Welcome to our

# E-GOVERNMENT
SERVICES
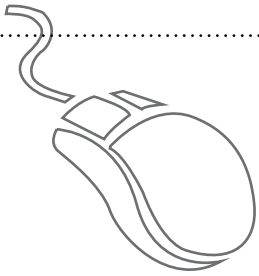
www.sarawak.gov.my

Version 1.1

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# Contents

# INTRODUCTION

## PREFACE

The concept of Electronic Government or E-Government is initiated with the aim to lead Sarawak into the Information Age. Information and Communication Technology (ICT) plays an increasingly significant role in everyday life. ICT revolutionize work, leisure and the ways businesses are conducted. ICT applications also enhance the delivery of goods and services to people by improving the process and management of government.

E-Government utilizes ICT or online services to enhance the access to and delivery of government services to benefit the people, business partners and employees. It also assists in strengthening the drive towards effective governance and increased transparency to better manage socio-economic resources for future development.

The Sarawak State Government, has successfully initiated and implemented nine (9) online services and three (3) information services to effectively and efficiently distribute services to the people without time and space constraints. The nine online services are Paybills Malaysia, e-Booking, e-Recruitment, e-Form, e-Talikhidmat, e-Request, e-Scholarship, e-Registration and e-Library. The three information services are Panoramic Images of Sarawak, Interactive City Maps and Real-time Hydrological Information.

An overview of the nine online services and three information services is provided in this booklet. For more information on each of these e-Government online services/ applications, please visit us at **www.sarawak.gov.my**

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# PAY BILLS (Paybills Malaysia)

No waiting, no queuing, no traffic jams or parking frustrations… sounds good? Yes, definitely and this is exactly what Paybills Malaysia offers to you. It is an online payment gateway, that allows you to pay your bills at the ease and comfort of your home or office, anytime of the day or night. In addition, you can pay bills through various payment channels provided by majority of the banks in Sarawak.

Paybills Malaysia aggregates bills from multiple billers such as the providers of electricity, water, telecommunication, assessment, land rent and premium, and many others, onto one site, thereby providing a one-stop web payment service to you, the customers. It is a secure online service, which conforms to Industry Security Standards of SSL, encryption and ISO 8583 protocol. This means it is safe and secure to pay your bills online as your personal information and data are protected and considered private and confidential.

At Paybills Malaysia, you can also view and/ or print out your bill statements and even receive e-mail notifications on the status of your bills. Currently, there are 38 biller agencies providing various types of bills for online payment with eight (8) banks as payment channels for you to choose.

Paying your bills has never been made easier, so sign up with Paybills Malaysia today.

## Payment channels:

| | |
|---|---|
| CIMB Bank | AmBank |
| Maybank2u.com | Public Bank - MEPS FPX |
| Mobile Money | Bank Islam - MEPS FPX |
| RHB Bank | Visa/ MasterCard via maybank2u.com |
| Hong Leong Bank | |

## Biller Agencies:

DBKU, MBKS, MCC, SMC, BDA
*Assessment Bills, Compound Parking and Rental of Facilities*

MP Padawan and all District Councils
*Assessment Bills*

Land and Survey Department at all Divisions
*Land Rent & Premium*

Kuching Water Board, Sibu Water Board and LAKU Management Sdn Bhd
*Water Bills*

Pustaka Negeri Sarawak
*Membership Subscription*

SESCO
*Electricity Bills and E - Tender*

Sarawak Club
*Membership Subscription*

Siliconet JASP
*Jaring Top-Up*

Telekom Malaysia Bhd & TM Net Sdn Bhd
*Telecommunication Bills*

Yayasan Sarawak
*Student Loan Repayment*

Ministry of Social Development & Urbanization
*Rental of Stadiums and Civic Centres*

E-Government Services at your fingertips 24-7

# FACILITIES BOOKING (e-Booking)

e-Booking is an online booking system for using facilities belonging to the Local Councils, Sarawak National Parks and Ministry of Social Development & Urbanisation. These facilities encompass auditoriums, sport halls, community halls, civic centres, football fields, stadiums, parks and many more.

