



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

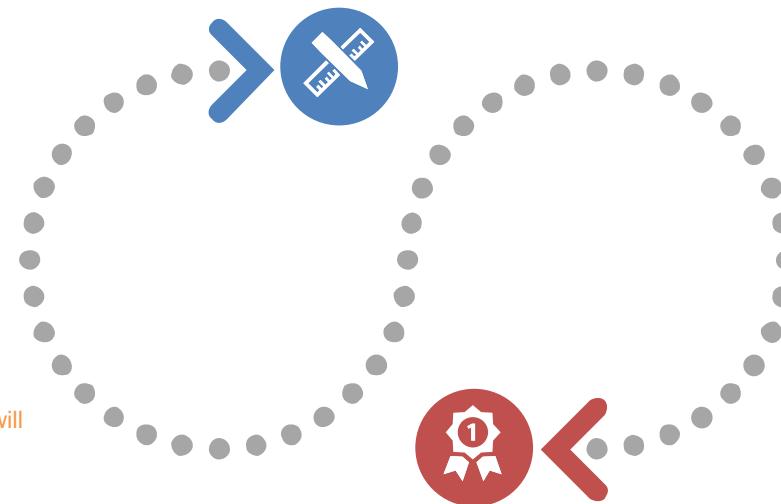
Asset Development

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

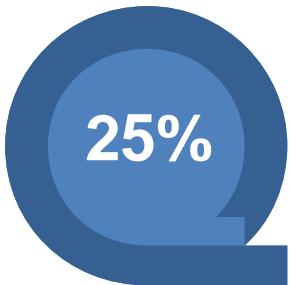
TNB is not viewed as a Government entity

