



# PEMUDAH

Pasukan Petugas Khas Pemudahcara Perniagaan  
*The Special Task Force to Facilitate Business*

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Media Release/Statement from PEMUDAH

## PEMUDAH Scorecard – First Annual Report

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PEMUDAH – the country’s special task force dedicated to facilitating all aspects of doing business in Malaysia – released today, its first Annual Report.

In the World Bank’s “Doing Business Index & Report 2008,” Malaysia was ranked 24th, a position that the Prime Minister wishes to further improve.

On 7 February 2007, PEMUDAH was established and entrusted by the Government of Malaysia with the responsibility of improving the public delivery system and ranking.

During the course of the year, PEMUDAH and the various Government Ministries embarked on several initiatives in six key areas, which are now being implemented:

- i. Public Service delivery systems and processes;
- ii. Local government related administration;
- iii. Tax related matters;
- iv. Business licenses;
- v. Land matters; and
- vi. Immigration matters including expatriate visas and work permits.

PEMUDAH's high-powered members, drawn from both the public and private sectors, **identified areas that needed improvements to enable a more responsive Public Service that would better facilitate doing business in Malaysia.**

Various impediments in the business environment were improved and/or removed to allow for speed and change. The improvements were profiled through various media channels to ensure that the public are aware of these changes and developments.

“In one year we are able to improve the public delivery system and put in place notable measures, processes and policies that impact our competitiveness and business conduct. The Public Service needs to actively engage the business community in dialogues and consultation to further enhance its standard of delivery,” said Tan Sri Mohd Sidek Hassan, the Co-Chairman of PEMUDAH, also the Chief Secretary to the Government of Malaysia.

In redirecting the Public Service processes and systems towards a higher level of service standards, the business community and the public at large will experience a change in the public sector's practices and service levels.

Looking ahead, Tan Sri Yong Poh Kon, the Co-Chair of PEMUDAH and also the President of Federation of Malaysian Manufacturers said that various focus groups have been set up by PEMUDAH to study and recommend changes and specify measures to move Malaysia up the rankings for business efficiency. He added that PEMUDAH is also working to strengthen the transparency and accountability of Public Sector.

**PEMUDAH's objective is to provide the catalyst for change and make the public sector more customer-centric, innovative and proactive.** Towards this end PEMUDAH will be implementing the following new initiatives in the coming months:

1. **Operating business on application** - Business owners are able to commence operations when application is made. They are given 2 months to comply with conditions placed at the point of license application;

2. **Validity of business licenses** - Businesses are given the option of applying for a license for 1 to 3 years renewable on the corresponding date in the following years; and
3. **Streamlined hotel licenses** – The number of licenses required to start and operate a new hotel is almost halved and the processing time is reduced by a quarter of the time taken in the past.

In the year ahead PEMUDAH will be focusing on all areas that may directly and indirectly impact business environment in Malaysia. There will be continued focus and emphasis placed on efficiency and consistency of service at local authorities and all front line agencies. In addition to this PEMUDAH will also focus on the following specific areas:

1. Reducing the time taken for clearance of exports undertaken to facilitate trade;
2. Reducing the time taken for property registration through improvement of processes and enabling on line applications for property registration;
3. Further easing and refining tax matters;
4. Reducing time and costs as well as increasing the rate of recovery in closing a business in Malaysia; and
5. Expediting the hearing and disposal of commercial cases, thus reducing the time taken to enforce contracts.

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