The system provides an online booking request form. Booking is subject to availability of facility. These facilities can be booked for a variety of activities, from exhibitions to functions, events, training, sporting activities and so forth. Details of the facilities are also made available online providing you with a brief introduction, contact information, photo & map of the respective facility.
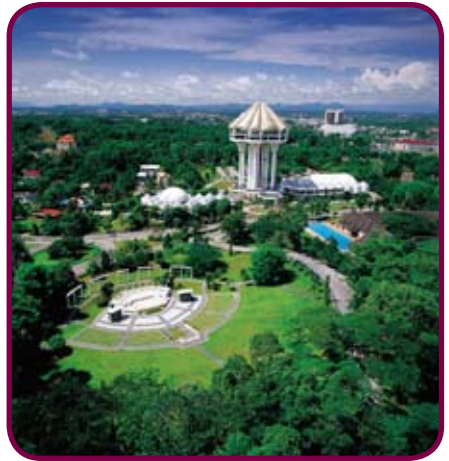
Besides facility booking, you can also book accommodations at the Sarawak National Parks. Rest assured that all information submitted is kept strictly confidential.

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Miri City Council

Sarawak Indoor Stadium

Sarawak Outdoor Stadium

E-Government Services at your fingertips 24-7

## Local Councils

Kuching City South Council
Kuching North City Hall
Miri City Council
Bintulu Development Authority
Sibu Municipal Council
Sibu Rural District Council
Bau District Council
Betong District Council
Kapit District Council
Lawas District Council
Limbang District Council
Lubok Antu District Council
Lundu District Council
Maradong & Julau District Council
Marudi District Council
Matu & Daro District Council
Mukah & Dalat District Council
Sarikei District Council
Samarahan District Council
Saratok District Council
Serian District Council
Simunjan District Council
Sri Aman District Council
Subis District Council

## Ministry of Social Development & Urbanisation

Baram Civic Centre
Bau Civic Centre
Bintulu Civic Centre
Kapit Civic Centre
Kota Samarahan Civic Centre
Kuching Civic Centre
Limbang Civic Centre
Mesra Mukah Civic Centre
Miri Civic Centre
Sarikei Civic Centre
Sibu Civic Centre
Sri Aman Civic Centre
Football Field
State Hockey Stadium
State Stadium
Indoor Stadium
Outdoor Stadium

## Sarawak National Parks

For further information on our parks, you can also check out this website:

www.sarawakforestry.com

Limbang District Council



Baram Civic Centre

# LOOK FOR JOBS (e- Recruitment)

Looking for jobs in the Sarawak State Government used to be by searching through vacancy ads in the local newspapers or checking out notices on display in government offices. This is a thing of the past with the leaps and bounds achieved with Information and Communication Technology (ICT).

e-Recruitment is an online system that not only enables you to apply for job vacancies in the Sarawak State Government, it also allows you to publish and update your resumes online so that appropriate job vacancies can be matched with your qualifications and you can be shortlisted or called for interviews immediately.

e-Recruitment is convenient and efficient to use and automates the entire recruitment process in terms of storing applicants information, publishing vacant posts, expediting short listing procedures and interview notifications and evaluations. It is designed to reduce costs and speed up their recruitment process.

Registered users are able to state job preferences, receive notifications via e-mail or sms (short messaging services) when a job match is entered into the database system, and also check on the status of their applications. An e-mail or sms will alert applicants of any changes in application status or update them



on new information such as interview time, date and venue. This makes e-Recruitment a quality job application and selection management system.

As of 20 February 2008, about 95,516 applicants had registered with e-Recruitment. Since its implementation, this online service had advertised and processed 388 vacancies published online by 16 State Government agencies.

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# DOWNLOAD GOVERNMENT FORMS (e- Forms)

e-Forms is an online central repository for electronic forms from various Sarawak Government agencies. These downloadable forms are frequently used by the general public and organizational bodies in their dealings with the State Government. The forms are organized according to Ministries, Departments, Resident & District Offices, Local Authorities and Statutory Bodies.

## How to acquire the e-forms?

- Click to view the e-forms offered by various organizations

- Download and print the desired e-form

- Fill in the details as required

- Submit or fax the form to the address of the relevant organizations as stated on the form.

