS)

Making Headlines

UTUSAN MALAYSIA • ISNIN 20 NOVEMBER 2017

DALAM NEGERI 7

Sistem e-Tanah tingkatkan kecekapan, daya saing negara

Transformasi pentadbiran tanah

Oleh BADRUL HAFIZAN MAT ISA
pengarang@utusan.com.my

KUALA LUMPUR 21 NOV. —

PELAKUANAN Sistem e-Tanah yang telah dibangunkan khusus bagi mematuhi keperluan semasa dan selaras dengan aspirasi kerajaan untuk meningkatkan kredibiliti perkhidmatan pentadbiran tanah di negara ini.

Menisteri Sumber Asli dan Alam Sekitar, Datuk Seri Dr. Wan Junaidi Tuanku Jaafar berkata, sistem elektronik tersebut berperpaduan untuk mempercepat dan meningkatkan urusan urusan tanah itu juga sekali gus dilihat mampu meningkatkan kecekapan dan daya saing negara ini.

"Sistem e-Tanah ini dibangunkan untuk memenuhi keperluan semasa dan selaras dengan aspirasi kerajaan untuk meningkatkan kredibiliti perkhidmatan pentadbiran tanah di negara ini."

"Sistem e-Tanah ini adalah untuk meningkatkan ketelitian, integriti pentadbiran dan pengurusan tanah serta meningkatkan kualiti penyampaian perkhidmatan kepada rakyat melalui penyediaan sistem yang komprehensif yang mesra pengguna, selesa dan boleh diakses oleh rakyat."

Harjaya, sistem e-Tanah merupakan sistem yang dibangunkan berdasarkan teknologi web yang tamat semasa dan mudah.

"Sistem e-Tanah beroperasi seperti Kaunter Single Point Of Contact (SPOC) yang menggumangi sembilan modul utama iaitu pentadbiran tanah, *title, consent, strata, lelong, peruntukan tanah, pengambilan tanah, pembangunan tanah dan pentakuasan.*"

"Sistem bersepadu ini juga boleh berintegrasi dengan sistem dari pelbagai agensi lain seperti Lembaga Hasil Dalam Negeri, Jabatan Penilaian dan Perangkaan Harta, Jabatan Ukar dan Pemetaan dan Jabatan Pendaftran Negara," katanya.

Ujarnya, dengan menggunakan SPOC orang awam boleh maklumat sanaksara semua urusan tanah pada satu kaunter sahaja.

"Sebelum ini rakyat perlu ke banyak kaunter berlainan untuk menyelalaukan urusan mereka kerana setiap kaunter hanya mempunyai maklumat yang spesifik namun selepas ini perkara tersebut akan berubah kerana menerusi capaian maklumat di kaunter SPOC adalah lebih lengkap," katanya.

Tambah Dr. Wan Junaidi lagi, melalui sistem e-Tanah dilaksanakan secara atas talian sudah tentu banyak urusan dapat dipendekkan tempoh masa yang gus dapat memberikan banyak manfaat dan faedah kepada masyarakat.

"Antara urusan yang dilajuan secara atas talian termasuklah proses penghantaran borang permohonan, semakan status permohonan dan ursusan serta pencarian persembiran hasil milik dan pembayaran cukai tanah."

"Malaysia adalah keselamat setia urus tanah ini mengalaskan penggunaan sijil digital selain cetakan dokumen hak milik mengekalkan keselamatan dan kestabilan," katanya.

"Penyimpangan hak milik dalam pangkalan data dan sebuah gangguan juga akan dikesan secara automatis selain aktiviti tular manusia di atas talian juga dipantau dan maklumat keselamatan modul keselamatan," katanya.

Sementara itu ujarnya, melihat kepada keberkesanannya, sistem e-Tanah ini turut akan dijadikan usulan ke Putrajaya dan Labuan, Perak,彭亨, Johor, Kedah, Perlis, Selangor, Terengganu dan Kelantan.

WAN JUNAIDI TUANKU JAAFAR, Menteri Sumber Asli dan Alam Sekitar, bersama Timbalan Menteri Sumber Asli dan Alam Sekitar, Datuk Dr. Hamid Samuri (dua dari kanan) melawat kiosk sistem E-Tanah di Pejabat Tanah dan Galeri Wilayah Persekutuan Kuala Lumpur (PTGWPKL) selepas majlis pelancarannya baru-baru ini.

KAUNTER LAMA

Persetuhan dan Cukai Tanah dibuat di kaunter yang bersaringan.

Kaunter Perserahan dan Kutipan untuk Hakmilik Strata dan Landal adalah bersaringan.

Pengesahan ibu jari cuma dibuat untuk urusan urusan tanah yang berurusan.

Pelanggaran ke uti yang bersaringan untuk mendapatkan maklumat tentang sesuatu urusan.

