



The e-Welfare System Nationwide

Aims to speed up process of social service delivery

projects in focus:

The e-Welfare System Nationwide

Electronic Management of Meeting's Information:
DBKU Information Management Initiative

RIGHT e-Commerce Website

highlight of current affairs:

Working Safely At Height

Contact TALIKHIDMAT: 555999 -
A One Stop Citizen Help Line

Portable Solar Cooker for Interior Sarawak

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CEO's Message

I am proud and excited to update Jendela readers on the Corporate Social Responsibility (CSR) contribution by SAINS to the State's rural community through our Rural ICT Guided Home-based Technopreneur (RIGHT) programme. This programme, which is unique as implemented in Sarawak, was conceptualized, planned, and designed by me for ICT capacity building among rural youths to become commercially successful community technopreneurs with low capital requirements. It was field-tested and fine-tuned over a two-year period prior to its official launch in 2006. The biggest challenge to implementing a rural ICT project is not so much its budget or its launching, but its long term financial sustainability. This is a simple idea, but not necessarily easy to achieve. The key uniqueness of the RIGHT programme is that it has achieved that. It is currently in its third batch of participants training.

The success rate among the 21 candidates from the first three training groups has been very encouraging. So far two participants have set up their own home-based Internet Service Centres (ISC) among their own respective rural communities. The first, as featured in the last issue of Jendela, was set up in Kampung Baru Hulu, Betong in 2007. Through providing training, computer repairs, printing, scanning and other Internet related services its owner, who is currently applying to SAINS for assistance to further expand his business, is able to make an average of RM2500 per month. The second which just started operation in mid-2008 in Sebangon, Simunjan is also receiving very good support from the local rural community and bringing its owner close to RM1000 per month. These are deemed very good benchmarks for two previously unemployed rural youths.

While there are others in the process of similar start-ups, it is not expected that all RIGHT participants will build home-based ISCs. Due to low rural population density, some participants have chosen to provide mobile computer repair and training services at customer sites. Yet others have opted to work as employees which is still a positive outcome, although not the core objective of the RIGHT Programme. In other words, at the individual level the RIGHT programme is proving to be popular and sustainable in directly benefiting rural youths by equipping them with valuable and marketable skills either as rural community technopreneurs or regular employees.

The prospects of replicating this value creation as well as further extending the width and increasing the depth of its services are extremely feasible and good. While the RIGHT initiative is an original SAINS CSR initiative, in moving forward, it is felt that given the necessary policy emphasis and funding priority by the relevant authorities, the programme has the real potential of creating throughout Sarawak a sustainable layer of commercially viable rural based ICT technical skills that not only can make a significant difference in bridging the urban-rural digital divide, but also be active players in bringing modernity to rural communities, broadening rural socio-economic opportunities and improving rural living conditions. On a larger scale the programme can be an important component and strategic contributor to the YAB Ketua Menteri's ultimate vision of k-economy and knowledge society for Sarawak.



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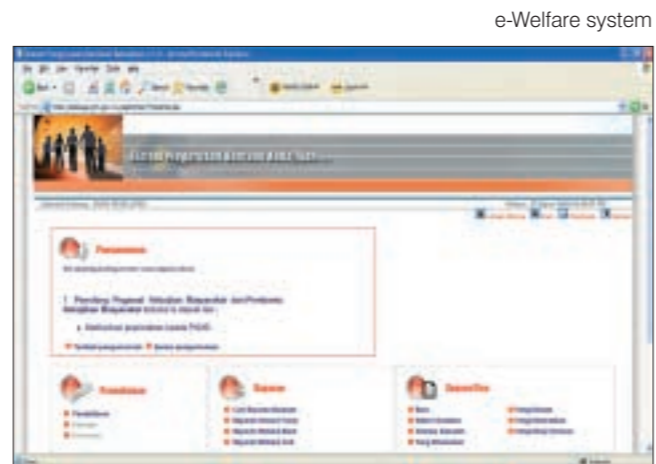
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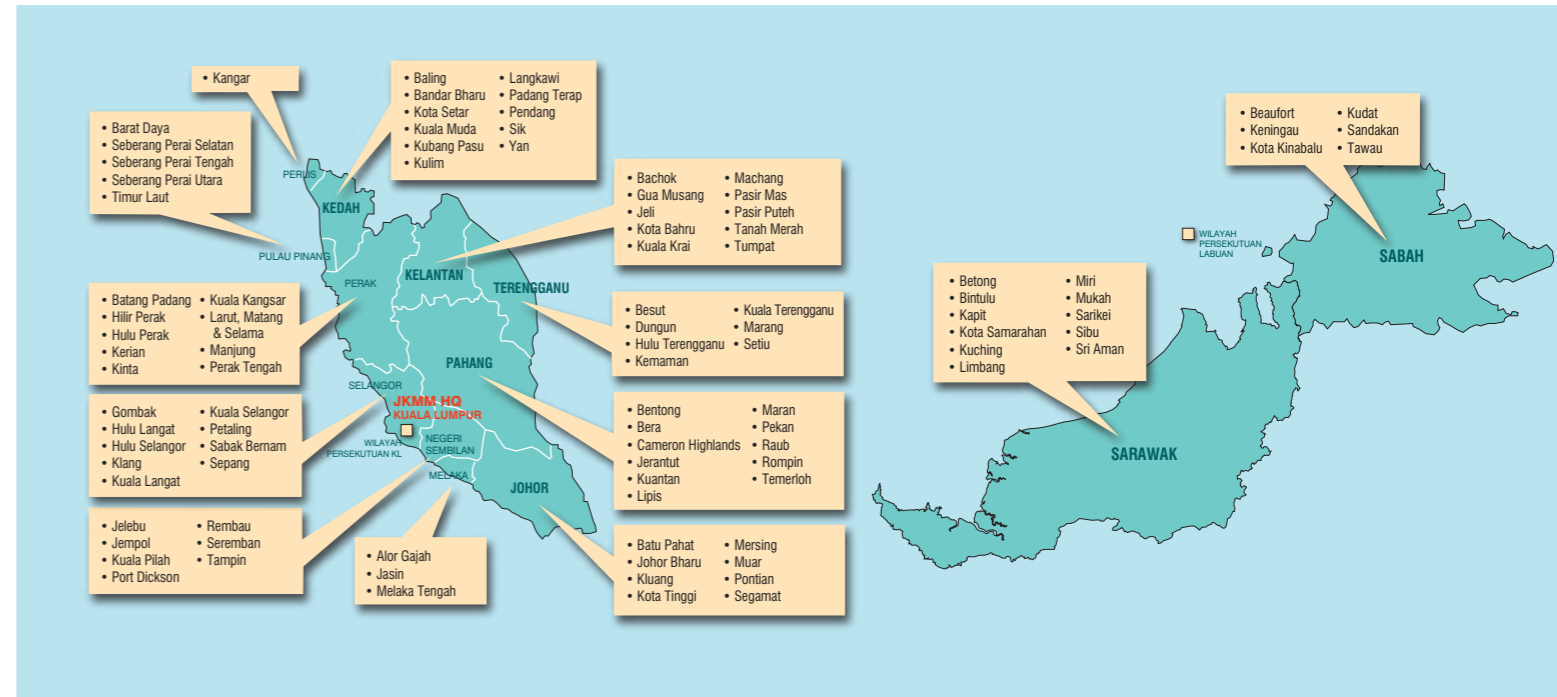
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e-Welfare system



Locations of welfare offices in Malaysia using the e-Welfare system

The e-Welfare System Nationwide

The version 1.0 e-Welfare system was first developed and implemented for the Sarawak State Welfare Department in the year 2002. This successful initiative at the State level set the model and paved the way for nationwide adoption.