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



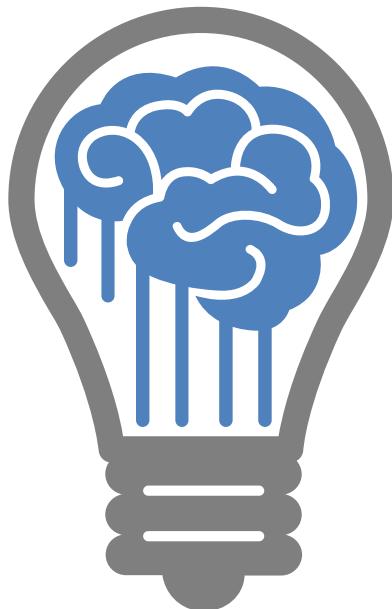
Wrong Documents

Documents submitted are not as per PBT requirements



Not Diligent

TNB is not diligent in the follow up



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



Policies

Some PBTs process/policy changes often



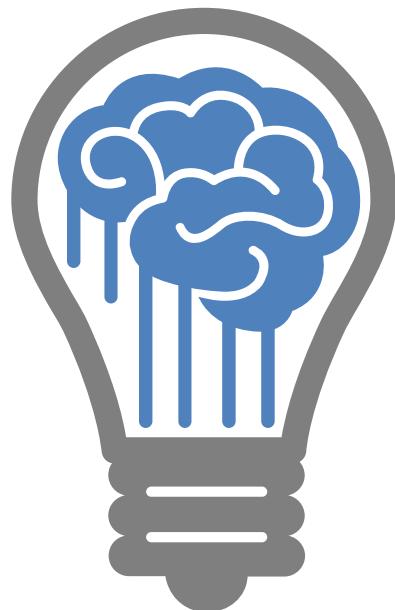
Communication

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



Unresolved issues

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



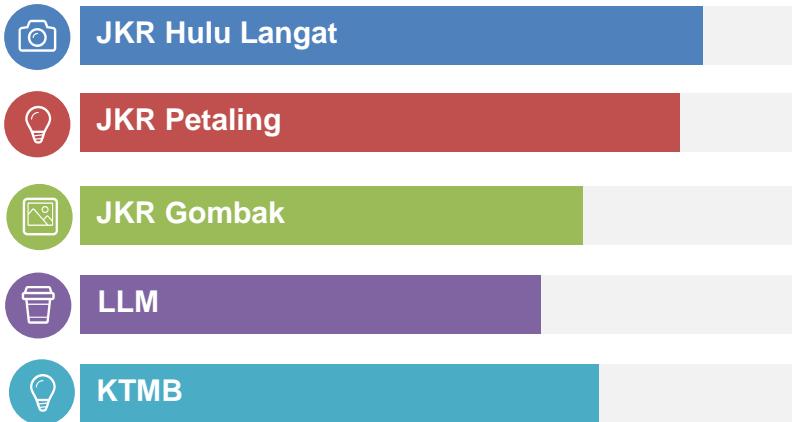
Stakeholders for TNB KL

PBTs



Stakeholders for TNB KL

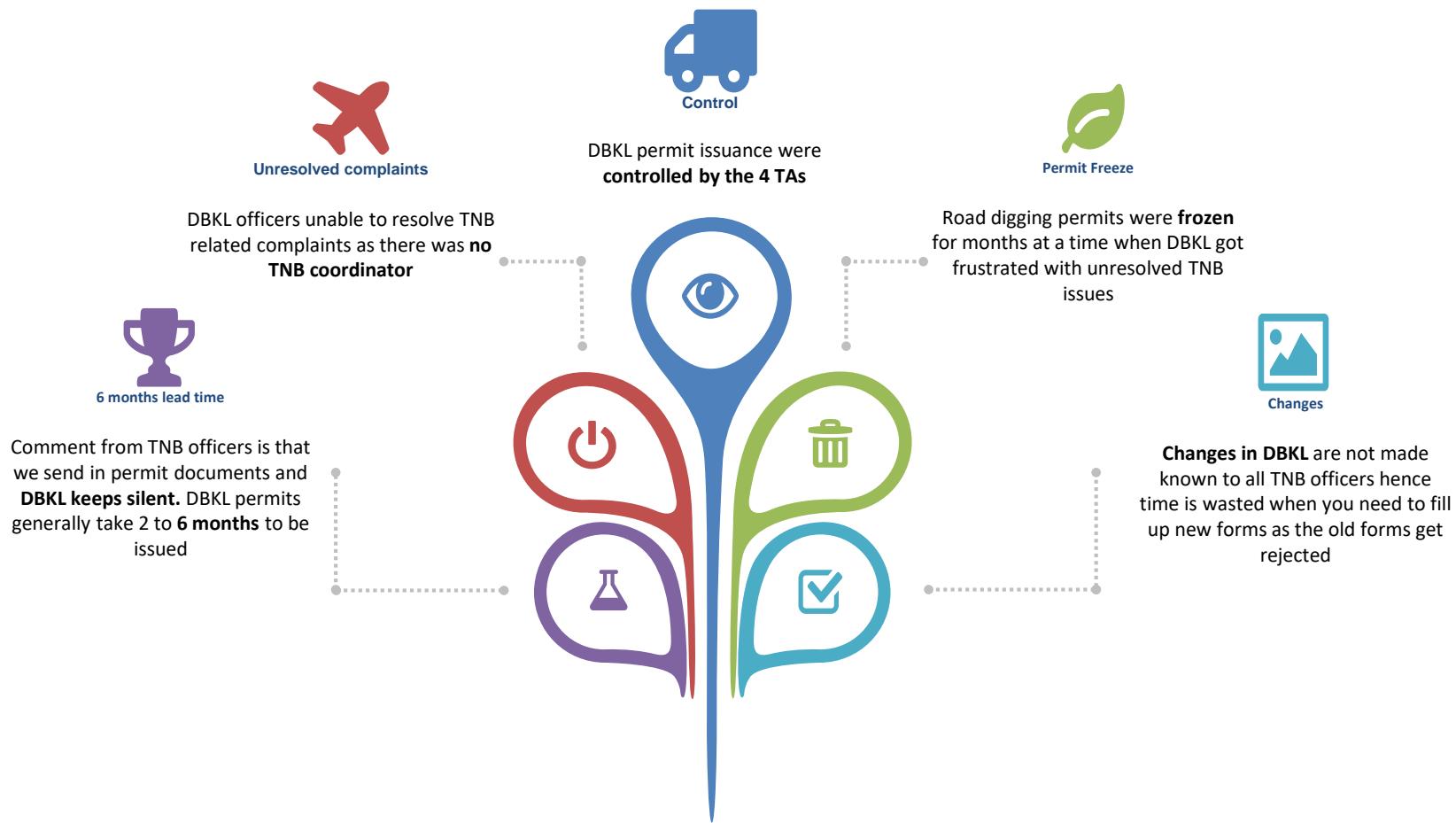
Government Agencies



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

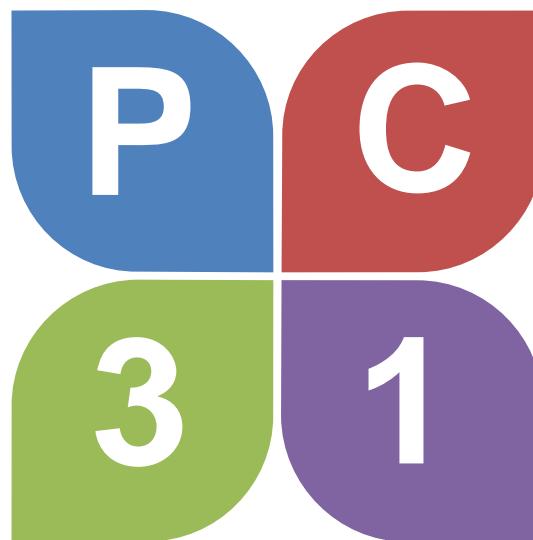
- Raised by TNB
- DBKL Eng assigns DBKL TA based on Parliamentary area
- Recommendation by DBKL TA
- Verified by DBKL Eng
- Dual Approval required (Dep Dir and Director)