Ruang menunggu terhadap kepada kaunter sahaja.

Tiada kiosk disediakan.

Urusan berkaitan tanah hanya boleh dibuat semasa waktu pejabat dan Pejabat Tanah sahaja.

KAUNTER SPOC

Persetuhan dan Cukai Tanah dibuat oleh dibuat di kaunter yang sama.

Kaunter Perserahan dan Kutipan untuk semua jenis Hakmilik.

Pengesahan ibu jari cuma dibuat untuk semua urusan tanah untuk meningkatkan proses verifikasi individu yang berurusan.

Fungsi cairan yang terdapat di SPOC membolehkan maklumat terperinci sesuatu hakmilik/tanah yang terlibat diperolehi di kaunter.

Ruang menunggu diperlukan ke dalam cafeteria.

Kiosk untuk permohonan dan semakan atas talian boleh didapati di ruang menunggu.

Urusan boleh dilaksanakan pada bila-bila masa dan tempat.



KUALA LUMPUR - Sistem e-Tanah merupakan inisiatif proaktif kerajaan untuk mewujudkan pentadbiran secara digital, sekali gus meningkatkan daya saing negara di peringkat antarabangsa, kata Menteri Sumber Asli dan Alam Sekitar, Datuk Seri Dr. Wan Junaidi Tuanku Jaafar.

Beliau berkata, selain memudahkan rakyat, pelaksanaan sistem itu akan memberikan imej positif hadap tahap daya saing negara di kaca mata pelabur asing dan agensi penilaian antarabangsa.

"Perkara ini sekali gus akan melanjukkan ekonomi negara kerana ia akan memudahkan urusan para pelabur asing untuk masuk dan memulakan perniagaan di Malaysia," katanya selepas melancarkan Sistem e-Tanah peringkat Wilayah Persekutuan, semalam.

Sistem e-Tanah adalah sistem pengurusan dan pentadbiran tanah secara elektronik yang beroperasi menggunakan konsep 'Kaunter Single Point of Contact' dan merangkumi sembilan modul.

Wan Junaidi berkata, pelaksanaan pentadbiran digital juga akhirnya menuju kepada soal menghubungkan masyarakat dengan kerajaan termasuk agensi berkenaan pentadbiran tanah termasuk Jabatan Ukar dan Pemetaan, Pusat Infrastruktur Data Geospasial Negara dan Jabatan Ketua Pengarah Tanah dan Galian Persekutuan.

Bagi tujuan tersebut, kaunter 'Single Point of Contact' (SPOC) diperkenalkan di Pejabat Tanah dan Galeri Wilayah Persekutuan bagi membolehkan semua urusan tanah diuruskan di satu kaunter sahaja. *Berita Harian*



Bank Dunia puji Malaysia urusan pentadbiran tanah

Negara di tempat ke-42 kategori mudah dafta hantam lancarkan pembangunan

Dr. Mahathir Ahmad Adly, Menteri Pertubuhan dan Perlembagaan

Bank Dunia 2019 yang diluncurkan tanah baru ini

Bank Dunia, hari ini merasmikan pengiktirafan sebagai salah satu negara yang berjaya dalam mencapai tujuan pembangunan berdaulat



旺朱乃迪：e-tanah系統啓動直檳甲可線上繳地稅

(吉隆坡19日讯)天然資源及環境部長拿督斯里旺朱乃迪今日說，士改聯邦直轄區、檳州及柔佛

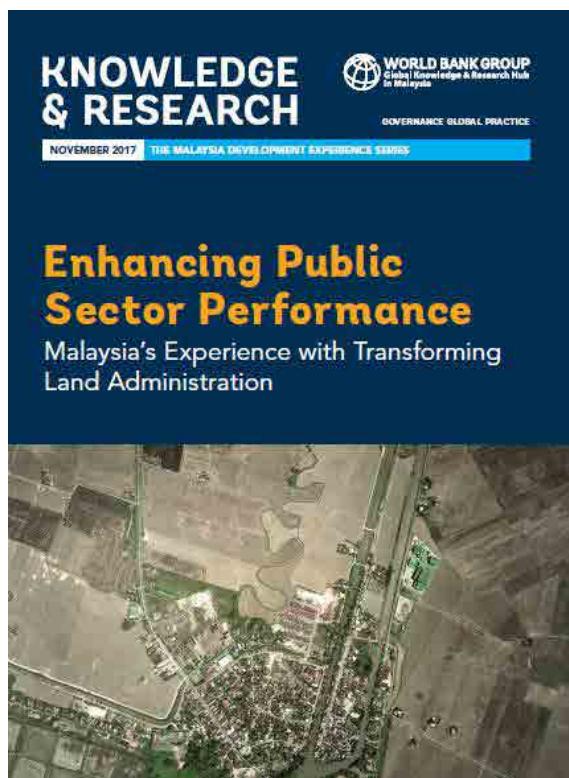
的吉隆坡土地及礦物局，加速在6月推介这项系统，以便大马的竞争优势在今年能够因为电子土地系统的推展而提升。

“由于手机便宜，因此，人们一般都随意把旧手机丢弃，购买新款手机，因此，政府也推介了处理电子垃圾产品的系



Enhancing Public Sector Performance

Malaysia's Experience with Transforming Land Administration.