### State Agencies offering e-form are :

Ministry of Environment and Public Health
Ministry of Industrial Development and Tourism
Ministry of Planning and Resources Management
Ministry of Housing
Islamic Religious Department
Social Welfare Department
Public Work Department
General Administration Unit, Chief Minister's Department
Human Resource Management Unit, Chief Minister's Department
Treasury Department
Agriculture Department

## State Agencies offering e-form are :

Kuching Resident Office
Bintulu Resident Office
Kapit Resident Office
Limbang Resident Office
Sibu District Office
Meradong District Office
Sarikei District Office
Pakan District Office
Kapit District Office
Kuching City South Council
Kuching North City Hall
Miri City Council
Padawan Municipal Council
Bintulu Development Authority
Bau District Council
Lundu District Council
Sri Aman District Council
Lubok Antu District Council
Saratok District Council
Subis District Council
Lawas District Council
Marudi District Council
Kapit District Council
Sarawak Foundation
Sarawak Stadium Corporation
Housing Development Corporation
Natural Resources and Environmental Board
Rajang Port Authority
Sibu Water Board
Miri Port Authority

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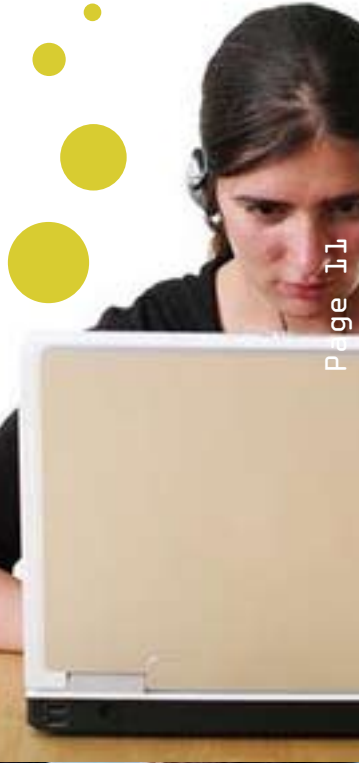
# TALIKHIDMAT (e-Talikhidmat)

TALIKHIDMAT serves as a one-stop communication channel for the public to reach government agencies or non-government organizations (NGOs) in the State of Sarawak concerning public services. Take this scenario, you spotted a burst water pipe late in the evening, and being a civic-conscious person, you want to report the leakage. Where do you go? Who do you contact? Talikhidmat @ 555999, that's where and who.

In the event that you want to post an enquiry, report an incident, make a complaint, provide feedback to the government agencies, NGOs or State Government, all you have to do regardless of the day and time is to call the Talikhidmat Hotline: 555999. This will direct you to a central call centre to handle your queries, reports, complaints or feedbacks. Besides calling 555999, Talikhidmat can be accessed through multiple channels such as telephone (land line), mobile (handphone), fax, e-mail and online via the Internet.

As a one-stop channel to reach the State Government, Talikhidmat is positioned strategically as the platform to bridge the communication gap between the public and various authorized agencies in the Sarawak Government. Talikhidmat enables faster and efficient routing of cases to relevant government agencies to ensure faster responses to public requests and complaints.

With Talikhidmat's 24 hrs x 7 days, round the clock telephone and online web services, the public is able to make reports anytime. In addition, the online service incorporates the added function where it allows for posting and attachment of photos of incidents as well as allows for status checking on pending cases or reviewing of resolved cases.

## Benefits of Centralised Talikhidmat Management System (CTMS)

### *End-to-end service with ONE centre*

- Your reports are recorded into the system

- Your reports are routed for further action

- Your reports status are monitored

- Every report is referred to with a case number

## Types of requests to Talikhidmat:

**Unreasonable delays**

**Unfair actions or decisions**

**Lack of public utilities**

**Abuse of power (corruption)**

**Misconduct and inefficiency of Public Servants**

**Failure to enforce regulations / laws**

**Complaints and suggestions**

**Requests for information**

**Calls for services**

**Dissatisfied with services**

**Disasters (floods, landslides, haze, etc)**

## Multi-Channels of Access to Talikhidmat: (State Wide)

| | | |
|---|---|---|
| 1. | Telephone (Land Line) | 555 999 |
| 2. | Mobile Phone (H/P | 082 555 999 |
| 3. | Fax | 082 555 888 |
| 4. | Email | 555 999 @ sarawaknet.gov.my |
| 5. | Log Online | www.sarawak.gov.my |

E-Government Services at your fingertips 24-7

# MUNICIPAL SERVICES (e- Request)

e-Request is an online system with direct linkage to Local Councils throughout Sarawak. In the event you have a request or case for the Local Councils to resolve, this is the site for you. Every case is going to be logged, tracked and solved by the Councils. You can also access and check on the case status from any location anytime.

## To submit new request, click on REQUEST FORM
## To check request status, click on SEARCH REQUEST

www.sarawak.gov.my

# APPLY FOR SCHOLARSHIPS
## (e-Scholarship)

Getting a good education is important at this day and age. Education provides the necessary foundation of knowledge and skills to equip us with tools and insights to deal with the business world as well as understand the fundamentals of daily living.