The e-Welfare system implementation nationwide is to meet one of the objectives of the 9th Malaysia Plan, in which the government of Malaysia intends to leverage on ICT application to improve service delivery to the public all over the country and more specifically in this case, on how to improve life quality and social aid delivery to focused groups in Malaysia.

The nationwide project with the Department of Social Welfare under the Ministry of Women, Family and

Community Development of Malaysia was awarded to SAINS in October 2006.

The e-Welfare is designed especially for the Department of Social Welfare, also known as Jabatan Kebajikan Masyarakat Malaysia (JKMM), with the objective to facilitate the department in its effort to manage and monitor the recipients of welfare services.

Successful Rollout

The system was progressively rollout nationwide to all states beginning in June 2007. There are 97 district offices, 13 states offices, 2 federal territories offices and JKMM Headquarter office in Kuala Lumpur using the system. Altogether, there are more than 1,200 users nationwide.

Awareness and trainings on e-Welfare started in March 2007 with the National Level Awareness Seminar at the Institute Social Malaysia attended by over 200 senior government officers from both the Ministry and the Department. At state level, 5 other sessions were conducted at different locations throughout Malaysia.

At user level, end user trainings were also conducted to teach and guide a total of 340 users on how to use the system to improve their everyday tasks. Technical training for the IT personnel of the Department was also provided to ensure they have the skills and knowledge to maintain the system and hardware.

Encik Inau Edin Nom, the Director for Aid and Socio-economy Section, Department of Social Welfare Malaysia, who was the Project Manager for the implementation said, "With this system, we expect to reduce customer complaints, minimise errors in our administration, improve our work processes, increase customer satisfaction and realise our good intention as established by the policies set by our caring government."

"Every government department is progressively moving towards Electronic Government (EG), and it is time we do the same because we want to move in line with our country's overall vision," said Encik Inau

In June 2008, six months after the e-Welfare system was commissioned nationwide, there were a total of 162,344 cases registered in the e-Welfare system.

Processes of e-Welfare

New Application

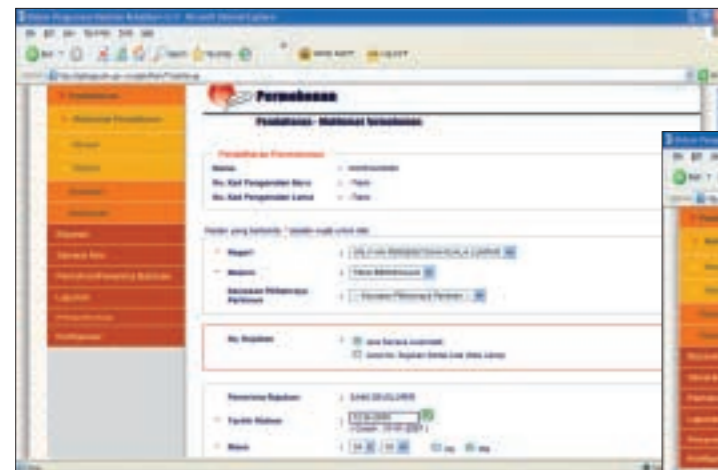
The public or referral submits their applications to the e-Welfare district offices. The counter officers, who are normally the Pembantu Tadbir or the Kerani, will enter the application details into the system. During this process, if the application is submitted via way of a letter, the welfare officer can generate and print out the application form with the details from the system for the applicant to sign.

Task List

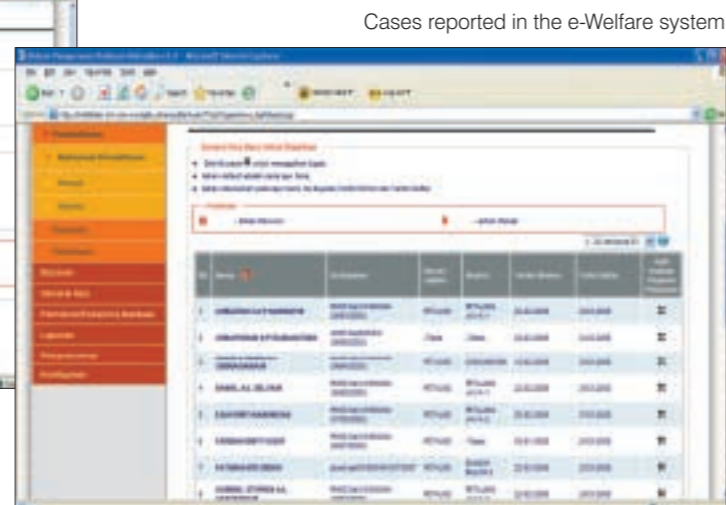
When a new application is registered in the system, a new task will be created in the task list of Pegawai Kebajikan Masyarakat Daerah / Jajahan / Bahagian (PKMD/J/B). The PKMD is responsible to assign the new case to the Pegawai Penyiasat (PP). For every assignment in the system, there will be a specific task list to keep track of the pending tasks of the assigned officers.

Investigation

The PP will carry out the investigation when a new case is assigned to him or her. PP will prepare the investigation report in the system. The report can be printed from the system for signature as well as for paper record purpose.



Registration in e-Welfare system



Cases reported in the e-Welfare system

Once the investigation is completed, the case will be escalated to the PKMD for approval.

Approval of a Case

The PKMD will examine the investigation report prepared by PP and input his or her comments and decision into the system. For certain one-off payment cases (known as Sekaligus), the case will be routed to the Pengarah Kebajikan Masyarakat Negeri for final decision. Letter template is also available in the system for issuing approval letter to applicant.

Skim Bantuan	Jenis Bantuan
Bantuan Persekutuan	<ul style="list-style-type: none"> Bantuan Kanak-kanak Bantuan Anak Pelihara Bantuan Orang Tua Elaun Pekerja Cacat Bantuan Geran Pelancaran (Sekaligus) Bantuan Alat Tiruan Bantuan Cermin Mata Bantuan Am Bantuan Sekolah (Sekaligus) Bantuan Latihan Aparentis Bantuan Penjagaan OKU Terlantar dan Pesakit Kronik Terlantar
Bantuan Negeri	<ul style="list-style-type: none"> Bantuan Kanak-kanak Bantuan Anak Pelihara Bantuan Orang Tua Elaun Pekerja Cacat Bantuan Am Bantuan Sekolah (Sekaligus) Bantuan Latihan Aparentis Bantuan Geran Pelancaran (Sekaligus) Bantuan Alat Tiruan Bantuan Cermin Mata Bantuan Penjagaan OKU Terlantar dan Pesakit Kronik Terlantar Bantuan Serta-Merta

Types of assistance (Jenis Bantuan) processed by the e-Welfare system

Generation of Payment Schedule

Once a case is approved, a payment schedule is generated in the system and allows the department to track payment. The officers who process the payment will update the payment status in the system.

