



TNBD's Mobility Solutions Initiatives to Reduce Permit
Application Delays by 80 Percent

Ong Li Ling

TNBD's Mobility Solutions Initiative to Reduce Permit Application Delays by 80%

Name of presenters: *ONG Li Ling and Abdul Azis Japri*
Department/ State/ Area : *Asset Development and DTP TNBD*

ICLAD October 2018



Major Obstacles

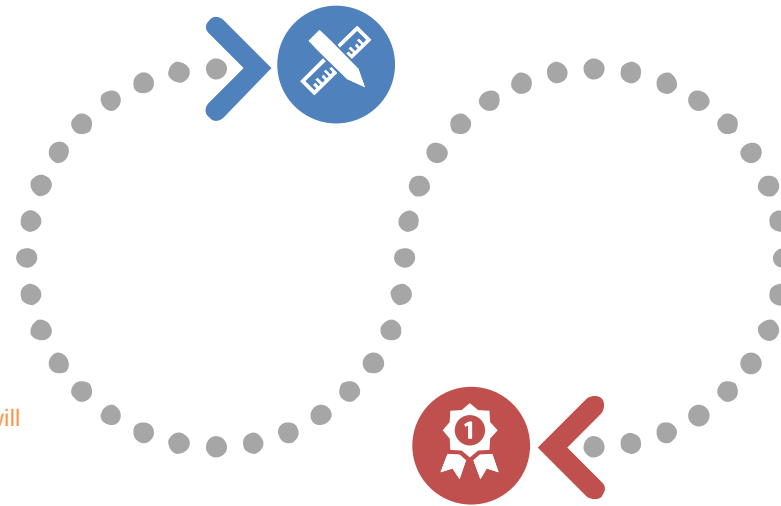
Asset Development

Unable to complete projects on time

One of the major obstacles faced by TNBD AD is that we are **unable to complete projects** on time **due to** our inability to secure road excavation **permits** from PBTs/Government Agencies

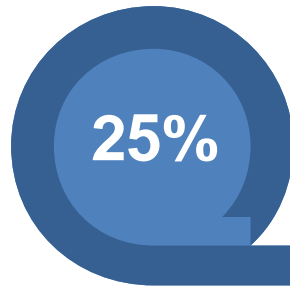
TNB is not viewed as a Government entity


Gone are the days when **TNB** is viewed as a **Government entity** and PBTs will not just issue permits generously

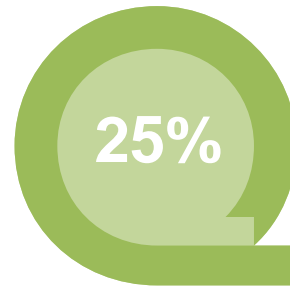



Major Obstacles

Asset Development



 **No reply**
Documents are submitted and **we do not receive reply ?**




 **No response**
Person in charge **does not respond to our messages**



 **Long Waiting Period**
Waiting period of more than a month before any small decision is made ?



 **PBT = Black Box**
We do not know what is happening

Permits delayed due to TNB

Why is TNB unable to secure Permits



Long Process

TNB takes a long time to process Bank Draft/BG/TWA



Not Diligent

TNB is not diligent in the follow up



Wrong Documents

Documents submitted are not as per PBT requirements



Many Units

Many units in TNB require permit (33kv AD, 11kv AD, Service, 33kv Maintenance, 11kv Maintenance, Streetlighting, Transmission) and issues with one will affect others

Permits sometimes delayed due to PBT

Why is TNB unable to secure Permits



Slow

Some PBT staff slow to process permits



Communication

Some PBT officers hard to communicate with (always at meetings/site visit/seminars)