Educational scholarships thus play a significant role in providing opportunities for students to further their education. Scholarships are made available by corporate organizations such as Petronas and also by Government bodies such as the Sarawak Public Service Commission. (PSC)

Now students can search and apply for scholarships from PSC online by logging onto e-Scholarship. This reduces the need to rush down to the relevant office to get the forms, complete them and submit. The State Government is looking into getting more agencies/ organizations to participate and utilize e-Scholarship.

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UNIMAS

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# REGISTER AS GOVERNMENT CONTRACTOR OR CONSULTANT
## (e-Contractor)

Wisma Bapa Malaysia


Menara Pelita

## State Contractors & Consultants Registration System (SCCRS)

SCCRS provides three modules for online registration of contractors and consultants with the Sarawak State's Government. The three modules encompass the Registration Management Module, Online License (UPK) Application Module and Contractors & Suppliers Information System.

The Registration Management provides manual form submission, application processing and verification, approval processing, issuance
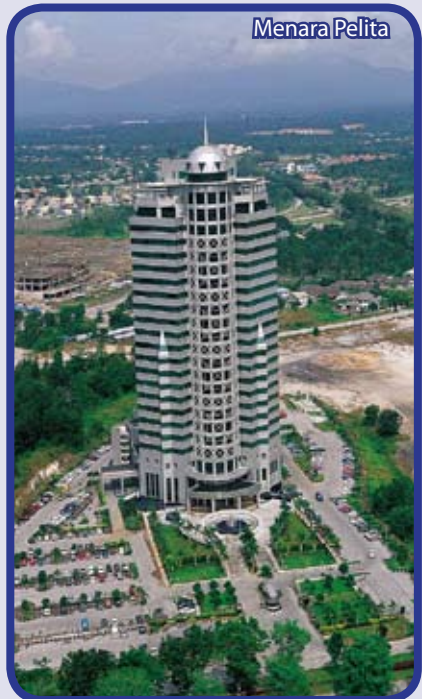
of licenses, consultant registration, system alert for expiry, generation of reminder letters, reports, statistics and so forth.

The Online UPK Application provides online user registration, application form submission and application status checking. The Contractors & Suppliers Information System allows viewing of contractors and suppliers details online, such as name, classification, division/ district, category and so on.

The system is an engine for processing and monitoring of contractors and consultants registration. It also provides the necessary information on registration approval requirements, termination of license, term of license, renewal, tender process and so forth.


Dewan Bandaraya Kuching Utara


Majlis Bandaraya Kuching Selatan


Wisma Sumber Alam


Baraj Sg. Sarawak


Bangunan MASJA

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# ONLINE LIBRARIES(e-Library)

When we talk about libraries, images of books, magazines, even maps, tapes and cassettes come into mind. Libraries have existed for ages and till today, still play a critical role as a central resource for information and research. However, libraries have evolved from being just information resource centres to become communication and learning hubs with the advancement in digital technology and the Internet known as the information age.

The information age through the Internet provides a vast gateway into infinite knowledge, not only for the gathering of information but also the dissemination of information. The Internet thus enables libraries to become digitalized, shifting from being conventional physical buildings to become web-based borderless entities.

## BENEFITS OF E-LIBRARY

### *Breaking of library walls and going beyond hours*

No rushing to the library before closing hours to read, do research, borrow or return books. You can just sit back and connect online to begin your research work anytime, anywhere.

## Knowledge exchange and resource sharing

A centralized network of libraries provides you with a one-stop search engine industriously searching across multiple library collections. This way, a major city library could open and share its resources online with a smaller library in a town of another locality. If you are in the smaller library, you can perform a search function, browse and select from the collection in the major city library. Inter-library loan is arranged when a particular book is required by you.