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



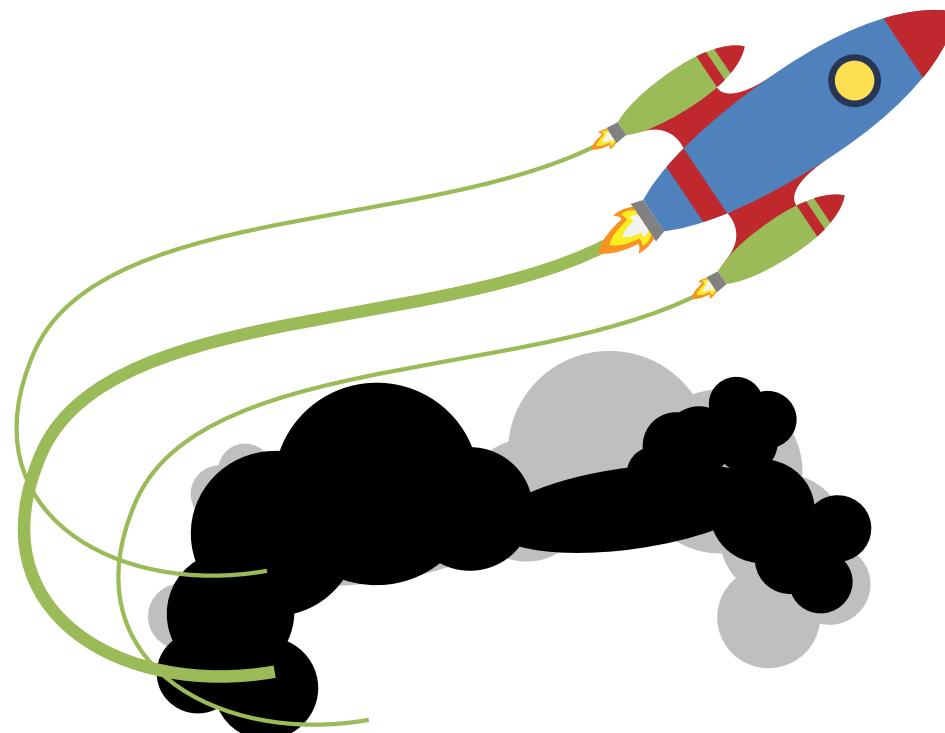
Module 1

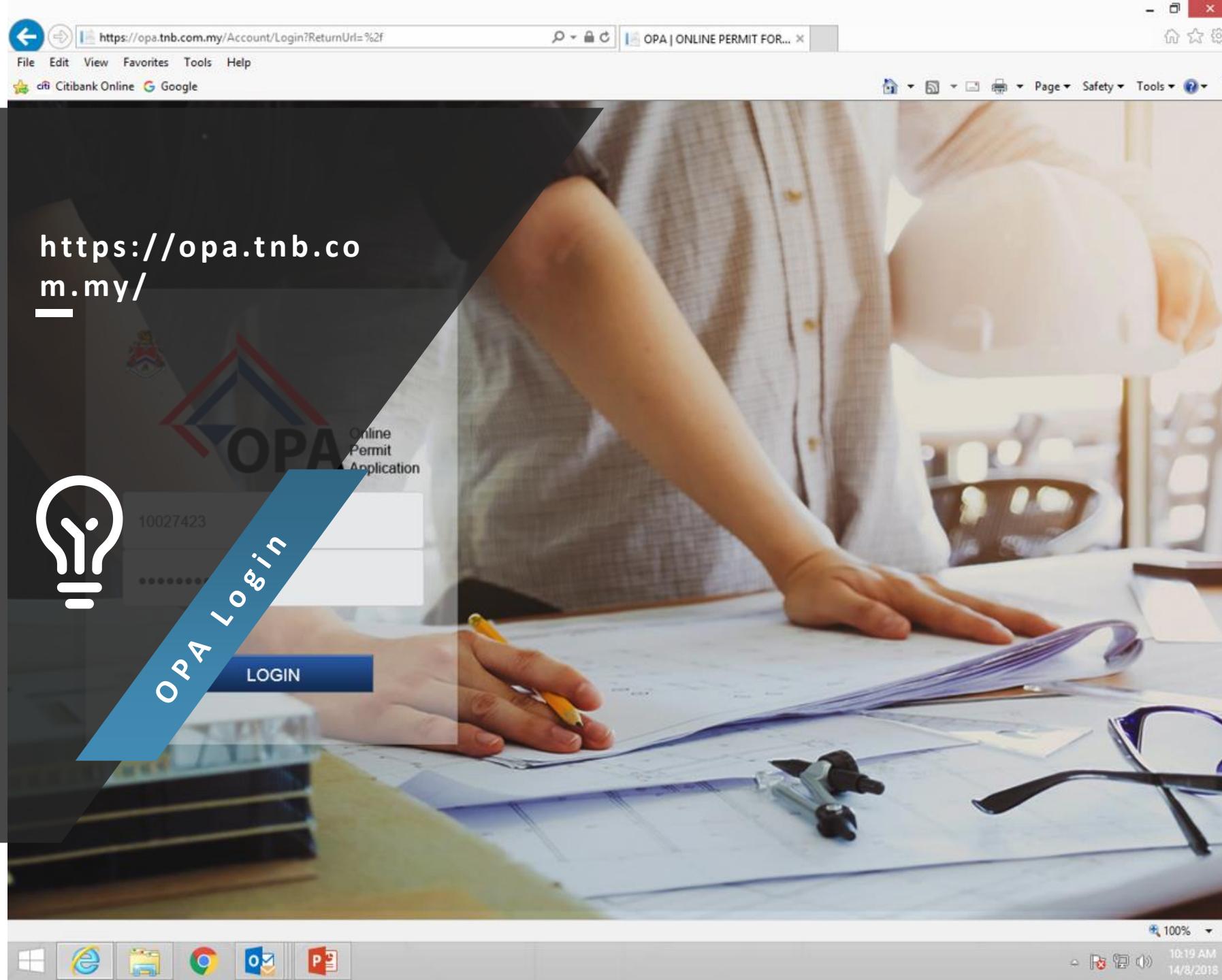
OPA module 1 (Permit Application & Permit Approval) is **ready to use now**

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 | ONLINE PERMIT FOR...

File Edit View Favorites Tools Help

Citibank Online Google

ONLINE PERMIT FOR UTILITIES DIGGING

ONG LI LING, PUAN SRI (ADMINUSER)

10027423

OPA

SENARAI PERMOHONAN

JUMLAH SEMUA PERMOHONAN **36**

JUMLAH PERMOHONAN ANDA **0**

PERMOHONAN DITOLAK **5**

FILTER SENARAI PERMOHONAN

Nama Pemohon:

Status: - Sila Pilih Yang Ber

Jenis Permohonan: - Sila Pilih Yang Ber

Tarikh: Dari Hingga

Parlimen: - Sila Pilih Yang Ber

Nama Jalan:

36 Applications

As of 1st October 2018

JENIS PERMOHONAN **STATUS** **TINDAKAN**

| | | |
|-----------------------|-------|--|
| KURANG DARI 200 METER | DRAFT | |
| KURANG DARI 200 METER | DRAFT | |
| LEBIH DARI 200 METER | NEW | |
| 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