Policies

Some PBTs process/policy changes often



Unresolved issues

Some PBTs unwilling to issue permit due to unresolved issues in the past

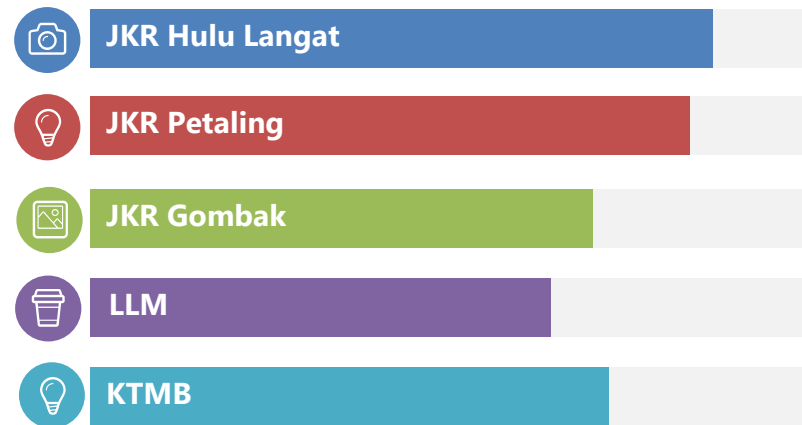
Stakeholders for TNB KL

PBTs



Stakeholders for TNB KL

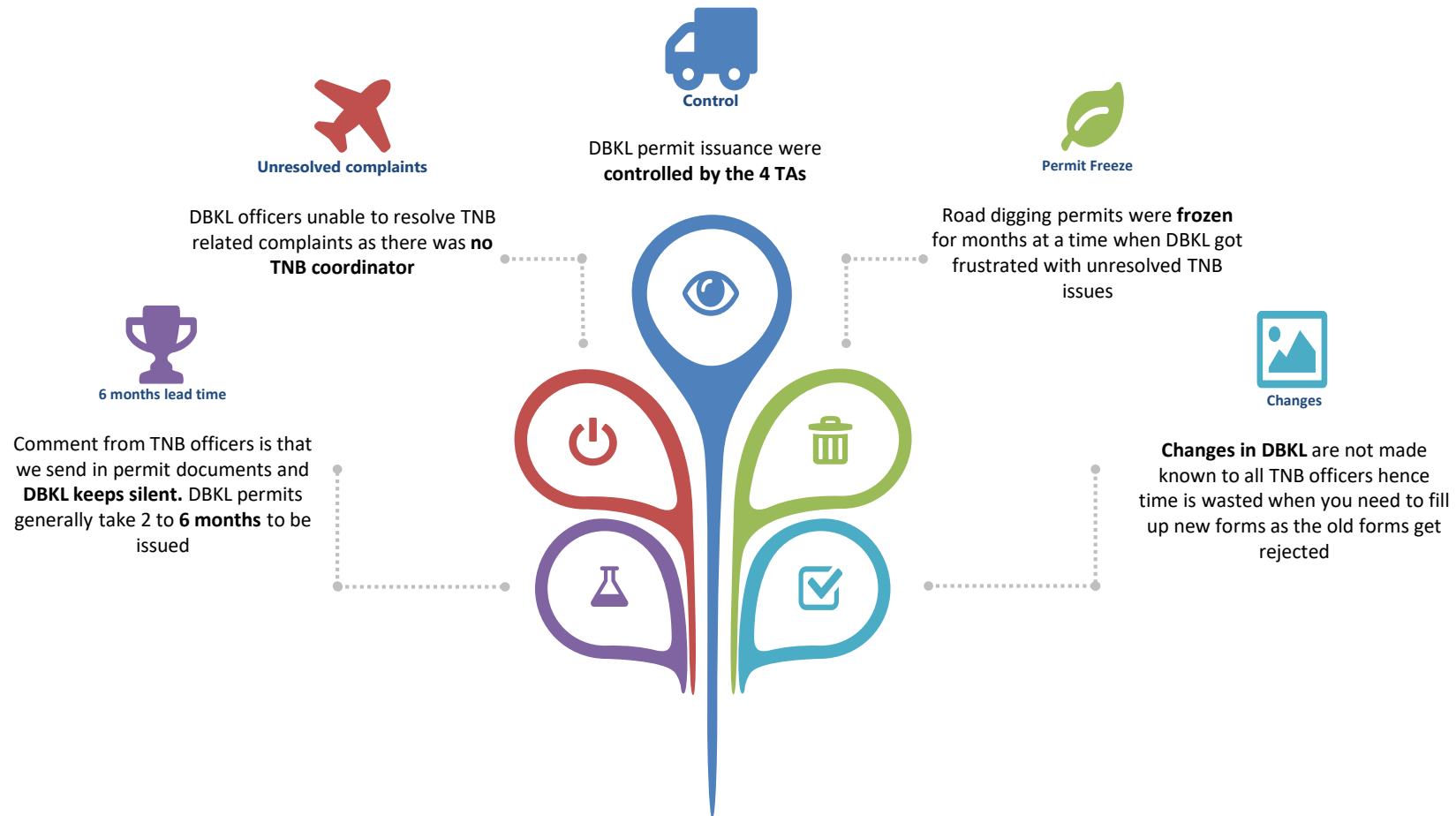
Government Agencies



Of the 12 stakeholders, DBKL was considered the most challenging to manage due to the bulk of the permits (90%) and also because there was no coordinator to address major issues

Situation with DBKL

As of November 2015



Case Study

DBKL in 2016



Pressure from Public

DBKL officers are **under pressure from the public** to ensure the road is in good condition. DBKL wants utilities to take **immediate action** when there are public complaints



Changes in Policies

New policies such as use of PN10, CBR, Coring Test, M&P contractors, raising manhole, resiting cost to be borne by TNB, new format for drawings



Changes in Application forms

Application **forms changed** 4 times in 2016



Changes in DBKL Staff

Fast changes of DBKL staff eg Pengarah Eksekutif (5 changes in 2 years), new Pengarah (2 changes), new Timbalan Pengarah, new Engineer, new TAs

Strategy

To overcome challenges



Relationship

Build positive relationship with all the DBKL staff from **Datuk Bandar down to the office boy**



Trust

Understand what is DBKL's main concern (**public complaints**) and TNB works as a team to gain **DBKL's trust**



Information

Keep informed of the **latest developments in DBKL** (new policy, new forms, new staff) so that we don't waste time having to resubmit documents



Engagement

Maintain relationship with DBKL by constant engagement, addressing the daily public complaints, closing old files, CBR and coring test, joint site visits



OPA

Introduce the Online Permit Application programme, MCMS and TFS



Big Bosses

Get to **know the big bosses** by attending OSC and meetings at KWP



New ways

Constantly propose **ways to expedite permit approval** eg ask DBKL clerk to whatsapp when permit is ready for collection and no need for TA to check documents before reference number is issued

OPA History



2017 OCT : OPA INITIATED

OPA initiative was proposed to cater for World Bank Getting Electricity (WBGE) applications with the intention to improve Malaysia's Doing Business Ranking



2018: OPA TRAINING CONDUCTED

Several training sessions were conducted to familiarize TNB and DBKL staff with the portal.



2017 and 2018: NUMEROUS MEETINGS

Numerous meetings and workshops were conducted



2018 JUNE: GO LIVE

OPA was launched



Permit Types

Process and approvals



Emergency Work <20 m

- Raised by TNB
- Verified by DBKL Engineer
- Immediate Approval by Deputy Director or DBKL Director



World Bank Getting Electricity 150 m

- Raised by TNB
- DBKL Eng assigns DBKL TA based on Parliamentary area
- Recommendation by DBKL TA
- Verified by DBKL Eng
- Dual Approval required (Dep Dir and Director)



Normal Work <200 m

- Raised by TNB
- DBKL Eng assigns DBKL TA based on Parliamentary area
- Recommendation by DBKL TA
- Verified by DBKL Eng
- Dual Approval required (Dep Dir and Director)



Normal Work >200m

- Raised by TNB
- DBKL Eng assigns DBKL TA based on Parliament area
- Recommendation by Task Force (updated by DBKL TA)
- Verified by DBKL Eng
- Dual Approval required (Dep Dir and Director)

Project Background

<https://opa.tnb.com.my/>



Permit

DBKL **Online Permit Application (OPA)** - online system developed by TNB for application and approval of **excavation permit**.



3 Modules

OPA has **3 modules** estimated about RM 1 million cost borne by TNB.



