

# Electronic Land Administration System in Malaysia (e-Tanah)

## 1.0 Overview

1.1 The e-Tanah system which is an **Integrated Electronic Land Administration System** was developed for the purpose of improving land administrative procedures and processes in Malaysia for the benefit of the public. The e-Tanah system at the Federal Territories Director of Lands and Mines Office, was developed with the cooperation of both the public and private sectors to accelerate its implementation and ensure wider outreach. The e-Tanah System at PTGWPKL was developed based on the National Land Code 1965, and the Strata Title Act 1985 and State Rules & Other Acts and Enactments.

## 2.0 Main Features of e-Tanah

i) Nine main modules, namely **Registration, Revenue, Consent, Strata, Disposal, Acquisition, Development, Enforcement and Auction.**



**Total Core Module Businesses, Supporting Modules & Reports = 1,402**  
**Total Scenario : 3108++**

ii) To take into account all administrative procedures in land administration which are encompassed in the National Land Code 1965, and the Strata Title Act 1985 for the purpose of implementation through electronic means.

- iii) All land administrative matters are to be implemented full cycle starting from the application at the counter, right through processing and until the completion of the whole process (approval etc.).
- iv) To establish a **Single Point of Contact (SPOC)** that will enable all land related matters to be dealt with at one single transaction counter compared with having to carry out each transaction and different counters with different efficiency levels to complete the process. With SPOC, a greater variety of information can be obtained rather than having specific counters for each transaction (e.g. revenue counter which will only deal with revenue matters).



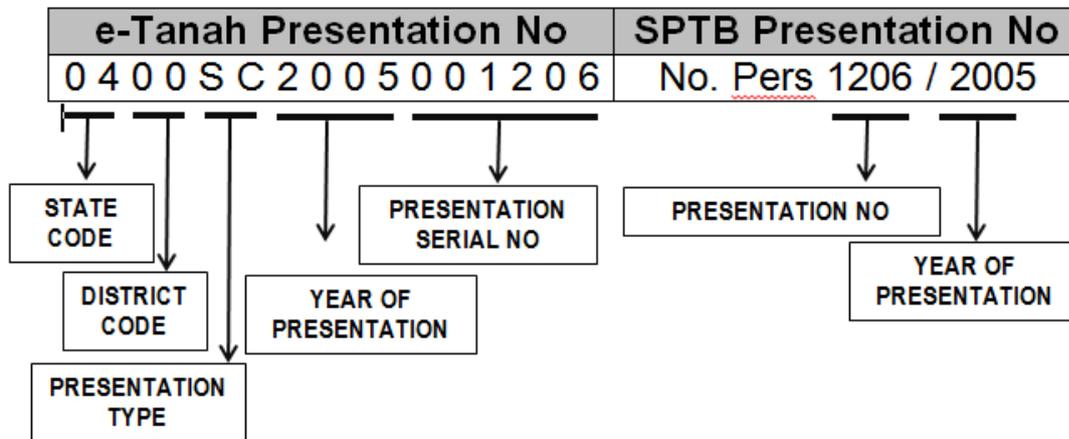
### 3.0 Benefits of e-Tanah to the customer

- i) Facilitates online application.
- ii) Enables online checking/verification of status of application.
- iii) Facilitates private title search electronically and on-line payment of quit-rent of land title and other related fees (e-payment).
- iv) provides a centric customer counter service through the concept of 'Single Point of Contact' (SPOC) to collect transaction information and have it checked and verified for completeness and compliance.
- v) converts paper-based titles that are manually registered to electronic-based titles with Barcoded and electronic authentication of the Registrar's digital signature

- vi) lodge instruments or submission of applications with Land Registries through SPOC services and receive confirmation of their lodgement or submission and registration manually or by technology means.