Review of Cases

For cases that are approved for monthly payment, there is a need to review the case yearly or 6 monthly depending on the policy. The system will automatically create a task for the designated PP two months before the review date. This feature helps the PP to keep track of the cases that he or she is responsible for. The PP will record the review report in the system and there is a function for printing the review report from the system for signature and paper record purpose. This process will continue until the result of the review is to terminate the financial assistance.

Faster Processing and Service Improvement

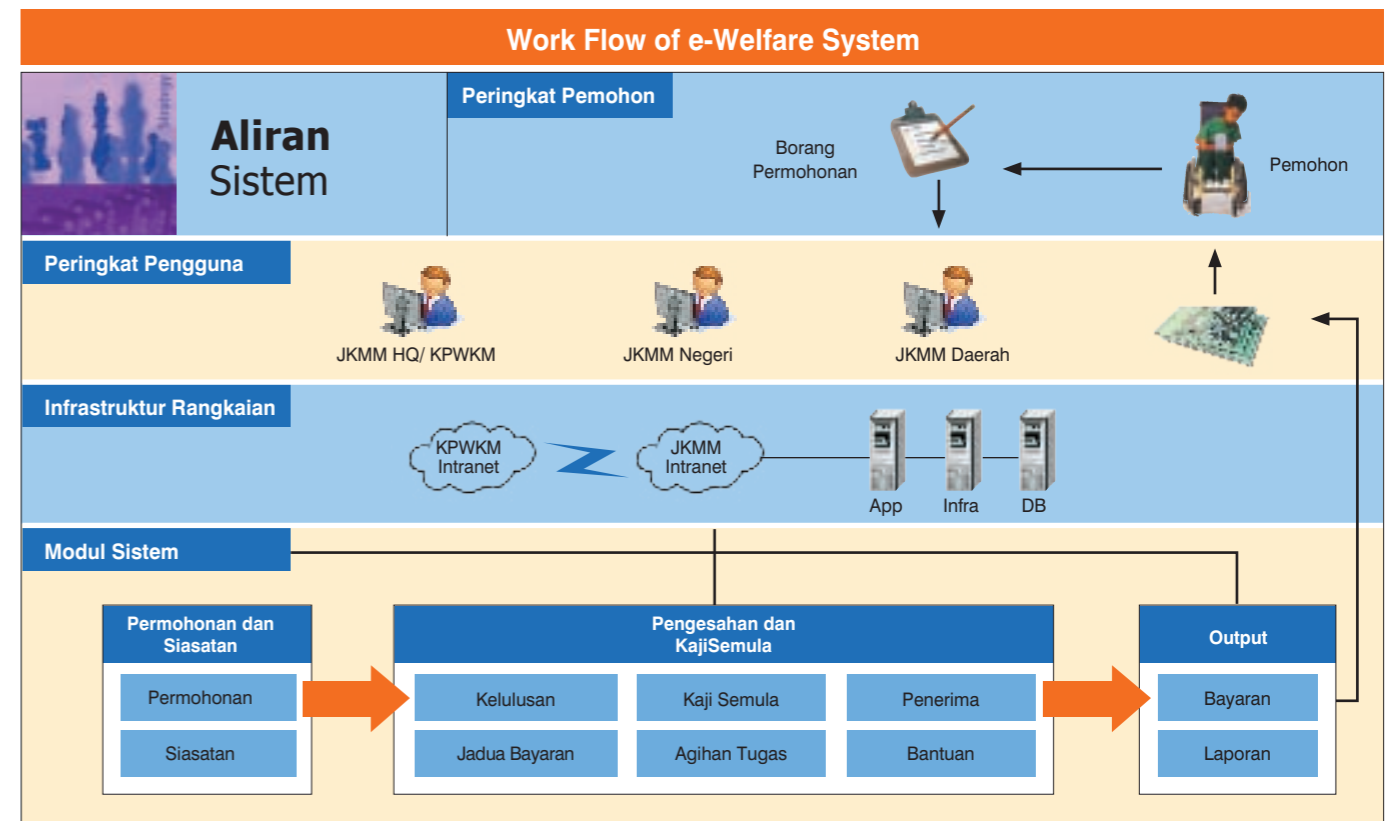
Application for welfare assistance is now faster compared to previous paper application, which requires data to be entered into the database at a later time. From initial registration to financial aid payment to recipients, administrative workers are now more efficient and communication between offices has improved.

Registration of the profile of recipient is done only once and includes comprehensive details of the person. For subsequent application, it is a matter of retrieving the recipient record and updating the type of assistance applied for.

Aside from eliminating costly paper-based environment, employees' productivity have increased and they can now spend more time on their assigned social cases. Furthermore, misplaced paperwork or illegible handwriting is a problem of the past.

According to Mr. Phua Poi Kiang, the Welfare Assistant Officer from Sarawak State Welfare Department, the implementation of the system has help most of the employees in the department to manage their investigation cases and reports. "With the online submission, the report is kept safe and it's easier to retrieve information compared with paper files kept in the filing cabinet before," said Phua.

According to Phua, the e-Welfare system allows them to speed up the processing of the cases. "Before using the system, each case requires about 14 pages of paper to be submitted and processed. Now, we use less paper and just one click on the system, we can retrieve the information of the cases immediately", said Phua.



The e-Welfare system enables a systematic workflow with its task assignment, routing and notification feature. The workflow starts from process of submission of application to the process of reviewing the cases. Once the registering of application is completed online, the welfare case is instantaneously routed to the Investigation Officer for follow-up. Email trigger function is also built-in into the system as another alternative to alert users on items that require their action.

The centralised architecture of e-Welfare with its consolidated database allows the Department of Social Welfare to share recipient information across every branch offices in Malaysia. There is at least one social welfare organisation in every State. In the past, it is not an easy task to sift through every person's detail to make sure his record and profile does not exist in another location. The centralized database allows information sharing and thereby reduces case redundancy. Real-time access to data will help staff resolve problems faster and reduce delays in processing welfare aid. The system provides fast search and retrieval function to facilitate prompt decision-making.

With data all in one place to facilitate easy search and retrieval of information, there is then the need for security feature to manage access control. Different levels of users have different access rights to prevent data manipulation thus ensuring transparency and integrity. Due care is also taken to ensure that the system's servers are safe and functioning in optimal state with minimum downtime; such as implementing physical security, installing firewall protection and incorporating data backup services.

Continuous Improvement

Effort by SAINS and JKMM to enhance the e-Welfare system is on-going. The system is currently in phase 2 implementation where the system is enhanced to cater for users' new requirements. One major enhancement is the upgrading of the existing 55 reports to the latest JKMM SMP 1 reports format. The SMP 1 reports are the reports that have been certified under JKMM's ISO standard. All JKM offices nationwide follow these report formats when submitting their reports to JKMM. After this enhancement is implemented by 2009, officers at JKMM Headquarters will be able to generate the report from the system at real time. In addition, the state and district officers will save time in preparing these reports compared to previous.



Cik Zurima and Puan Pauler viewing progress reports submitted online by action officers

A custom-tailored application to speed up administrative tasks of meeting's preparation and recording.