Collaboration

OPA initiative is a **collaboration project** with Malaysia Productivity Corporation (MPC), DBKL & TNB, to support on digital work culture



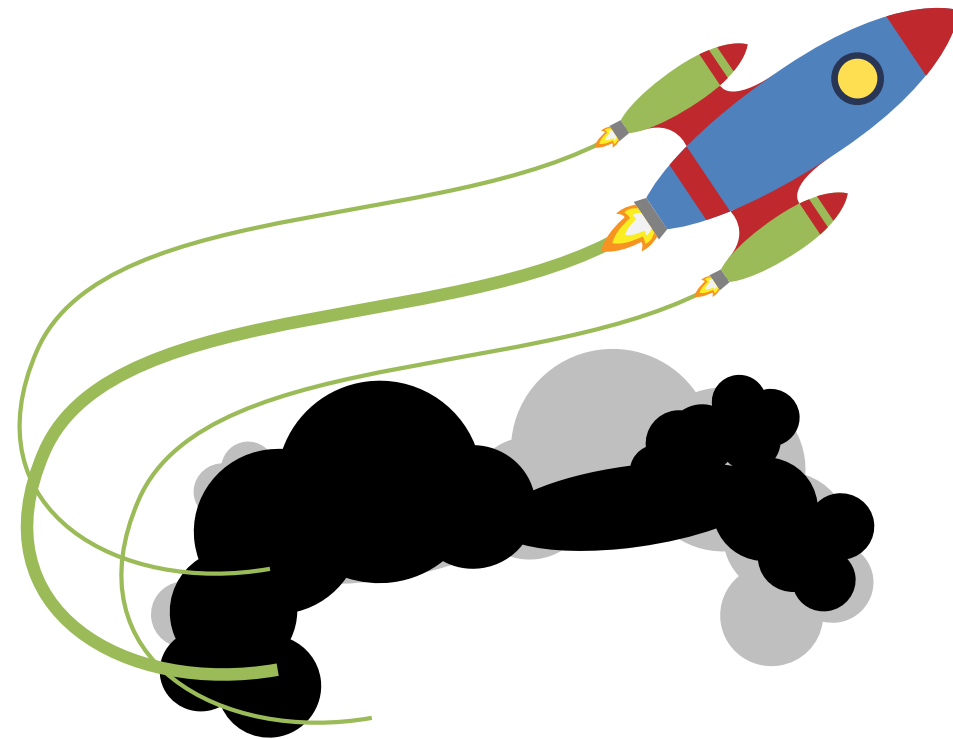
Module 1

OPA module 1 (Permit Application & Permit Approval) is **ready to use now**

5 Steps

OPA

- 1 Submission**
TNB Technician keys in permit application into OPA
- 2 Review Submission**
TNB Engineers reviews permit application on OPA
- 3 Process Application**
DBKL Engineer assigns the permit application to the respective DBKL TA according to the Parliamentary area
- 4 Review Application**
DBKL TA reviews the application, conducts a site visit and makes comments for permit approval
- 5 Permit Approval**
Permit application is approved after the Task Force meeting



<https://opa.tnb.com.my/>



OPA Login

10027423

.....

LOGIN



SENARAI PERMOHONAN

LAPORAN

TETAPAN

SENARAI PERMOHONAN

JUMLAH SEMUA PERMOHONAN: **36**

JUMLAH PERMOHONAN ANDA: **0**

PERMOHONAN DITOLAK: **5**

FILTER SENARAI PERMOHONAN

Nama Pemohon:

Jenis Permohonan:

Parlimen:

Status:

Tarikh: Dari Hingga

Nama Jalan:

FILTER

36 Applications

As of 1st October 2018

JENIS PERMOHONAN	STATUS	TINDAKAN
KURANG DARI 200 METER	DRAFT	
KURANG DARI 200 METER	DRAFT	

DRAF-TNB000034	19/09/2018 11:17:27	Ir Hj ROSLAN JAAFAR	LEBIH DARI 200 METER	NEW	
DRAF-TNB000033	19/09/2018 09:54:51	Ir Hj ROSLAN JAAFAR	LEBIH DARI 200 METER	NEW	

OPA Status

As of 1st Oct 2018

11

Draft

TNB Technician in the midst of keying in, Pending Submission to DBKL

1

Util Review

Currently reviewed by TNB Engineer

2

Return to Tech

TNB Engineer return back to TNB Tech for correction before submission to DBKL or after DBKL Reject

4

New

New complete submission from TNB to DBKL

7

DBKL Review (TA)

Submission under the review of DBKL TA

3

DBKL Review (TF)

Submission under the review of Task Force Meeting

0

DBKL Review (Eng) TA Reject

Review by DBKL Engineer after TA Reject

1

DBKL Review (Eng)

Under Review by DBKL Eng after DBKL TA approves

0

TA KIV

KIV by DBKL TA

0

KIV

KIV by DBKL Engineer

OPA Status

As of 1st Oct 2018

0

Return to Tech KIV

DBKL Engineer sends permit back to Utility Technician

0

Not Approved

Permits rejected by DBKL

4

Approved

Permits approved by DBKL

0

Renewal

Renewed permit

0

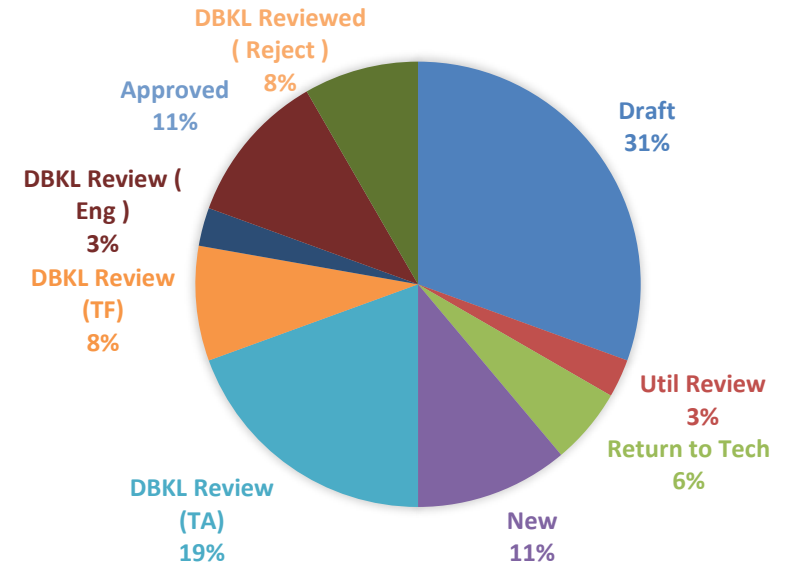
Expired

Permits that have expired

3

DBKL Reviewed (Reject)

Utility Engineer is taking action after DBKL Engineer rejected the permit



3 PAIN POINTS

For OPA

A Pain Point is a problem, real or perceived

80% of pain points can be managed by making small changes

Online Forms

DBKL Forms JKPB 03 and JKPB 04 requires particulars of TNB's Project Consultants

Technical Drawings

Preparation of Technical Drawings have to follow DBKL's standards and specifications.