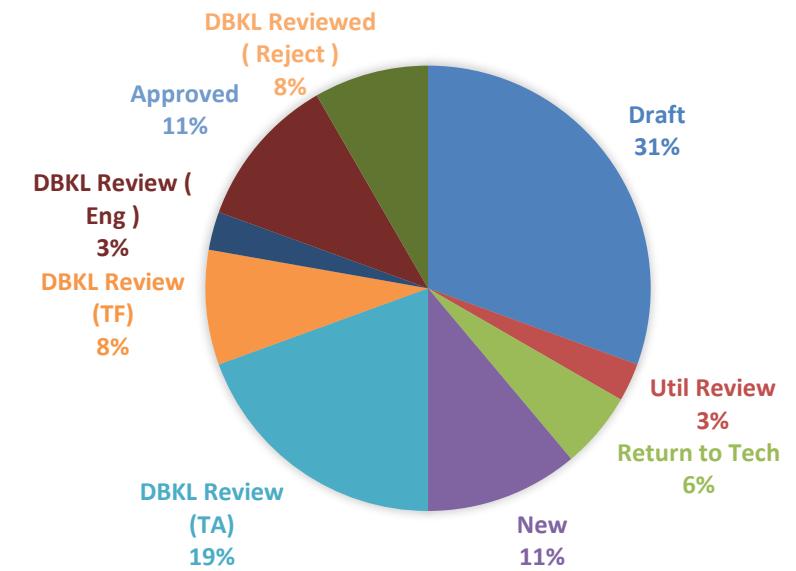
Expired

Permits that have expired

3

DBKL Reviewed (Reject)

Utility Engineer is taking action after DBKL Engineer rejected the permit



REJECTED APPLICATIONS

On OPA



JKPB PL 62/18

- Pelan pemohon perlu menunjukkan detail dari segi keratin rentas potongan jalan
- Penanaman kabel di bahu jalan adalah dasar Jabatan pada masa ini. Sila kemukakan cadangan di bahu jalan



JKPB 58/18

- Pelan pemohon perlu menunjukkan detail dari segi keratin rentas potongan jalan
- Penanaman kabel di bahu jalan adalah dasar Jabatan pada masa ini. Sila kemukakan di bahu jalan



JKPB PL 59/18

- Sila kemaskini pelan yang dikemukakan mengikut standard piawai jabatan.
- Di syor permohonan kaedah HDD di bahu jalan



JKPB PL 63/18

- Semakan dibuat permohonan laluan kabel perlu ambil perhatian kedalaman yang dirancang untuk korekan sedalam 1.5 m
- Sila pastikan tiada korekan akan menjelaskan kabel atau saluran sediaada



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

Technical Drawings

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



Online Forms

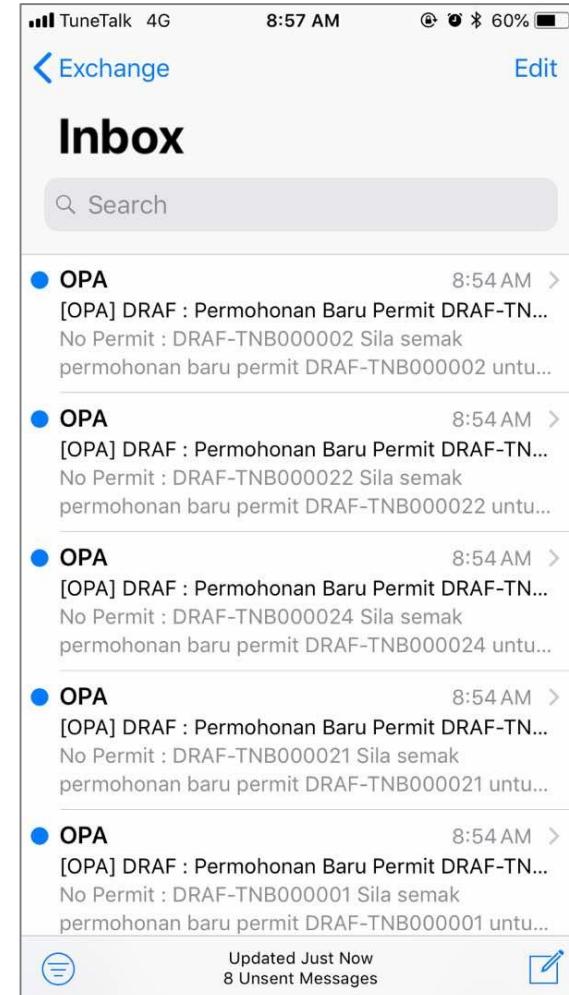
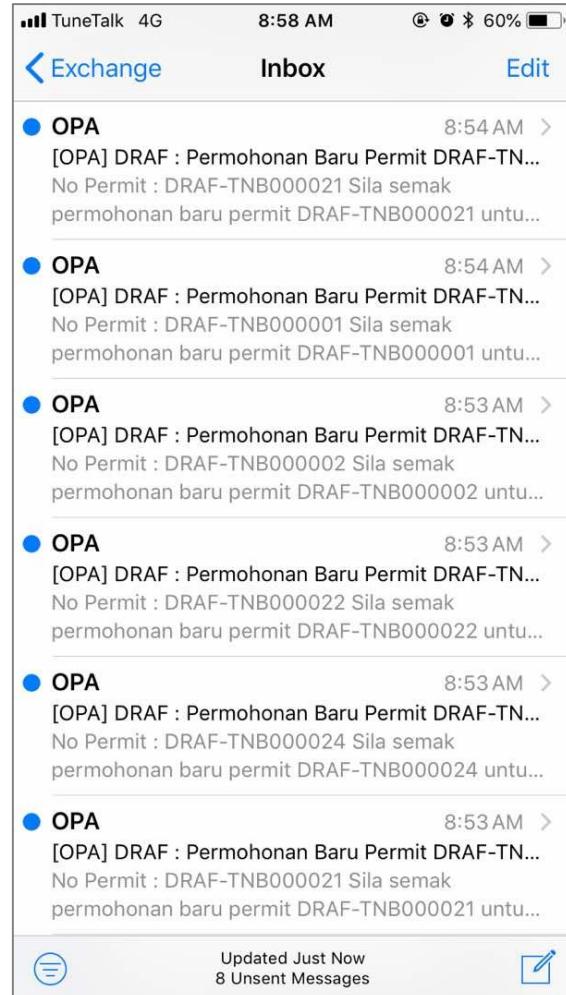
DBKL Forms JKPB 03 and JKPB 04 requires particulars of TNB's Project Consultants