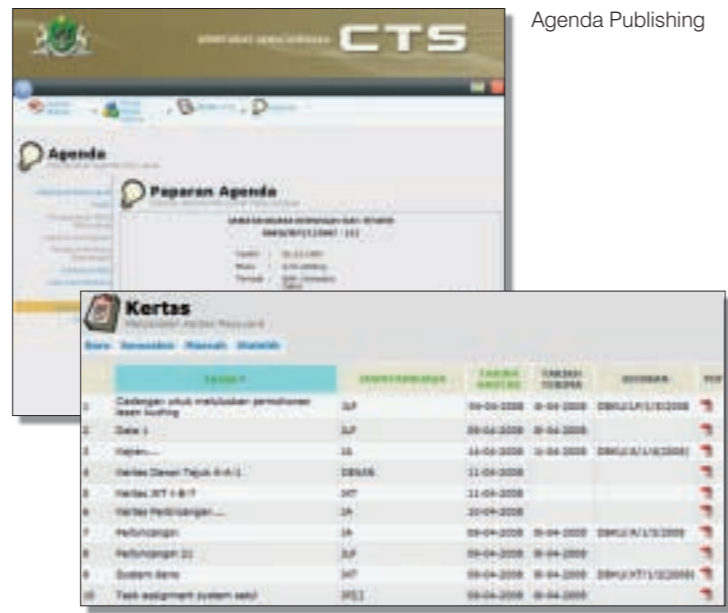
Electronic Management of Meeting's Information: DBKU Information Management Initiative

Managing information accumulated within an organisation that has been in existence for many years is no easy task. Mountains of files containing decisions made by numerous committees and actions taken by various business units of the organisation filed in cabinets or archived away in some store room seem to be the norm.

In an organisation like Dewan Bandaraya Kuching Utara (DBKU), established more than 20 years ago in 1988, managing and tracking decisions made in countless numbers of internal and external meetings are not unusual. As information grows, DBKU finds it time-consuming and frustrating to manually track and search for information and decisions made and recorded in previous meetings.

Hence, DBKU & SAINS embarked on an Information Management Initiative project called Electronic Minutes of Meetings System (eMoMS) to manage and organise meetings and all its related documents especially minutes of meeting, papers and reports presented, actions taken, progress and decisions.

The eMoMS project saw the implementation of a collaborative workflow system that encompasses online submission and approval of papers to be tabled, their subsequent progress reporting, notifying committee members of meeting, generation of agenda and minutes of meetings.



Papers submitted from various Business Divisions

The system objective is to reduce effort and time taken to achieve the administrative tasks of the meeting secretariat, such as:

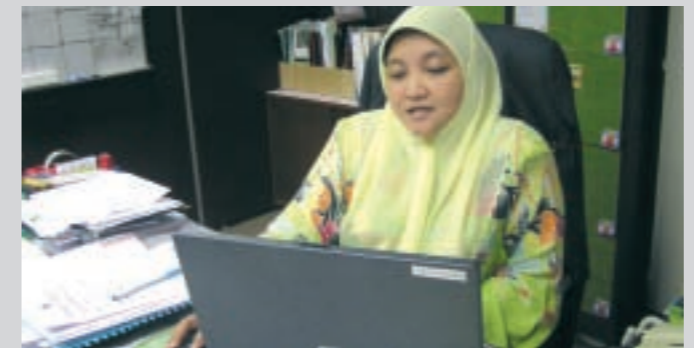
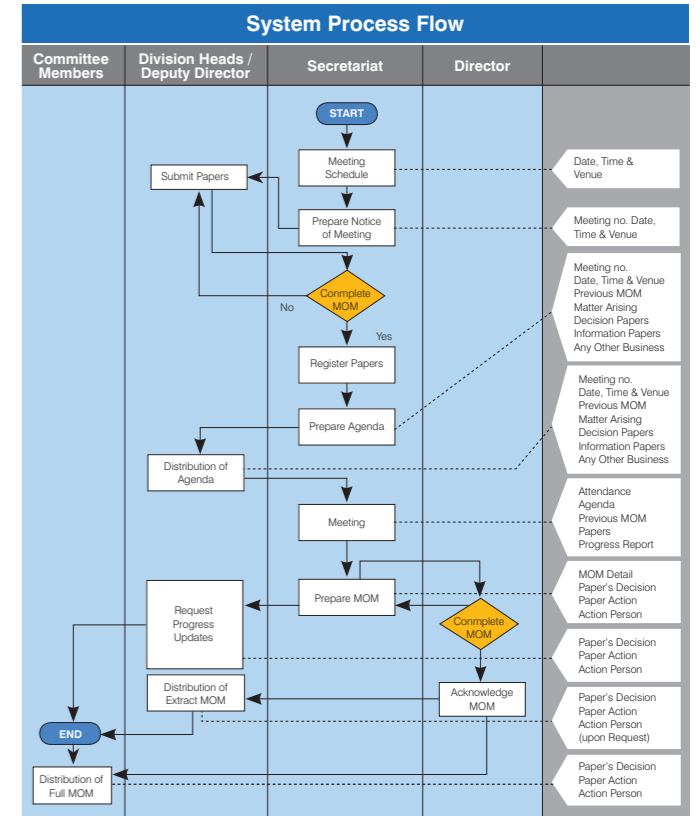
- Submission of papers and progress reports from various business divisions
- Setting the agenda once all the papers and progress reports are compiled

- Drafting of minutes, clarification from committee members, approval from chairperson and subsequent circulation of minutes for actions
- Keeping track of progress of action of various business divisions
- Referring to content of past papers, progress reports, agenda and minutes of meeting

The two main divisions in DBKU using the system are the Commission Secretariat Division (CTS) and the Corporate Planning Division (CPL).

CTS is the secretariat in charge of all DBKU committee meetings involving external parties. The committee members comprises representatives from other State Government agencies and organisations.

CPL is the secretariat managing internal meetings in DBKU. The division currently manages five major meetings. They are Monthly Management (MM) Meeting, Quarterly Quality Council (QC) Meeting, Strategic Planning (SP) Quarterly Review Meeting, Yearly Management Review Meeting and Strategic Planning Retreat.



Puan Ramona Arifin making reference to past meetings recorded in the system

Puan Ramona Arifin, CTS Division Head, mentioned that her division manages an average of 4 meetings a month and generates an average of 200-300 pages per sitting. Her main problem is retrieval of information. Doing it manually will take about 2-3 weeks to retrieve past subject matters.

With the implementation of eMoMS project, we now conduct all our pre and post meeting administrative tasks on the system.

- Once a meeting has been notified, respective divisions login to the system to submit their papers before the meeting date. Only authorised members of meetings are allowed access to the database.
- Once the papers are approved to be tabled, they are filed and numbered by category.
- The secretariat selects the title of the papers and other details to prepare the agenda.
- Committee members received the meeting agenda in their email.