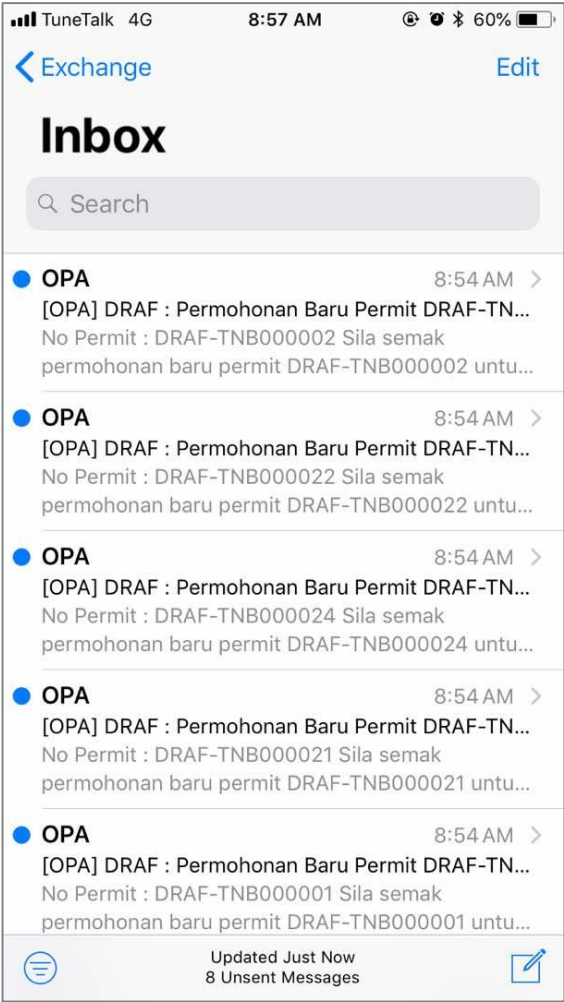
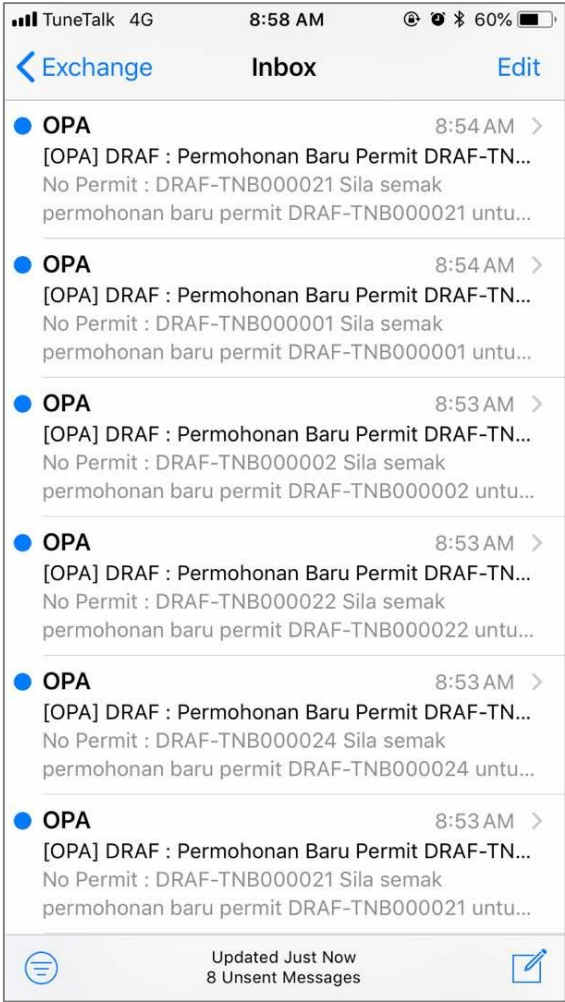
Quality of Work

Quality of work done needs to be improved. DBKL wants submitting consultant to take full responsibility of end to end application including site supervision



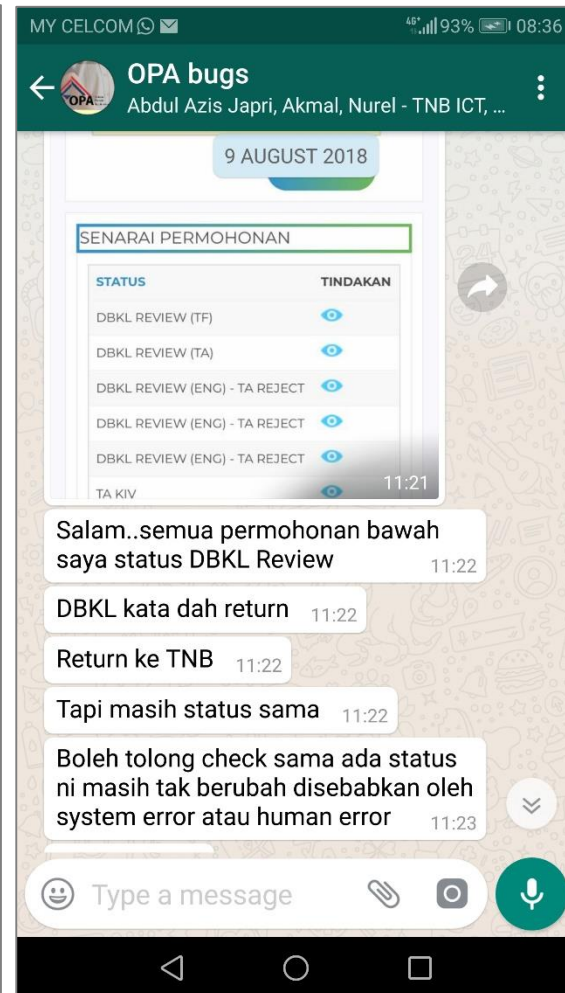
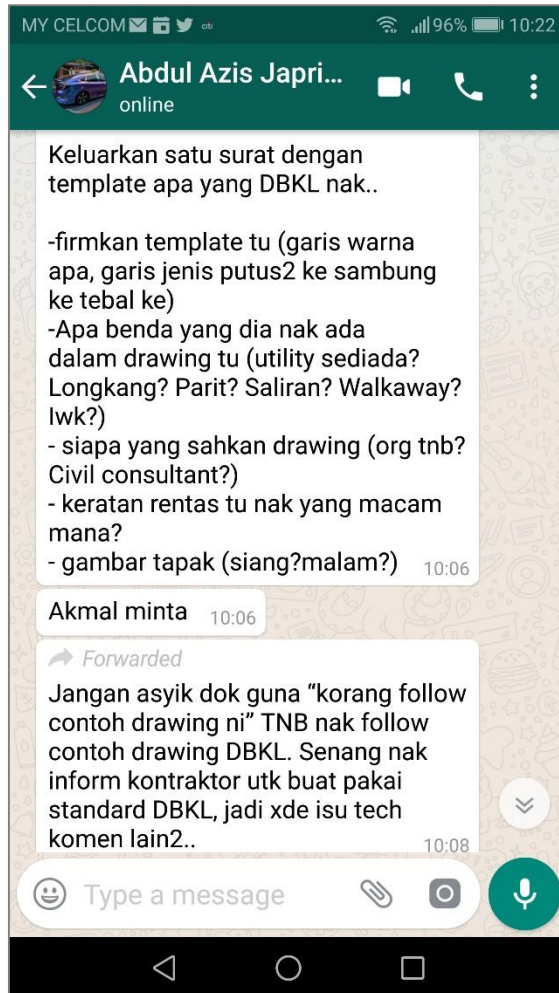
Teething Issues