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

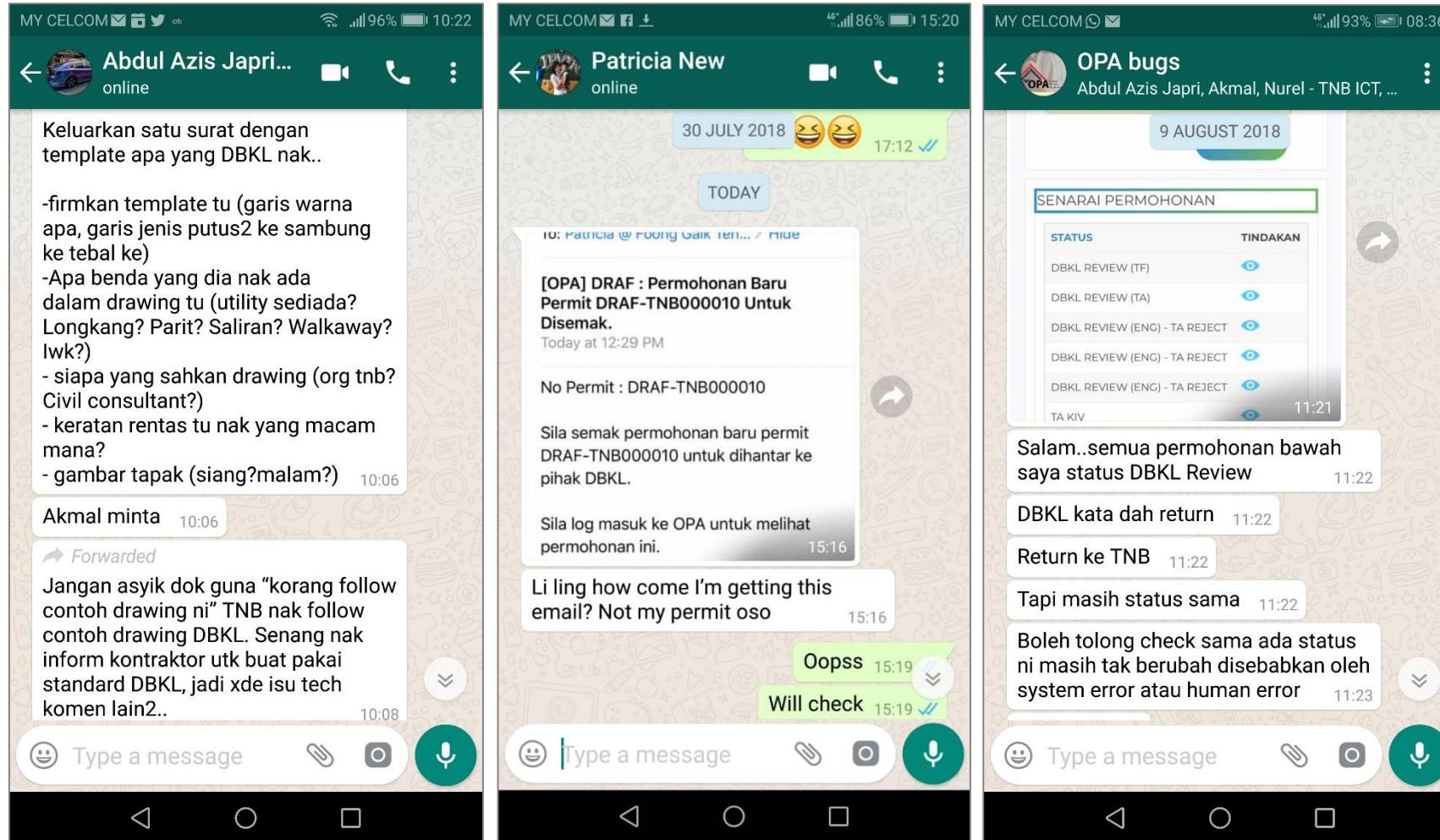
Teething Issues

Error in Email Notification



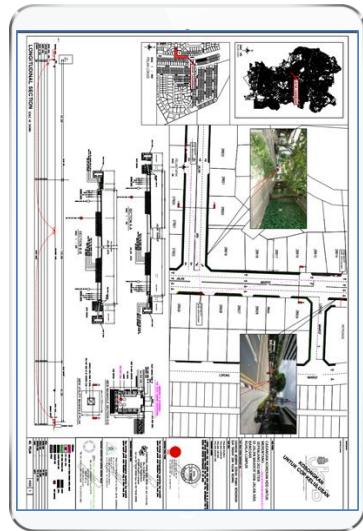
Teething Issues

Notifications and Specs

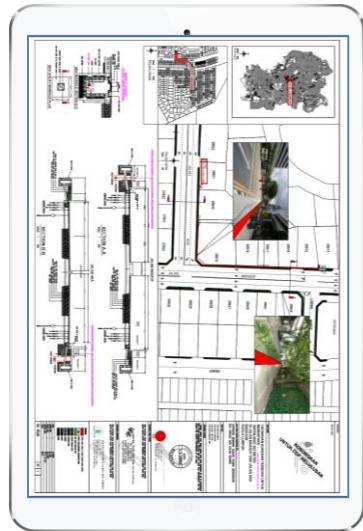


Teething Issues

New Specs for Drawings



HDD



Open Cut



Pipe Jacking

Teething Issues

Increased rates for Mill and Pave effective 18 Sept 2018



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

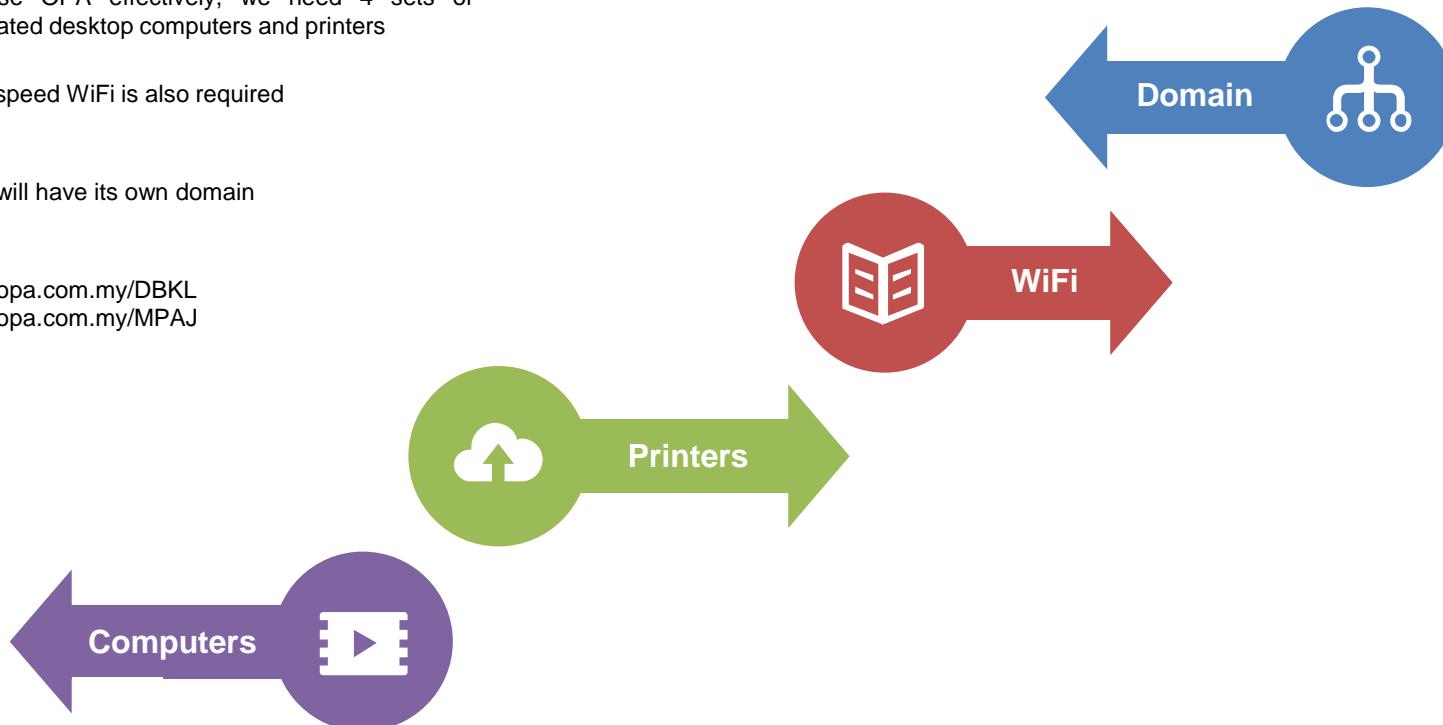