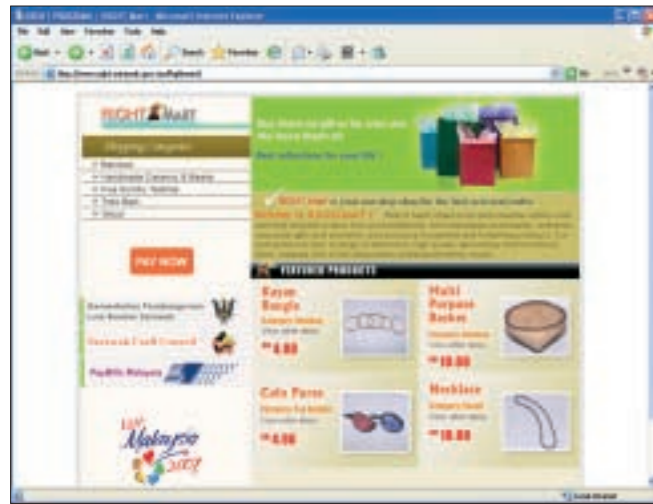
“For example, the committee would like to refer to the decision made pertaining to hawkers’ cases at Satok area, which happened some 4 years ago. This is the part where my division faced difficulty to trace before.” Puan Ramona pointed out.

Cik Zurima Safian, CPL Division Head said, “Before the implementation of the system, it is a long process to look for certain subject matter that was done and recorded years ago in hardcopy files. My division would take at least a day to look for the requested subject matter”

Since 1997, the CPL division has held and presented more than 320 papers and minutes of meeting.

According to Puan Pauler Peter Kini, Head of ICT Unit in DBKU, “The interface of the system is done really well, making it user friendly. Furthermore, it is developed using open source web based technology”

- Action officers received reminders to input their respective progress of task assigned from previous meeting.
- Pre-formatted template allows easy recording of decisions, assignments for action or comments made in meetings. Subsequently, drafts of minutes are generated faster.
- With one click, minutes of meeting are “push” to respective mailbox of committee members.
- For action items, the system generates extracts of minutes of meeting and send to respective officers assigned.
- Any queries and reference to content of past papers and minutes are searchable on keywords, date or action person.



www.right.sarawak.gov.my/Rightmart



www.right.sarawak.gov.my/homestay

RIGHT e-Commerce Website

A recent initiative of the continuing Rural ICT Guided Home Based Technopreneur (RIGHT) programme is the implementation of an e-Commerce website to support RIGHT graduates in their respective villages in Sarawak.

For a start, the website offers local handicrafts for sale and promote homestay accommodations for tourists. This business website is a collaboration between the Ministry of Urban Development and Tourism and the Sarawak Craft Council with Sarawak Information Systems Sdn. Bhd. (SAINS).

The website is offered for free by SAINS as one of its rural community project for the RIGHT candidates. The candidates are managing the website from their respective villages. Visitors can choose a variety of offerings, make bookings and payment online. RIGHT participants themselves process the bookings, collection of payments, delivery of the handicrafts and arranging the transportation to the homestay sites.

This website enables a wider market and will help spur growth of cottage industries in the rural communities such as tourism, handicraft, food product, retail, etc. The successful RIGHT candidates can contribute economically to their local communities and help employment in the rural areas.

The website at www.right.sarawak.gov.my/Rightmart offers handicraft producers the advantage of displaying their products online and making them available on the internet as store-front for anyone to purchase. Make possible with

the technology provided by SAINS, the payment gateway is secure and provides a hassle free experience to the purchaser.

The website www.right.sarawak.gov.my/homestay features various home stay choices in Sarawak such as in Betong, Maludam, Serian, Mukah, Kapit and Niah. Information on the location of the villages on the map and pictures of activities in Sarawak's diverse ethnic villages provide visitors a preview of the homestay and local and overseas tourists can book the destination of their choice online.

In his speech during the launching of the "Sarawak Homestay" website on 24 July 2007, the Minister of Urban Development and Tourism then, Dato Sri Wong Soon Koh remarked, "Internet has proven to be an effective promotional tool. This will further enhance Sarawak tourism far and wide. I believe this type of service provided will allow tourists to know Sarawak better and promote Sarawak uniqueness in their respective countries before coming here".

Dato Sri Wong reminded homestay hosts to practice comfort, hygiene and safety as the main features in giving good service. "Treat your guests as part of your family. Satisfied tourists will certainly come back again on their next visit or will recommend their friends to come over to Sarawak", he advised.

The Sarawak handicraft website "RIGHTMART" was launched on 25 July 2007, one day after the RIGHT homestay programme website. The event was launched

by Dato Sri Wong Soon Koh, the Chairman of Sarawak Craft Council at Sarawak Tourism Complex, Kuching.

Dato Sri Wong mentioned that with the website, all handicraft enthusiasts and collectors can now go online to buy the latest Sarawak handicrafts. He also praised SAINS for giving Sarawak Craft Council an opportunity to feature the latest Sarawak handicrafts on the website. "As a chairman of Sarawak Craft Council, we are looking



RIGHT Homestay Official Launch: Dato Sri Wong Soon Koh (second left) holding the Sarawak product "Terendak" during the launching. Encik Akit Sebli (left), Permanent Secretary to Ministry of Urban Development and Tourism Sarawak and Mr. Teo Tien Hiong (right), CEO of SAINS.

forward to work closely with SAINS in adding more of our products online from time to time", he added.

Most of the handicraft products feature in the website can be found in the Sarawak Craft Council building.

Based on the statistics, about 81,000 visitors had already visited the websites from January till July 2008, a remarkable increase of 50% visitors this year compared to last year, which has a total of 40,500 visitors for the websites.



On Mouse Click: Dato Sri Wong Soon Koh launching the RIGHTMART website. Mr. Wee Hong Seng (left), President of Sarawak Tourism Federation, Mr. Thien Joon Hong (centre back row), CFO of SAINS, and Mr. Jack Aman Luat (right), Ministry of Rural Development Sarawak.

Background of RIGHT

The RIGHT programme is a homegrown programme started by Sarawak Information Systems Sdn Bhd (SAINS) in collaboration with the Ministry of Rural Development. Its aim is to develop a layer of rural based ICT technical skills that can support a growing breath and depth of ICT utilization among the rural communities on a sustainable basis.

Post implementation studies of past ICT projects and ICT centres deployed in rural communities usually point to a lack of skills, unsupported maintenance cost of the equipment and the centre or no incentives for the people in the community to champion the usage of those ICT facilities. What is absent is an associated support and maintenance programme after the delivery of the systems, and the inability of the rural community to sustain beneficial utilization of those equipments.

Since the RIGHT programme started in 2005, SAINS and the Ministry of Rural have sponsored 3 batches of classroom and hands-on training for school leavers from the rural communities of Betong, Limbang, Sebangau, Kapit, Tebedu, Merapok, Matu, and Lawas, to name a few. Many more will be identified and come on stream

to participate in the training. The aim is to establish a RIGHT candidate in each rural community in the State of Sarawak. The target is individuals residing in the rural areas, having the talents and interests but lacks the knowledge and skills to push forward.

Upon completion of their 6-month training in Kuching, the candidates will return to their own rural communities as the "community technopreneur" who will run their ICT businesses such as providing Internet access, training, computer repairs, scanning and printing services.

The uniqueness of the RIGHT programme is that it provides the organizational support, tools and skill sets to facilitate and foster confidence among the candidates to be innovative, creative and business-oriented.

RIGHT candidates are assured of continuous coaching, guidance and support from SAINS. Success of the RIGHT programme is when the candidates can become the anchor in their villages to leverage the opportunities of ICT with sustainable income so that the candidates can continue to assist their people within the rural areas.