### 16 Online Libraries

- Bintulu Development Authority Public Library
- DBKU City Library
- JKR Resource Center
- Kanowit Public Library
- KASKA Library
- Kolej Bersatu Sarawak Library
- Kota Sentosa Public Library
- Miri City Council Public Library
- Mukah Public Library
- Sri Aman District Council Public Library
- Pustaka Miri
- Pustaka Negeri Sarawak
- Sarikei Public Library
- Sibu Municipal Council Public Library
- Swinburne U.T. (S.C) Library
- UCS - Institut Eksekutif

## E-Library services provided by the State Library

The State Library (Pustaka) initiated e-Library services through online databases in a variety of subject matters such as e-books, e-journals and other sources of information, which provides more than 100,000 collections of materials from general interest database to newspapers, reference books, magazines and trade publications. As a registered members of the State Library, you can find and access articles on a wide range of topics – current events, popular culture, business and industry trends, arts and sciences, health, engineering standards, sports, hobbies and so forth – online, anytime, anywhere.
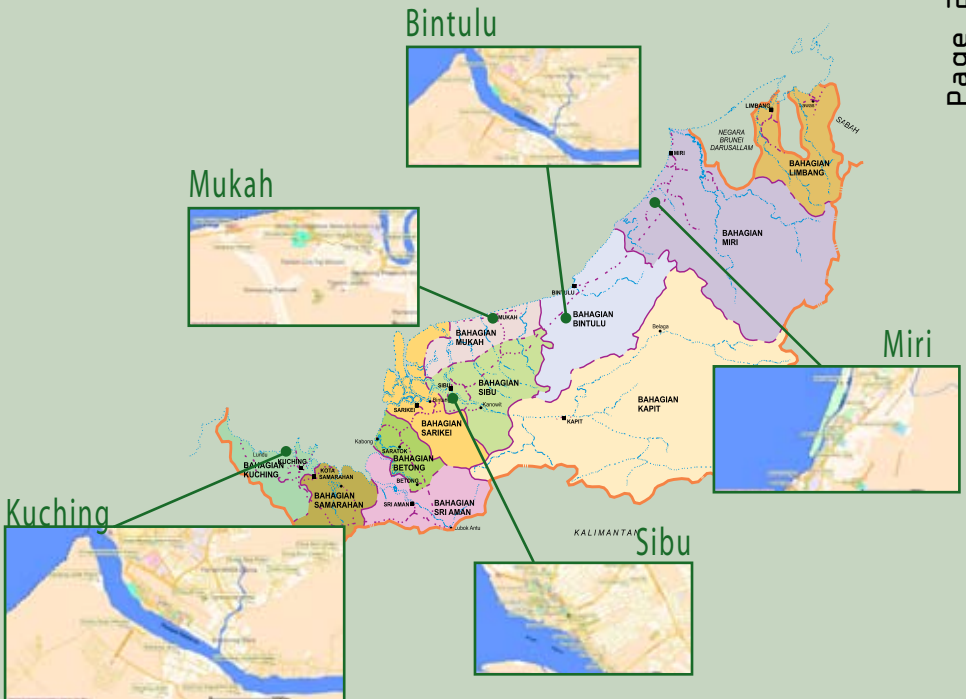
# Panoramic Images of Sarawak (PIOS)

Panoramic Images of Sarawak or PIOS is an online image bank providing panoramic images or photos of cities, places of interests, sceneries and landscapes throughout Sarawak.  Users have to register and login to access PIOS.  The images are categorized according to Religious Landmark, Agriculture & Aquaculture Development, Urban, Major Industries, Tourism, Historical Landmarks, Infrastructure and Scenic Landscape.  Users can also search for images based on Administrative Divisions; Kuching, Samarahan, Sri Aman, Betong, Sarikei, Sibu, Kapit, Mukah, Bintulu, Miri and Limbang.  A brief description is provided with each image as an additional information and knowledge.

# Sarawak Interactive Digital Road Atlas (SIDRA)

Sarawak Interactive Digital Road Atlas or SIDRA is an online road atlas providing you with interactive city maps for major cities and towns in Sarawak such as Kuching, Miri, Sibu, Bintulu and Mukah.  Users have to register with SIDRA first before they can access the digital road atlas or maps. Getting to know Sarawak and finding your way about the cities or towns are made easier with SIDRA.

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Bintulu

Mukah

Miri

Kuching

Sibu

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# Real-time Hydrological Information

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Real-time Hydrological Information is an online information service providing data and figures on Sarawak's hydrological environment, e.g. rainfall and water level. There is a listing of all the stations located throughout the State from Sungai Sarawak to Sadong, Upper Rajang, Lower Rajang and Upper Baram. The online site also provides information on current rainfall and water levels, based on hourly and daily reports. Besides these data, users can access maps on Sarawak River Basins, Isohyetal Map, Rainfall Distribution and Flood Map (Kuching Area).

# Contact Us



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**Kuching, Sarawak**

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Website      : www.ictu.sarawak.gov.my

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the times....move with the times....move with

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**TRY IT**
**USE IT**

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