Error in Email Notification



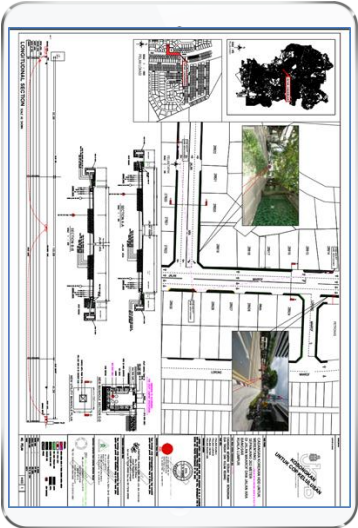
Teething Issues

Notifications and Specs

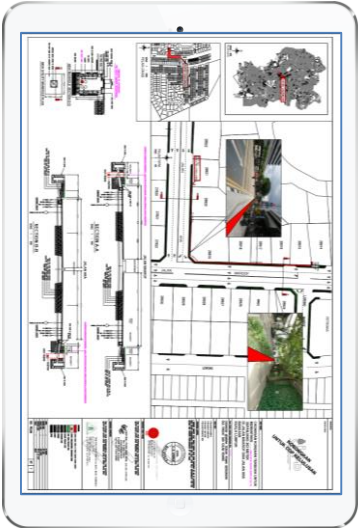


Teething Issues

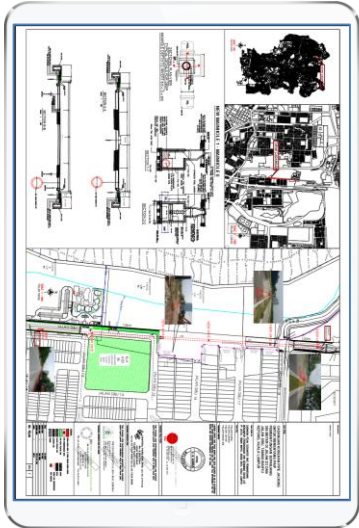
New Specs for Drawings




HDD




Open Cut




Pipe Jacking

Teething Issues

Increased rates for Mill and Pave effective 18 Sept 2018

PINDAAN BORANG JKPb-P01/JKPb-P02/JKPb-P03 DAN JKPb-P04 BAGI PENYELARASAN ONLINE PERMIT APPLICATION (TNB) - Message (Plain Text)

FILE MESSAGE

Ignore Delete Reply Reply Forward Meeting More -

Quick Steps

Move OneNote Actions -

Mark Categorize Follow Up -

Translate Related - Select -

Zoom

Fri 14/9/2018 8:06 PM

Zafril Zainal Abidin@Zainin <zafril@dbkl.gov.my>

PINDAAN BORANG JKPb-P01/JKPb-P02/JKPb-P03 DAN JKPb-P04 BAGI PENYELARASAN ONLINE PERMIT APPLICATION (TNB)

To Nurelahajarah bt Mahamed Ramly; Abdul Aziz bin Japri; Ong Li Ling, Puan Sri; Nuradnin Kassim

Cc Sabudin Mohd Salleh; Azi Shah Ali Bashah; hafizramlee@gmail.com; syafrahshimi@gmail.com; zafrilzainin@gmail.com; permitkorekjkpb@gmail.com

You forwarded this message on 20/9/2018 12:51 PM.
We removed extra line breaks from this message.

Message 2 BORANG Jkpb-p01.docx (65 KB) 3 BORANG Jkpb-p02.docx (45 KB) 4 BORANG Jkpb-p03.docx (35 KB) 5 BORANG Jkpb-p04.docx (39 KB)

ASSALAMUALAIKUM DAN SALAM SEJAHTERA

Bersama-sama ini dikemukakan borang JKPb-P01/JKPb-P02/JKPb-P03 DAN JKPb-P04 (PINDAAN PENUH) untuk diselaraskan bagi Online Permit Application.

Pindaan ini adalah berkuatkuasa pada 18 September 2018. Mohon pihak TNB melaksanakan pindaan dan menyemak secara word by word disebabkan item ini melibatkan pindaan penuh.

SEKIAN TERIMA KASIH

ZAFRIL BIN ZAINAL ABIDIN @ ZAININ
JURUTERA (AWAM)
JABATAN KEJURUTERAAN AWAM & PENGANGKUTAN BANDAR DEWAN BANDARAYA KUALA LUMPUR TINGKAT 17,18 & 19 MENARA DBKL 1 JALAN RAJA LAUT
50300 KUALA LUMPUR
TEL: 03-2617 9385
HP: 019-265 5404
FAX : 03-2694 3854
E-MAIL : zafril@dbkl.gov.my
zafrilzainin@gmail.com<<mailto:zafrilzainin@gmail.com>>

Zafril Zainal Abidin@Zainin FW: [OPA] SLA BREACHED : Permohonan Permit Baru DRAF-TNB000003