Required of DBKL

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



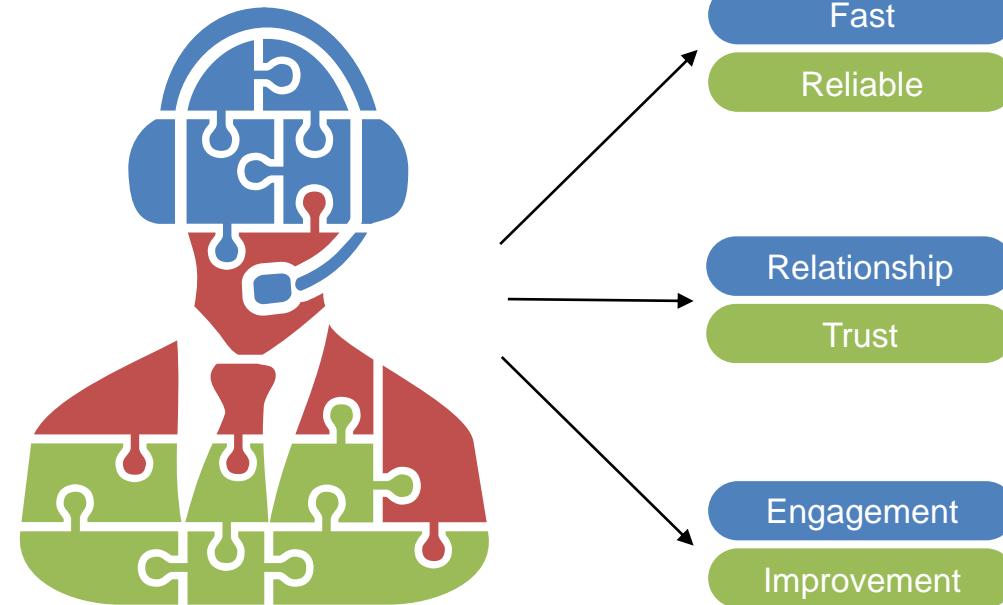
Current situation with DBKL

as of October 2018

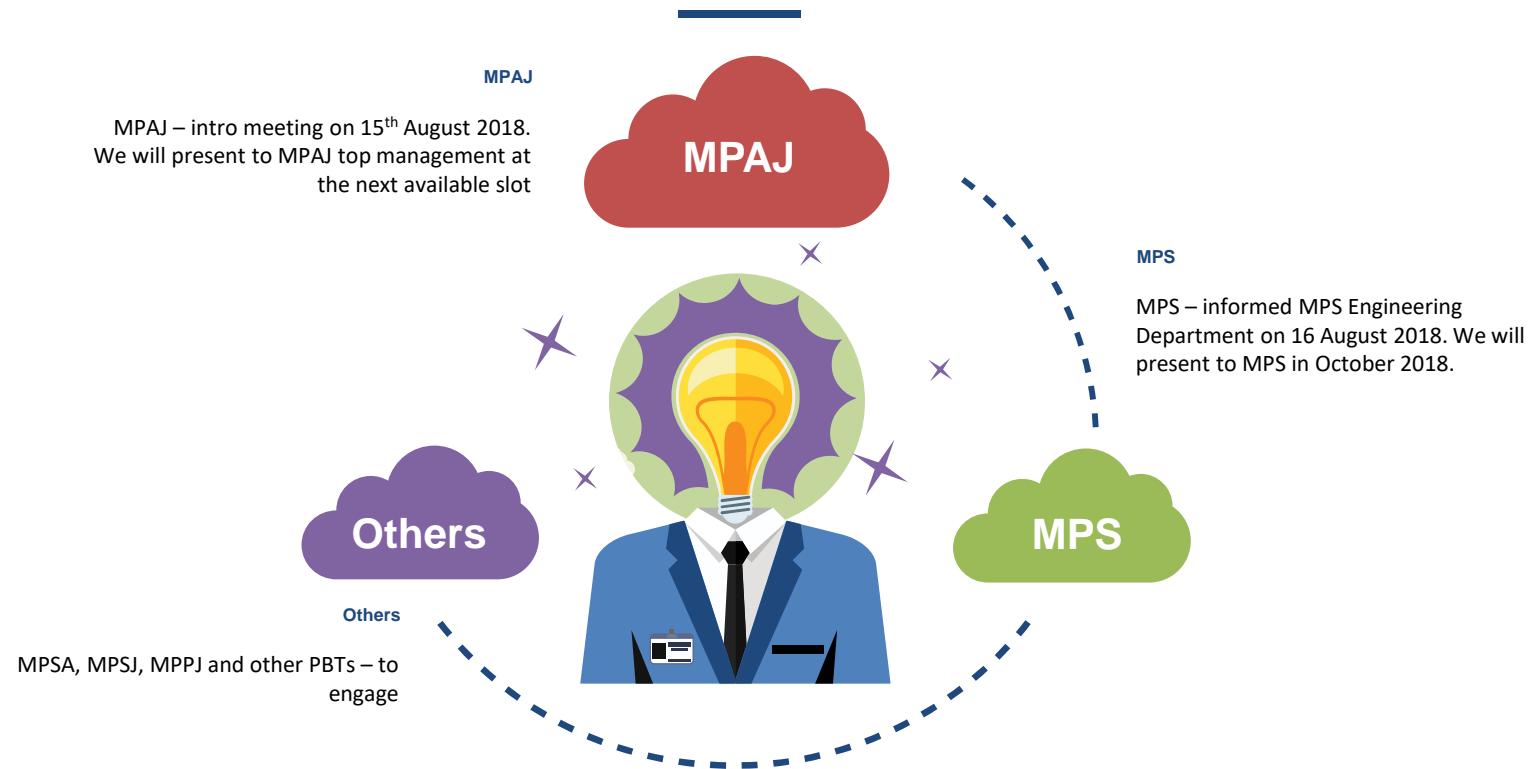
24 Hours Access

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

Both parties can view status online



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.

MCMS : Online Project Monitoring System

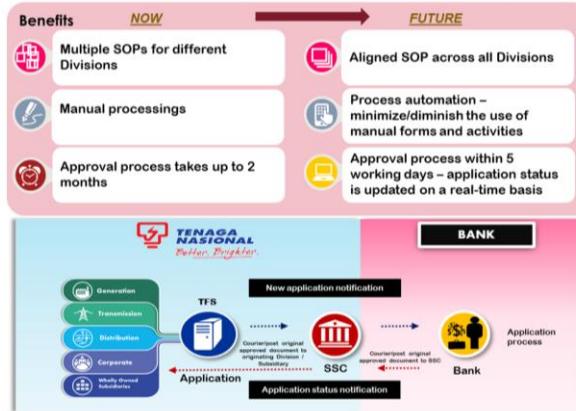
To incorporate the requirements into Mobility for Construction (MCMS) Project. The existing excel spreadsheet can be shared in TNB MyCloud.

- ✓ Avoid confusion to the Project Managers and Permit Managers. Project Manager will use MCMS to manage project starting Nov 2017.
- ✓ No cost incurred for the user, since the requirements will be catered under MCMS project budget.
- ✓ End to end capabilities will be catered in MCMS; more functionalities offered than Option 1. (e.g. Dashboard, workflow extended to 3rd Party, PBT, JKR, etc).

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.