**4.0 Benefits on Land Administration**

- i) Introduction of specific numerical code for presentation/identification purposes will be used as per example:



- ii) Results in integration with various agencies such as JUPEM (The Department of Survey and Mapping Malaysia, Malaysian Centre for Geospatial Data Infrastructure (MaCGDI), Companies Commission of Malaysia (SSM), National Registration Department (JPN), Inland Revenue Board of Malaysia (LHDN), Department of Director General of Lands and Mines (JKPTG), and other agencies involved in land administration to speed up the process and to ensure validity and reliability.
- iii) Data management enables any mistakes or errors to be identified immediately so that corrective action can be taken and the information can be updated. Information on ownership in as per quit rent can updated and synchronized to enable any arrears to be identified and collected without difficulty.

**5.0 Use of Technology**

- i) The e-Tanah system uses programming that is based on the concept of a flexible workflow system so that any changes or amendments can be executed easily.

- ii) Use of **Write Once Read Many (WORM)** technology to ensure information relating to ownership is secured and cannot be altered.
- iii) Adapting **Geographical Information System (GIS)** technology to enable implementation of land issues such as charting and monitoring to be more effective and efficient. With this process, the purchase of site plans will also be made easier and quicker.

## **6.0 Scope of the Project**

- 6.1 The scope of the e-Tanah system for PTGWPKL encompasses the following:
- a) The e-Tanah solution system includes reviewing (CRS), designing, developing and testing the system as well as providing training and gazetting of the system.
  - b) Initiate, monitor and maintain the system and implement change management for PPTG WPKL.
  - c) To implement data management services (DMS) comprising data collection, data cleaning and synchronising, digitising data, verification, migration and exchange of data.
  - d) Supply ICT equipment and prepare and manage the Network, Data Centre, Disaster Recovery Centre and SPOC for PPTG WPKL.
  - e) Implementing technology refresh i.e. updating ICT equipment and software which are obsolete to the latest technology twice during the period of concession.
  - f) Implement **Transfer of Technology (TOT)** so as to prepare PPTG WPKL for the handover.
  - g) Create change management to achieve the following:
    - i. Develop acceptance and understanding of the e-Tanah project among relevant parties.
    - ii. Intensify the use of the e-Tanah system during implementation of project.
    - iii. Encourage and promote cooperation among relevant parties.
    - iv. Ensure that changes are continuous among the users of the e-Tanah system as a new concept of working culture.

## **7.0 Timeframe of Project**

- i) The e-Tanah project of PTGWPKL will take two (2) years to develop and twelve (12) years for the period of operations.
- ii) This project was carried with the cooperation of both public and private sectors/ Private Finance initiative with concept of ***Build, Maintain and Transfer (BMT)***.

## **8.0 Summary of the benefits of e-Tanah**

- a) The e-Tanah system is an integrated computerised system that is developed to improve and expedite the processing of land administration services which will transform and provide more impactful services with regards to land administration and legislative matters.
- b) Development of e-Tanah is important to improve the delivery system at land offices and to overcome land issues and problems such as data and codes which are not uniform as well as administrative practices that do not follow legislative requirements.
- c) The e-Tanah system will speed up the process of land administration and decision making process of land matters.
- d) Implementation of the e-Tanah system will prevent the misappropriation of funds and assist in improving the collection of funds at the state level. In addition its implementation will improve working culture and reduce backlog in relation to land administration.
- e) The customer can carry out all transactions on land administration at the Single Point of Contact (SPOC) counter which is a one-stop counter at land offices, ultimately enhancing customer satisfaction.
- f) Online transactions namely, transaction status check, payment of quit rent, land search, online registration and online help will all improve the government delivery system for land administration.
- g) Integration with other systems from other agencies for example **JUPEM, JPPH, LHDN, JPN** to support the whole process of e-Tanah.
- h) Increase transparency, integrity, and enhance security in land administration with the use of digital signature, biometric, and enhanced security infrastructure to overcome fraudulent practices.

- i) The e-Tanah system will greatly contribute to the Economic Transformation Programme (ETP) which uses World Bank Indicators to measure effectiveness under the Ease of Doing Business (Registering Property).