9:55 AM 26/9/2018



OPA Workshop

7th November 2017



**Meeting with Permit
Unit 15th May 2018**

Various meetings and engagement sessions with DBKL



OPA Training

4th July 2018



**Presentation to Datuk
Bandar 9th July 2018**

Various meetings and engagement sessions with DBKL

Hardware and Infra Support

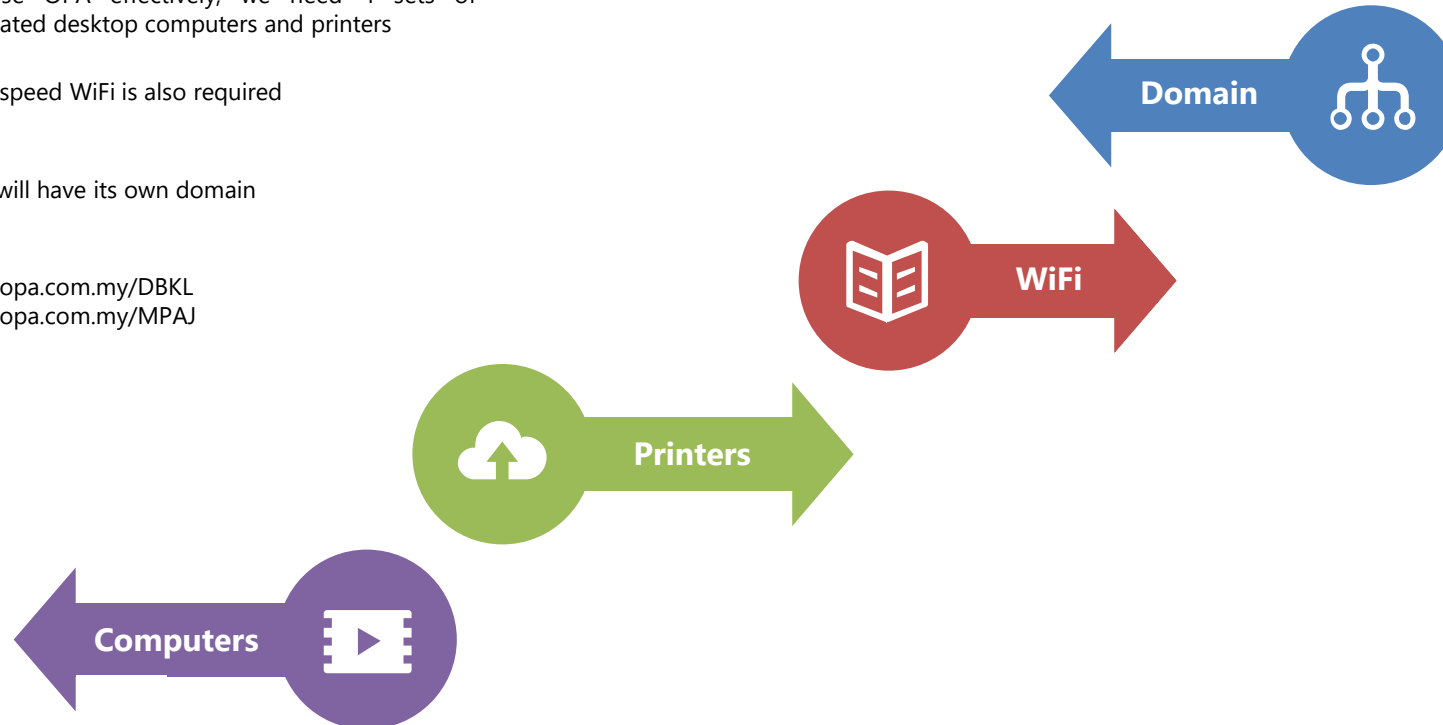
Required of DBKL

To use OPA effectively, we need 4 sets of dedicated desktop computers and printers

High speed WiFi is also required

OPA will have its own domain

www.opa.com.my/DBKL
www.opa.com.my/MPAJ



Current situation with DBKL

as of October 2018

24 Hours Access

DBKL permits are hopefully issued within **10 working days**

Both parties can view status online



Fast

Reliable

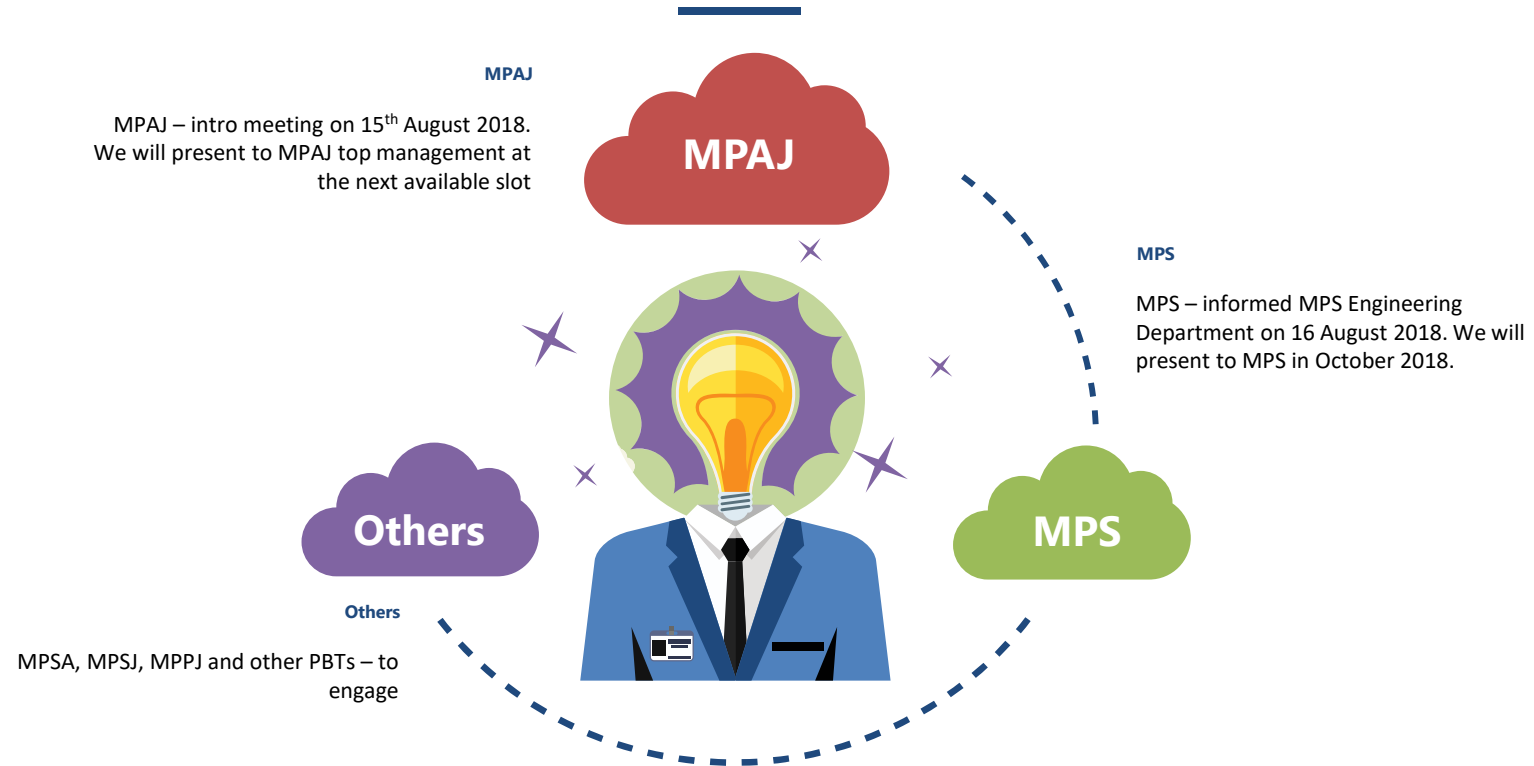
Relationship

Trust

Engagement

Improvement

To engage other PBTs



Project Benefits

And way forward



Benefits and Advantages



Effective approval process via digital platform



Easier monitoring and more effective managing permit record data



Better work productivity

Way Forward Project Plan



To integrate Google Maps for parliamentary boundary information



To develop mobile apps running at mobile device e.g. smart phone.



