

**THEMATIC COMPILATION OF RELEVANT INFORMATION SUBMITTED BY
MALAYSIA**

ARTICLE 13 UNCAC

ACCESS TO INFORMATION

MALAYSIA (SEVENTH MEETING)

In relation to ensuring that the public has effective access to information (article 13 (1) (b)):

- Legislation, regulations, policies and procedures regarding public access to information through ICT, such as online platforms, including details regarding:
- Means by which requests may be submitted (in writing, via Internet, by telephone);
- The types of bodies required to publish information;
- The scope of the information published;
- Any information that must be submitted by the requester as part of the request for information;
- Costs charged to submit a request
- Applicable time limits within which the Government must respond to the request;
- Grounds on which a request by a member of the public for information may be denied;
- Description of staff or entity responsible for administering access to information requests;
- Description of steps taken to ensure that existing laws, regulations, policies and procedures regarding access to information are widely known and accessible to the public;
- Description of the means by which the public is informed of how to access information.
Among the electronic government internet applications for members of the public are:
 - Electronic Procurement (e-Perolehan) - this application covers central government contracts, tender and direct purchase. All suppliers can obtain tender documents and submit bids in the Internet.
 - Electronic Services Directory (e Services)- allows citizens of Malaysia to engage in transactions with government and utilities payments such as telephone and electricity bills, Traffic summons, etc...
 - Electronic Labour Exchange (ELX) - a one-stop centre for labour market information that will be accessible to the public.

Information on organization, function and decision-making processes of Malaysian public administration can be access through:

- government portals and websites
- direct interaction with government departments (information counters, help desks etc)
- public communication utilities (toll -free lines, telephone)
- sms/mobile services (traffic offence summons)
- print media (brochures, annual reports,)
- libraries
- community education/relation programmes (dialogs, roadshows etc) If available, please indicate how many requests for information were made by the public, how many received a response, how long it took for responses to be given. Please provide per annum figures, as available.

Statistics

The Malaysian Government Portals and Websites Assessment 2010/2011

The Malaysia Government Portals and Websites Assessment (MGPWA) was first conducted in 2005 by E-Government. Among the objectives were to analyze the performance of more than 900 Government portals and websites. It was during the 19th Implementation Council Meeting (ICM) Decision on 7 December 2006 that MDeC was mandated to undertake an audit on all of the Government Agencies websites and advise Chairman exactly where they are in their websites and propose ways to enhance and upgrade the websites. Hence, MGPWA has become an annual project that has contributed to tremendous improvement of our Government portals and websites. The number of portals and websites assessed has been growing from 903 to 1,145 in 2010.

The total portals and websites assessed in MGPWA 2011 have increased to 1,155. They are derivation from item Machinery on myGovernment Portal. From the assessment, there are still availability of inaccessible portals/websites, a total of 64. In the overall ranking of portals and websites, sub rankings were derived. They Ministry, State, Local Authority, University and Managed Portal Services (MPS). Two new sub rankings are introduced - Top 10 Portals and Top 10 Websites.