



## **Rakyat Receive Updates of GTP Initiatives for First Half 2011**

**KUALA LUMPUR, 4<sup>th</sup> August 2011-** The Government Transformation Programme (GTP) under the Performance Management and Delivery Unit (PEMANDU) of the Prime Minister's Department, today provided updates on the 6 National Key Results Areas (NKRAs) up to first half of 2011 (January – June 2011).

"There has been encouraging growth in all the 6 NKRAs - Crime, Corruption, Education, Low-Income Households, Rural Basic Infrastructure and Urban Public Transport - which were developed to significantly transform the government to be more effective in its public service delivery and accountable for outcomes that matter most to the *Rakyat*. It is also aimed at moving Malaysia forward to become an advanced, united as well as just society with high standards of living for all," shared Mr. Alex Iskandar Liew, Director of Communications under the GTP unit.

### **Reducing Crime NKRA**

According to Mr. Eugene Teh Yee, Director of the Crime NKRA, Index Crime has seen a reduction of 9.6% from January to June 2011 as compared to the same period in 2010. Overall street crime incidences have also reduced to 11,299 cases up to June 2011 from 19,346 cases in the corresponding period of January to June in 2009, making it a 41.6% reduction.

Among the 2011 initiatives highlighted were PDRM's Customer Service Rating and *Hari Bertemu Pelanggan*. "The PDRM Customer Service Rating has been implemented in 82 stations within the Selangor region. The rating has been conducted through SMS and in mid August survey machines will be available at all PDRM stations throughout the state. Members of the public will soon have the opportunity to rate the service and performance of the enquiry officers approached at the counters whenever they lodge a police report," explained Eugene. "Through the *Hari Bersama Pelanggan* initiative, concerned citizens can walk in and meet with their district level police chiefs during scheduled sessions. The aim is to ensure that the people's complaints are addressed in a swift manner and we get their feedback on the initiatives implemented by the Police Department to benefit them," he continued.

Apart from that, 23.6% or 46,844 Investigation Papers (IPs) were charged in court from a total of 198,353 IPs opened from January to June this year.

### **Fighting Corruption NKRA**

The summary of results for the Corruption NKRA were presented by its Director, Mr. Ravindran Devagunam. Updates of progress in key initiatives during the event included the launch of the Corporate Integrity Pledge (CIP) and preparations for an integrity league table for local authorities.



The Corporate Integrity Pledge (CIP) is a collaborative effort between the Government, regulators and the private sector to encourage companies to play their part in fighting corruption. All companies are encouraged to sign the CIP and as of June 2011, 26 signatories have come on board, including 13 out of the 19 Entry Point Projects (EPP) players announced since April under the Economic Transformation Programme.

The integrity league table for local authorities is a result of efforts by the Ministry of Housing and Local Government, which will allow the public to view comparative performance of local authorities, in relation to elements such as their integrity plans and the number of complaints against the local authority. This is in the final stages of design and is expected to be rolled out before the final quarter of 2011.

“We are working very closely with Ministries and regulatory agencies on targets that need to be achieved to improve the effectiveness of the Government’s fight against corruption. An interesting performance indicator we are introducing is the perception of corruption of key law enforcement agencies, which we have begun to monitor over the past few months, and has shown improvement (details as per factsheet). In addition, 1,951 out of 2,324, or 84% of Government contracts awarded have now been subject to a Ministry of Finance Integrity Pact and there are already 237 names in the corruption offender’s database, surpassing the 2011 target of 100,” the Director of the Corruption NKRA said.

### **Improving Student Outcomes NKRA**

Initiatives to improve student outcomes were presented by Tengku Azian Tengku Shahrman, the Education NKRA Director.

Literacy and numeracy programmes under the LINUS programme have met its target faster than the expected numbers for the year. “Target for literacy is 95% by year end and we have already achieved 90% for half year while the numeracy target of 95% has already been met as of June. This gives space for a larger growth percentage compared to the year’s target,” noted Tengku Azian.

A new performance indicator for this NKRA is the School Improvement Programme which is aimed to reduce the number of Band 6 and Band 7 schools from year 2010 by 20% by providing them additional support like the School Improvement Toolkit (SIT) and assignment of School Improvement Partners and School Improvement Specialist coaches to improve the schools’ performance.

### **Raising the Living Standards of Low Income Household NKRA**

Dr Chua Hong Teck, the Director of the NKRA presented details of the targets and achievements as of June 2011. Among key achievements identified include the development of 430 women entrepreneurs as of June 2011. A total of 1,000 women entrepreneurs are expected to be developed by the end of the year.

Another key achievement is the continued success of the 1 AZAM Programme. “We are excited with the response of 1AZAM programme as a total of 20,650 household heads and members have begun participating in the programme. Many have started working as a result of the AZAM Kerja initiatives. Others



have also received equipments and loans from the respective champions via AZAM Tani, AZAM Niaga and AZAM Khidmat,” said Dr. Chua.

A new performance indicator was introduced this year with the aim to complete the processing of backlog e-Kasih verifications registered before 31st May 2011.

### **Improving Rural Basic Infrastructure NKRA**

Updates for this NKRA were presented by its Director, Mr. Eugene Teh Yee. This NKRA comprises of four programs namely roads, water, electricity, and housing.

To-date, 474.4 km of rural roads nationwide have been completed, which is 104% of the annual target. The progress for the provision of water and electricity is also tracking well with 12,004 and 2,906 households respectively. For housing, 2,567 units have been built or refurbished up to end of June.

“These physical development serves as a catalyst for further progress socially and economically. Ultimately, this initiative is about improving lives for our fellow Malaysians residing in rural area. Access to infrastructure is a fundamental right.” said Eugene.

### **Improving Urban Public Transport (UPT) NKRA**

En. Ahmad Suhaili Idrus, Director of the Urban Public Transport NKRA highlights on the Bus Expressway Transit (BET) 6 and the launch of RapidKL’s cashless ticketing.

The launch of the BET 6 in June 2011, has saved more than an hour of its passengers journey time from Bukit Beruntung to Kuala Lumpur in comparison to its previous route. The launch of RapidKL’s cashless ticketing Touch n Go system saw a 67% penetration over the last four months since its introduction in February 2011.

“As for the rail ridership, we have seen an improvement of 15.7% from January 2011 to May 2011 compared to the corresponding period in 2010. This translates to an increase of 79,269 riders. This achievement is the result of the full operation of 29 new four-car train sets for the Kelana Jaya LRT line,” said Ahmad Suhaili

For detailed information of the half year 2011 targets and achievements of the 6 NKRA, please refer to the NKRA Summary Factsheet provided in the press kit.

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