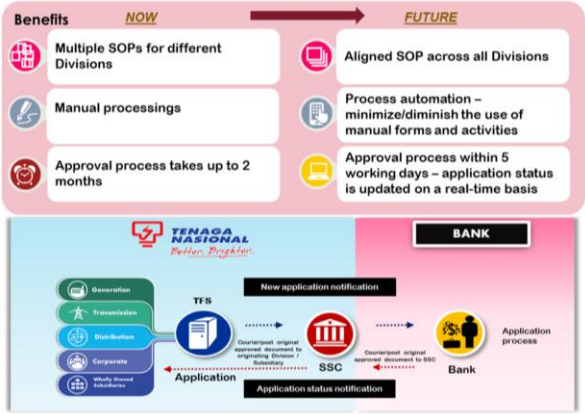
To use gamification features for contractors quality work performance tracking.



TFS : Bank Draft and Bank Guarantee within 5 working days

Sharepoint: Trade Facilities System (TFS)

Trade Facilities System is an online platform for application of trade facilities such as Bank Guarantee (BG) and Letter of Credit (LC) through Sharepoint. This automation processes will be done in a controlled environment that are transparent, efficient, and systematic.



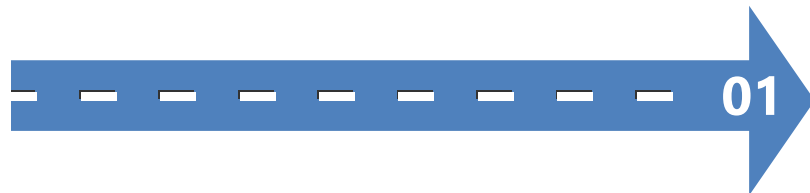


Team Effort

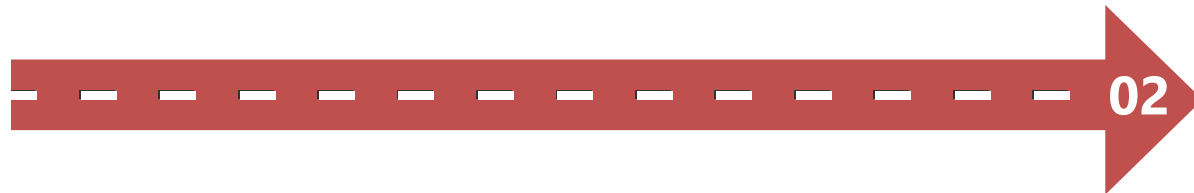
It is a team effort to improve the relationship with the Stakeholders.
But if we achieve this, we also improve the relationship between TNB officers in AD, Maintenance and Planning

Success Story

In DBKL



Team effort on DBKL and TNB's part as good support was received from the bosses who direct the subordinates to respond fast



Minimize risk of misplaced files



Can work on future projects to improve processes

WBGE ranking has improved for the last 8 years

The result for Getting Electricity is based on 190 economies worldwide

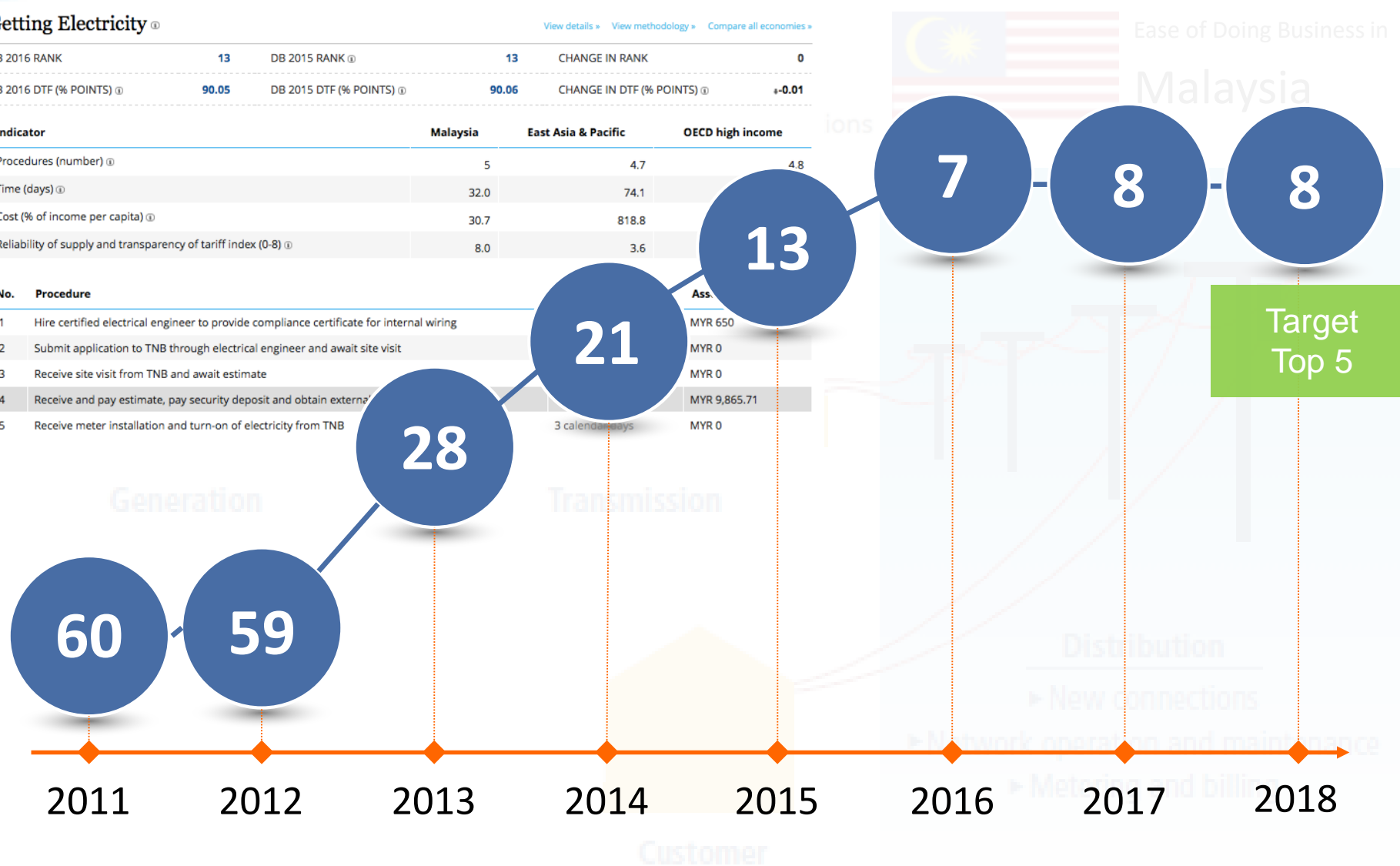
Getting Electricity [Ⓢ]