Integrated Court System (ICS) Live at Sarawak High Courts

Case proceeding via video conferencing between High Court Judge, David Wong with lawyers from Sibul and Miri.



26 January 2008

Ketua Setiausaha Negara (KSN) Tan Sri Sidek Hassan (centre) watching High Court Judge, David Wong (right) conducting a case proceeding using ICS in Miri High Court. He is accompanied by Chief Judge of Sabah and Sarawak, Tan Sri Richard Malanjum (left).



25 October 2007

Ketua Pengarah Bahagian Hal Ehwal & Undang-undang, Prime Minister Office, Dato' Abdullah Sani Bin Abdul Hamid (extreme right) been briefed by High Court Judge, David Wong (standing) on the ICS in Kuching High Court.



23 August 2007
Bar Council visit Kuching High Court

President of Malaysia Bar Council, Ambiga Sreenevasan (fourth left) with Secretary of Malaysia Bar Council, Mr. Lim Chee Lui (fourth right), witnessing the ICS in use. Accompanying her is Tan Sri Richard Malanjum (third left), Chief Judge of Sabah & Sarawak, and Mr. Teo Tien Hiong (extreme right), CEO of SAINS.

Partnership with RESOLVO (Cambodia) CO. LTD. for joint marketing



6 April 2007

MOU signing between Ms. Tov Reaksmeay (right), Executive Director of Resolvo and Mr. Chin Koon Siang (left), CEO of Stratfos Consulting Sdn. Bhd., representing SAINS, during the 2007 Cambodia ICT, Digital & Electronic World Expo.



6-8 April 2007

Cambodia ICT, Digital & Electronic World Expo

Cambodia Minister of Information, His Excellency, Mr. Khieu Kanharith (fourth from left), together with his delegates visiting our exhibition booth at the Cambodia ICT, Digital & Electronic World Expo in Phnom Penh, Cambodia.

Seminar on "Innovation in Public Service Delivery" in Penang



5 November 2007

Dato' Seri Chia Kwang Chye (left), then Deputy Information Minister accompanied by Mr. Teo Tien Hiong (right), CEO of SAINS at the launching of the seminar co-organised by SAINS subsidiary, Silicon Communications Sdn Bhd and its business partner, Tech Inovasi Sdn Bhd.

About 100 IT professionals from the various government departments from the northern part of West Malaysia were introduced to SAINS innovative solutions.

RIGHT ICT Camp in Limbang and Lawas



30 October 2007

Mr. Teo Tien Hiong (left), CEO of SAINS visiting Cigku Johari (right), Principal of SMK Lawas



31 October 2007

The secondary students participating in the ICT Camp, Limbang

SAINS Upgrades Internet Bandwidth with TMNet

17 December 2007

Telekom Malaysia Retail Vice President (Consumer & Business Sales), Dato Kairul Annuar Mohamed Zamzan (right) exchanging the MOU document with CEO of SAINS, Mr. Teo Tien Hiong (second left), witnessed by Datuk Patinggi Tan Sri Dr. George Chan (centre), Deputy Chief Minister cum Minister of Industrial Development, and Dr. Anderson Tiong (extreme left) Head, Network & Systems Engineering of SAINS.





What are the safety procedures to adhere to while working at height (WAH)?

Working Safely At Height

SAINS recently engaged the National Institute of Occupational Safety & Health (NIOSH) to train a total of 32 employees, from various sections and branch offices of SAINS, whose jobs require them from time to time to perform climbing up buildings and high-rise structures such as monopoles and steel lattice towers to install or service network equipments, CCTV devices and related equipments. The training was held from 28 – 31 January 2008 in Kuching.

Two qualified trainers from NIOSH, namely Encik Mohamad Kashfullah Razali and Encik Mohamad Dan were conducting the action-packed training for the participants. The training was divided into 2 sessions, first session focusing on the theory and second session focusing on practical drill. For the theory session, participants were given lectures with discussions related to Occupational Safety & Health legislation, administrative and operational procedures. Participants were also introduced to Personal Protective Equipment (PPE) and the best practice of PPE usage and care.

According to Mohamad Dan, NIOSH has been running this training for years and this particular training enables the participants to enhance the skill and technical knowledge about working at height. "People always think priority is to complete the work first or achieve their dateline, but we need to watch out that working on heights is not like that, as it is more important to focus on your safety first. You would not want to fall down from a certain height and end up causing death or paralyze yourself. This is what this training is trying to emphasize, to inculcate awareness and cultivate the culture of safety among employees and there by, reduces occupational injuries at the workplace", said Mohamad Dan.



Mohamad Dan, NIOSH trainer demonstrates the safety procedure during a climb

Each of the participants was given the opportunity to do the practical session and later assessed by the trainers. Step-by-step, one-by-one, the participants equipped with the PPE took their turn in climbing up the ladder and monopole.

"In this training, we advise them to have a buddy system whereby a minimum of two climbers shall be present on the site at all times while work is being carried out. This is to support each other especially if any accident occurred during a climb", said Mohamad Dan.

The practical session begins with an introduction to PPE like safety helmet, boots, belts, etc. Some of the activities include the comparison and use of the belt and full body harness, knots and application, temporary anchor, and basic hauling techniques. The participants also practised tower operation and rescue techniques.

All the participants are required to pass the assessments to allow them to be qualified climbers. They are awarded with a certificate and an authorized working at height safety card from NIOSH. "This card is like your passport or driving license which you need to renew every 2 years", said Mohamad Dan.

Congratulations to the staff who made it through the training and achieved a valuable skill for themselves and SAINS.



The SAINS team on practical training



The WAH identification card



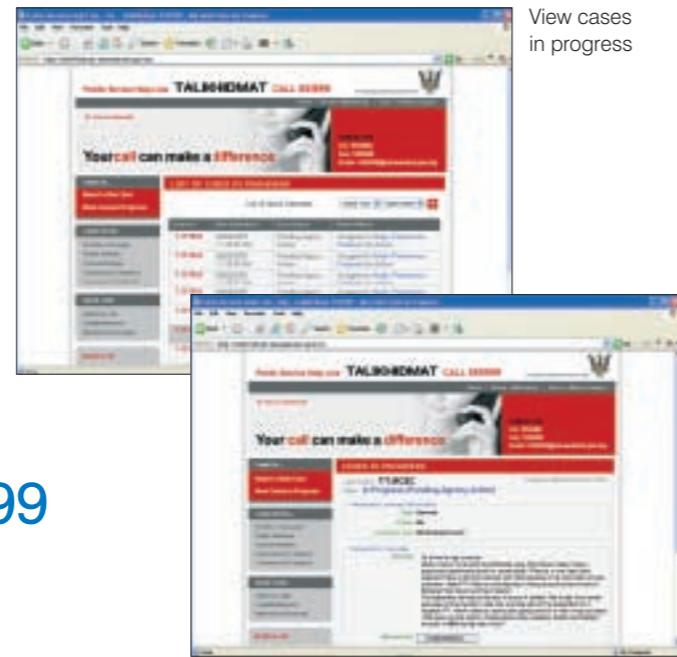
The SAINS team in the WAH training

The certified WAH participants are :

- 1 **Network & System Engineering (NSE)** – Bong Siak Foong, Douglas Aseng, Bong Nee Jin, Teo Kiang Hong, Albert Tang, Malek Ahamat, Hong Chin Han, Choo Wee Ming, Allen Liew, Tan Ting Joo, David Dzrandinuraidi, and Ivan Indham
- 2 **Network & System Support (NSS)** – Mas Saiful, Irman Zaini, Goh Tze Chin, and Mohd. Fareed
- 3 **Technical Support Unit (TSU)** – Kong Ee Fan, Mohd. Azri, Wu Chuan Leong, Wong Pang Wee, Dennis Wong, Nor Pawi, Junaidi Husaini, Wong Chin Hua, Mohd. Fadzly, Salihin Abu, Ahmad Nasaruddin, Felix Anggang, Singka Bikoi, Fitry Johnwayne, and Syordi Lokman
- 4 **Research & Development (R&D)** – Ho Kid Peng



An Innovation of Sarawak State Government towards an efficient Public Service Delivery.