Fit for Purpose Land Administration

In 2014 the Joint World Bank-FIQ document on Fit for Purpose Land Administration was published. The Fit for Purpose approach is designed to build sustainable land administration systems. An excerpt notes:

"The document stresses that the approach used for building land administration systems in less developed countries should be flexible and focused on citizens' needs, such as providing security of tenure and control of land use, rather than focusing on top-and technical solutions and high accuracy surveys. A fit-for-purpose approach includes the following elements:

- **Flexible** in the spatial data capture approaches to provide for varying use and occupation.
- **Inclusive** in scope to cover all tenures and all land.
- **Participatory** in approach to data capture and use to ensure community support.
- **Affordable** for the government to establish and operate, and for society to use.
- **Reliable** in terms of information that is authoritative and up-to-date.
- **Attainable** in relation to establishing the system within a short timeframe and within available resources.
- **Upgradeable** with regard to incremental upgrading and improvement over time in response to social and legal needs and emerging economic opportunities.

A country's legal and institutional framework must be revised to apply the elements of the fit-for-purpose approach. This means that the fit-for-purpose approach must be enshrined in law, it must still be implemented within a robust land governance framework, and the information must be made accessible to all users."

The full document is available at: <https://www.ifc.org/resources/publications/ifcpub01Figpub01.pdf>

FIGURE 1. Doing Business 2018 Rankings and Assessment⁵

Economy	Ease of Doing Business Rank	Registering Property	Procedures (number)	Time (days)	Cost (percent of property value)	Quality of the land administration index (0-30)
Brunel Darussalam	56	136	7	298.5	0.6	18
Cambodia	135	123	7	56	4.3	7.5
China	78	41	4	28	3.6	19
Hong Kong SAR, China	5	55	5	27.5	7.7	27.5
Indonesia	72	106	5	25	8.4	11.5
Lao PDR	141	65	4	53	1	10.5
Malaysia	24	42	8	13	3.5	27.5
Myanmar	171	134	6	85	4.1	5.5
New Zealand	1	1	2	1	0.1	26
Philippines	113	114	9	35	4.3	12.5
Singapore	2	19	6	4.5	2.9	29
Taiwan, China	15	18	3	4	6.2	28.5
Thailand	26	68	5	7	7.3	18
Vietnam	68	63	5	57.5	0.6	14

Source: World Bank

The Benefits



1



e-Tanah is an integrated system that replaces previous legacy systems such as SPTB, SPHTB, e-Consent, Image system and SPPT.

Customers deal with land matters at Single Point of Contact counter (SPOC), a one stop centre to improve more efficient service for customer satisfaction.

2



3



Introduction of online services in the Public Portal such as online application, application status checking, private search, online payment and online help will improve the Government's delivery system in Land Office.

Integration with systems from other agencies such as the Inland Revenue Board (IRB), National Registration Department (NRD), Suruhanjaya Syarikat Malaysia (SSM), Malaysia Department of Insolvency (MDI) and Local Authority (PBT) for the implementation of relevant matters.

4



e-Tanah Public Portal

The introduction of Public Portal gives a positive impact to the public in using the online services offered. Among the benefits are:

- Customers can get information about Land Affairs online at the Public Portal and with the convenience of kiosk provided
- Customers can make online application and payment via online with the introduction of online services such as e-Search, e-Payment, e-Checking and online applications anywhere, at any time.



e-Bayaran (e-Payment)

Online checking and payment of quit rent



e-Semakan (e-Checking)

Checking of application status with Receipt Number or Application ID



e-Carian (e-Search)

Online private search



Permohonan Atas Talian (Online Application)

Online application for Strata, Consent and Auction



Pengurusan Wakil (Representative Management)

Update information of representatives from law firms and land surveyors

The Future

Implementation of e-Tanah Nationwide



e-Tanah system will be implemented, operated and managed in stages to all states, including INSTUN and JKPTG in Peninsular Malaysia. The next e-Tanah implementation will be followed by Perak, Pahang, Kedah, Perlis, Selangor, Johor, Terengganu and Kelantan.





Ministry of Water, Land and Natural Resources (KATS)

Telephone No : 03-80008000

Fax : 03-88892672

Website : www.kats.gov.my

Jabatan Ketua Pengarah Tanah & Galian (JKPTG)

Telephone No. : 03-80008000 / 03-88810796 / 03-88901237

Website : www.jkptg.gov.my

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