[View details](#) [View methodology](#) [Compare all economies](#)

DB 2016 RANK	13	DB 2015 RANK [Ⓢ]	13	CHANGE IN RANK	0
DB 2016 DTF (% POINTS) [Ⓢ]	90.05	DB 2015 DTF (% POINTS) [Ⓢ]	90.06	CHANGE IN DTF (% POINTS) [Ⓢ]	+0.01

Indicator	Malaysia	East Asia & Pacific	OECD high income
Procedures (number) [Ⓢ]	5	4.7	4.8
Time (days) [Ⓢ]	32.0	74.1	
Cost (% of income per capita) [Ⓢ]	30.7	818.8	
Reliability of supply and transparency of tariff index (0-8) [Ⓢ]	8.0	3.6	

No.	Procedure	Ass.
1	Hire certified electrical engineer to provide compliance certificate for internal wiring	MYR 650
2	Submit application to TNB through electrical engineer and await site visit	MYR 0
3	Receive site visit from TNB and await estimate	MYR 0
4	Receive and pay estimate, pay security deposit and obtain external approval	MYR 9,865.71
5	Receive meter installation and turn-on of electricity from TNB	MYR 0



We have met Top 10 in “Getting Electricity” for World Bank Doing Business Report 2018



DOING BUSINESS | Measuring Business Regulations



Ease of Doing Business in
Malaysia

Topic	DB 2018 Rank	Economy	Rank	DTF %	Procedures	Time Days	Cost	Reliability Index
OVERALL	24							
1. Starting a Business	111	UAE	1	99.92	2	10	25.2	8
2. Dealing with Construction Permits	11	Korea, Rep	2	99.89	3	13	37	8
3. Getting Electricity	8	Taiwan, China	3	99.45	3	22	38.9	8
4. Registering Property	42	Hong Kong SAR, China	4	99.02	3	27	1.4	8
5. Getting Credit	20	Germany	5	98.79	3	28	40.2	8
6. Protecting Minority Investors	4	Sweden	6	96.21	3	52	31.2	8
7. Paying Taxes	73	Switzerland	7	94.41	3	39	59.2	7
8. Trading Across Borders	61	Malaysia	8	94.33	4	31	28	8
9. Enforcing Contracts	44	United Kingdom	9	93.29	3	79	24.9	8
10. Resolving Insolvency	46	Russian Federation	10	92.81	3	83	41.5	8

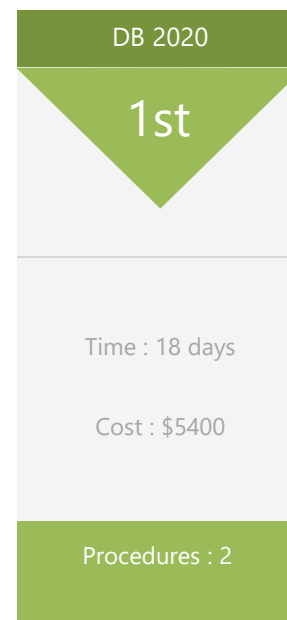
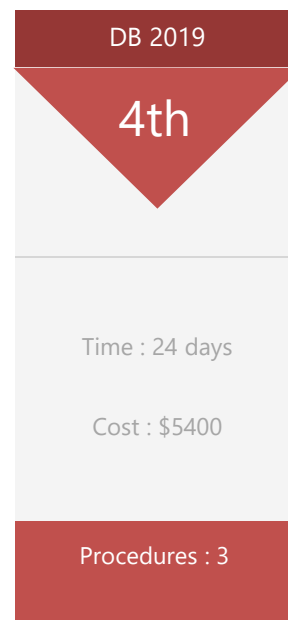
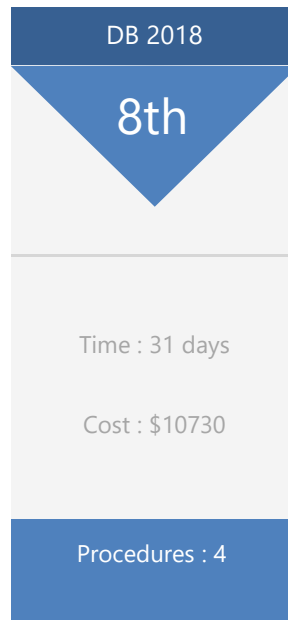
Note: The assessment was done for 190 economies

Our transformation focused on improving from 5 procedures to 3 procedures. This also impacts the delivery duration



Getting Electricity

Simulation Table



Doing Business 2020



Submit application to TNB through electrical engineer & prepare connection charge
(4 calendar days)



Pay connection charges & security deposit, obtain external connection, receive meter installation and turn-on of electricity from TNB
(14 calendar days)

2 Procedures | 18 Cal. Days

Promotion on TNB Website

To push more relevant content and improve search results by the Google Search Engine

ENHANCED SERVICES FOR ELECTRICITY APPLICATION IN KUALA LUMPUR

Getting a new business off the ground is hard enough. We want to make things a little easier on you by simplifying the process of getting connected with power.



TenagaXpress

STARTING FROM SEPTEMBER 2018, NEW BUSINESS PREMISES UNDER TNB KUALA LUMPUR WILL ENJOY IMPROVED SERVICES FOR GETTING ELECTRICITY. POWER YOUR BUSINESS IN TWO SIMPLE STEPS TODAY!



Submit your application through an electrical engineer.



Pay your connection charges & security deposit simultaneously, obtain external connection and meter installation

FGGE initiatives action plan

For 2018





TERIMA