View cases in progress

Online Service: <http://talikhidmat.sarawaknet.gov.my>

Contact TALIKHIDMAT: 555999 A One Stop Citizen Help Line

“Thank you for calling TALIKHIDMAT centre, can we help you...” Does that sound familiar? Have you make that call, lately?

Inception of TALIKHIDMAT

A dynamic government houses many ministries, departments, agencies, sections, and units – each functioning either separately or hand in hand to manage and provide services to the public. These bodies and organisations are spread across a wide geographical area and territory, but their one main goal is the same – to be able to offer sound public service to the community as a whole.

Setting up a special unit in each of the government agencies, each with their own hotline number is a common practice but is becoming not only impractical, but also costly to sustain in terms of infrastructure and manpower.

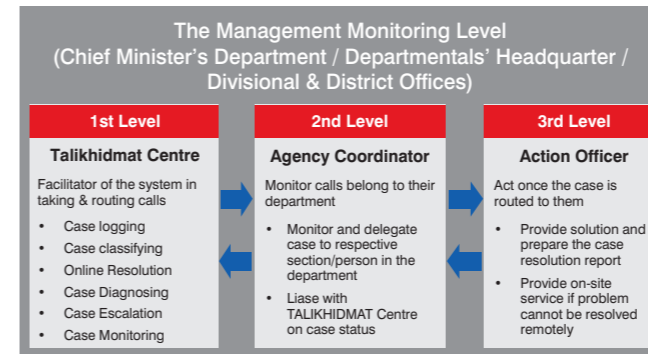
The public is sometimes confused and frustrated as to how to get their voices heard by the government. Of course, there are many ways, some offer different level of response and worse when the responses are inconsistent and conflicting. “Too many numbers to remember, which one will give you the answers you need without having to be passed around?” seem to be the common grievance.

The problem was aptly expressed by a member of the public via the Sarawak State Government suggestion box back in 1992:

“In this growing governance, we need to know agencies contact numbers, type of service provided, their jurisdiction and scope of work. With different contact numbers, we, the public experience problems in knowing which agency or what telephone number to call.”

That was when the one-stop Citizen Helpline was conceived – to create a single interface between the Government and the citizen for all public services in the State of Sarawak. That means the public will not have to worry about who to call, when they want to make a complaint, whom to get feedbacks or where to get information on public services.

The Sarawak State Government, steered by the Chief Minister’s Department, initiated an ICT project in 1996 to establish a one-stop communication channel for the convenience of the people. The one-stop centre was branded as “TALIKHIDMAT”, a word derived from a Malay phrase “Talian Perkhidmatan Awam” which means public citizen service line. A special hotline number 555999 was introduced as the one contact number.



Links between TALIKHIDMAT Centre and TALIKHIDMAT Agencies

TALIKHIDMAT complements existing communication facilities provided by the individual agencies or organisations. It operates alongside these existing facilities but will heavily rely on the use of IT and network communication as the common platform due to the size of the State of Sarawak and the corresponding geographical-divide issues.

The first tier consists of Helpline operators, who record callers’ contact information and case details. Each caller will be given a case reference number and the reported case is immediately routed to the coordinator at the relevant service provider to handle.

At second tier, the coordinator reviews the case and assign to an officer for further action. The third tier is where cases are dealt in greater details and at times require the action officer to go onsite or communicate further with the caller. Once the second tier confirms call has been responded and action carried out, the TALIKHIDMAT centre will notify the caller to ensure the

case has been satisfactory attended to by the relevant government agency or agencies.

The TALIKHIDMAT administration and work-flow is performed using a system called the Centralised Case Tracking Management System or in short, CTMS. With this system, the Helpline personnel can record, manage, track and monitor all calls efficiently and effectively.

Currently, TALIKHIDMAT involved about 670 agencies and 96 of these service providers are already online with TALIKHIDMAT to receive, view and update the cases electronically themselves. Beside the Sarawak State departments, ministries and statutory bodies, the list of agencies also include federal departments, government-owned companies, NGOs and government contractors operating in Sarawak.

Use of ICT for Public Service Relevance

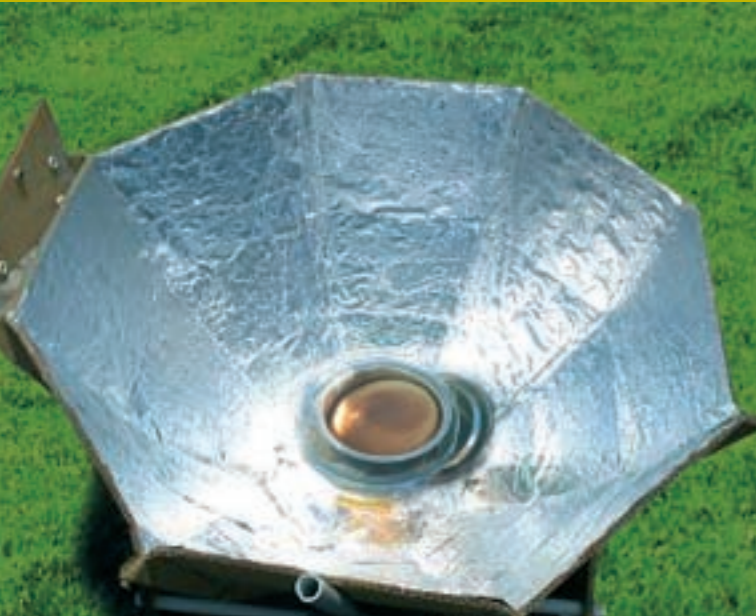
- An efficient reference of cases. End to end service platform to keep track and monitor response to public complaint or request for service.
- TALIKHIDMAT enables faster and efficient routing of cases to relevant agencies, allows faster and more effective assigning of cases to officers, and thus facilitate speedier responses to public enquiries, complaints or request for services.
- For the public, TALIKHIDMAT 24 x 7 telephone and online web services mean they are able to make report anytime.
- The online service incorporates the added functions where public can attach photo(s) of incidents, check on progress of pending cases or view similar cases reported for the same area.

Testimonials on TALIKHIDMAT Service

Subject: TALIKHIDMAT: FYI: T-6YC354
 Date: Fri, 16 Mar 2007 16:51:27 +0800
 From: Ramona Hj Ariffin
 Remark: Thank you for the response. The road marking is very visible now. Drivers are more careful in not going into each other’s lane. Thank you.

Subject: TALIKHIDMAT: FYI: 6XS6Y6
 Date: Fri, 16 Feb 2007 11:16:27 +0800
 From: Joseph Ng
 Remark: A million thanks for your help. The tank has been removed yesterday. Keep up your excellent services. This is really effective in getting problems solved.

Public using the TALIKHIDMAT Service				
Year	2005	2006	2007	2008 (up to August)
Telephone : 555999	1200	1340	1382	1469
Online Service	955	1000	1041	1139
Others (Fax, Expo & Exhibition, Biro Pengaduan Awam-Jabatan Perdana Menteri, Warkah untuk PM, Surat Umum, Surat Sulit, Sarawak Electronic Government Portal.)	95	100	110	336



Portable Solar Cooker for Interior Sarawak

With better technology available today and further product development, solar energy could pose to be a viable alternative cooking fuel for the interior of Sarawak; amidst the raising cost of transporting cooking fuel from town centres. There are many benefits in using solar energy for preparing foods, admits enthusiast and technologist, Ir. Allen Liew, an electrical and telecommunication engineer from Sarawak Information Systems Sdn. Bhd. Because solar cooking uses no fuel, it costs nothing to run. Not only is it cost effective, it is also environmentally friendly.

Solar cooker can achieve temperature above 120 degree celsius and will be able to cook almost or just as fast as conventional gas or electrical stoves on clear sunny days. Because of the unique way solar cooker works, cooking occurs gradually and evenly, through radiated heat. As a result, food cooked in solar cooker is healthier and much of the nutrient in the food can be retained. Other potential uses of solar cookers include general heating and pasteurization of drinking water.

How Solar Cooker Works

Allen Liew, with his Solar Special Interest Group (Solar SIG) of friends has been experimenting with

Solar Cooker works by trapping reflected sun ray and diverting it to heat up and cook food inside cooking pots.



solar cooking and has come up with about ten models of solar cookers. According to him, solar thermal principles are used in making solar cookers.

He explains that on reaching the Earth, solar radiation produces about one kilowatt per meter square; which is why a laboratory magnifying glass is able to generate enough solar energy to set a piece of paper on fire.

“Solar rays may be collected by a funnel or a parabolic or a sheet of slender plate collector. The collector may be made of plywood coated with a tinted reflective sheet such as kitchen aluminum foil. Polished metal sheets or mirrors can also be used.”

Allen explains that solar energy is directed to the target by adjusting the angle of the reflector. However, because Sarawak is situated almost right at the Equator (4 degree south), reflectors are not necessary.

“Solar heat must be trapped and this is most effectively done by using a black object or a blackened surface. It’s equally important to provide air insulation outside the cooking utensil to prevent heat lost.”

Types of Solar Cooker

Solar cookers can be broadly classified into four types. It can be a box cooker, funnel cooker, panel cooker or parabolic cooker. Each of these solar cookers has its strength and varying level of construction complexity.

Solar box cooker is the simplest to construct. You can use two cardboard boxes of different size, where the smaller box is inserted into the bigger one to form a double insulated chamber. The inside of the box is lined with reflective sheet, such as the kitchen aluminum foil, to act as a reflector. On the top of the box, two pieces of transparent glass can be turned into a double-glazed window to allow the diffusion of sunlight and to prevent the loss of heat. In the experiment, the team establishes that the solar box cooker can be improved by incorporating collectors and turning it into a panel or funnel cooker.

Solar panel cooker or solar funnel cooker is bigger than solar box cooker and more complicated to construct. They are found to be effective for solar cooking in the

local climate condition. Though the initial algebraic calculation can be complicated, subsequent units can be reproduced relatively easy from template. Each unit consists of a cooking chamber and heat collector panels. The collectors can be made from cardboard or plywood, lined with reflective sheets or polished metal sheets. In solar funnel cooker, the cooking chamber is a greenhouse glass enclosure. In both cases, blacken cooking pot is used in the cooking chamber as it prevents heat loss and improve the cooking of food inside.

Another type of solar cooker is the parabolic cooker. The parabolic cooker is the most complicated to design. This solar cooker works by focusing solar energy onto a particular focal area where the cooking pot is placed. Parabolic cookers can channel intense heat to the cooking pot making them suitable for stir-frying and deep-frying of food as well as baking. However, the reflector used in this cooker can be rather glaring and one must wear a good pair of sun-glasses when using this type of solar cooker.



Awareness Campaign and Seminar

Solar cooking can be a useful way to educate the younger generation on the idea of caring and protecting the environment. The group had organised seminars to raise awareness at various schools. One of the seminars was held at Dewan Semerbak of SMK Batu Kawa on 30 April 2008 with more than 200 teachers and students involved. The half day seminar explained the various types of solar cooker and their features.



Allen Liew giving a talk on solar cooking

Recommendation

Experimenting with the various prototypes of solar cooker, Allen believes that solar cooking can be viable in Sarawak but more works need to be done before they could be put into domestic use.

“Further research works on solar cooker should be carried out and there is not enough promotion of solar cooking in the State. If the Government can assist with funding for research, the group will continue to work on it and report back to the Government. We hope to build at least 30 to 50 units of prototype that can be used as pilot projects in the remote areas of Sarawak and the data collected can be used to make improvement on later models. Each solar cooker can cost less than three hundreds ringgit when produced in reasonable quantity.” Allen said.

Further information on solar cooker can be found from the blog: <http://solar-cookers.blogspot.com>, while inquiries may be forwarded to solarists@gmail.com.

WE VALUE YOUR FEEDBACK

Top Application Feedback Winner 2007 (II)

Mr. Jong Kiam Leong from Jabatan Kerja Raya, JKR (second right) received his prize from Datu Ir. Hubert Thian, Director of JKR (second left) and Mr. Teo Tien Hiong, CEO of SAINS (extreme left). Together with them is Mr. Teo Song Cheok, Assistant Director of Technical Management Branch JKR (extreme right).

Mr. Jong suggested for information on "Servicing" and "Configuration of Equipment" to be included in the 'Types of Maintenance' drop down list box used in the State ICT Asset Management System.



Top Application Feedback Winner 2008 (I)

Mr. Benson Heng (second right) from Jabatan Kerja Raya, JKR was presented with a gift from Datu Ir. Hubert Thian and Mr. Teo Tien Hiong. Together with them are Madam Jong Ann Chee, Head of Post Project Customercare of SAINS (extreme left) and Mr. Teo Song Cheok (extreme right).

Mr. Heng suggested that the enhancement on the printout of the current Leave Management System (LMS) application to be more environmental friendly i.e. by not printing the unnecessary black background and lines to reduce the usage of printer toner.



Your Feedback is important to us!

To ensure that we continuously provide good services to our customers, SAINS welcome your feedback/comment/suggestion.

The best feedback / suggestion submitted before the next issue will be awarded a **surprise gift**. The winner will be announced in our next issue of Jendela IT.

Email your feedback to: feedback@sains.com.my

- you may submit online via http://www.sarawaknet.gov.my/feedback_form/servlet/GetServices
- you may submit more than one feedback

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