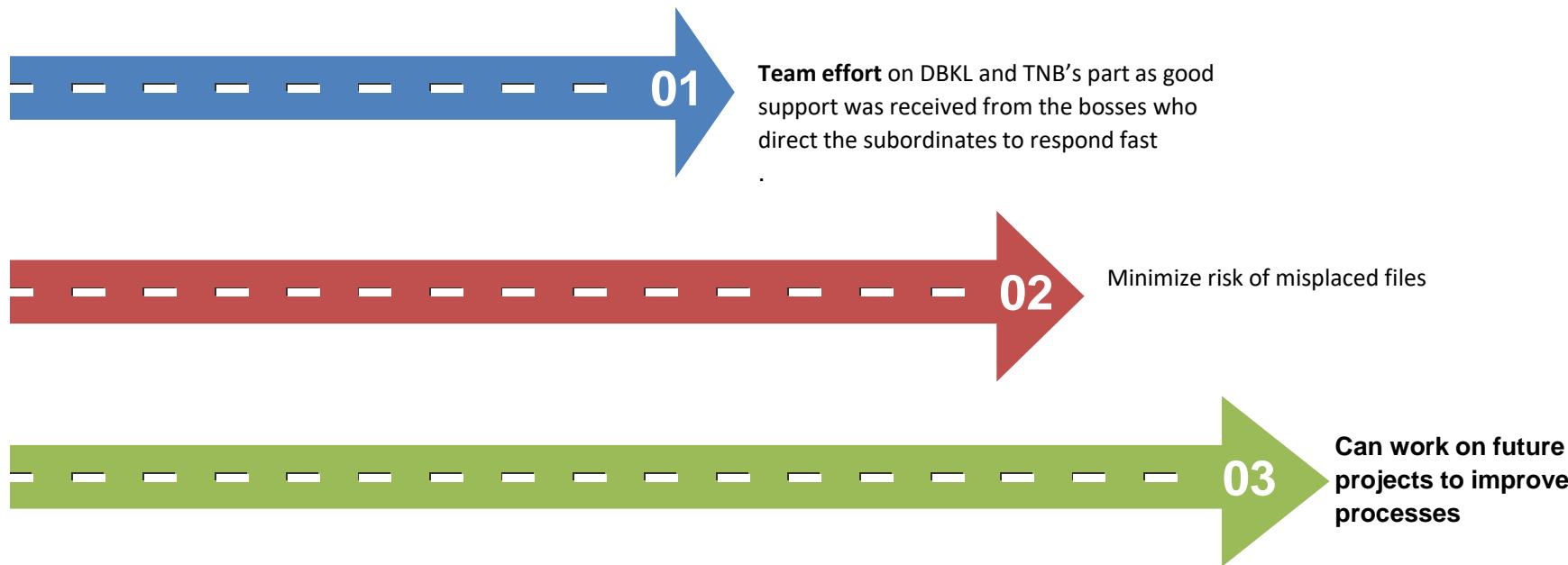
Team Effort

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



- 01** **Team effort** on DBKL and TNB's part as good support was received from the bosses who direct the subordinates to respond fast
- 02** Minimize risk of misplaced files
- 03** 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

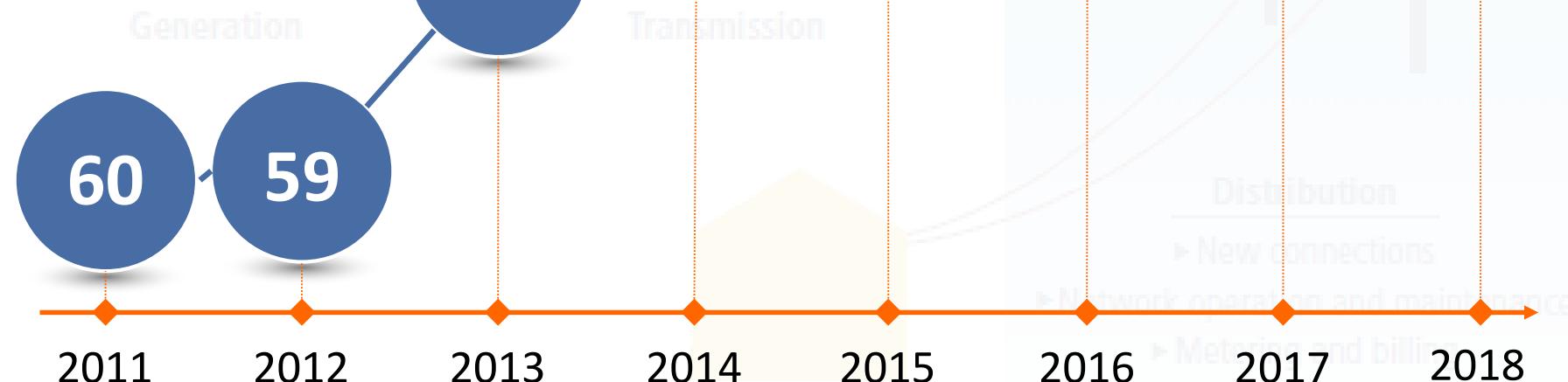
| DB 2016 RANK | 13 | DB 2015 RANK | 13 | CHANGE IN RANK | 0 |
|------------------------|-------|------------------------|-------|--------------------------|-------|
| DB 2016 DTF (% POINTS) | 90.05 | DB 2015 DTF (% POINTS) | 90.06 | CHANGE IN DTF (% POINTS) | +0.01 |

Indicator

| 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

- 1 Hire certified electrical engineer to provide compliance certificate for internal wiring
- 2 Submit application to TNB through electrical engineer and await site visit
- 3 Receive site visit from TNB and await estimate
- 4 Receive and pay estimate, pay security deposit and obtain external connection
- 5 Receive meter installation and turn-on of electricity from TNB



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

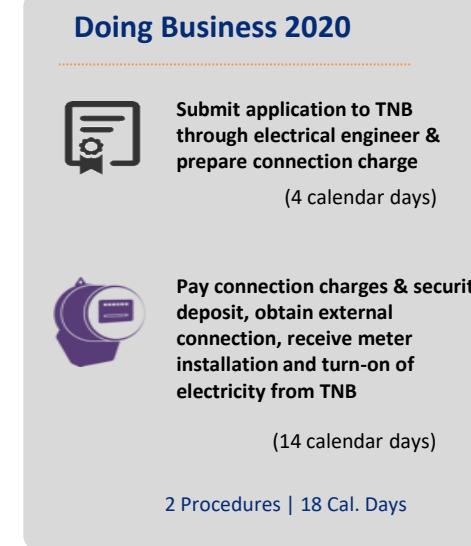
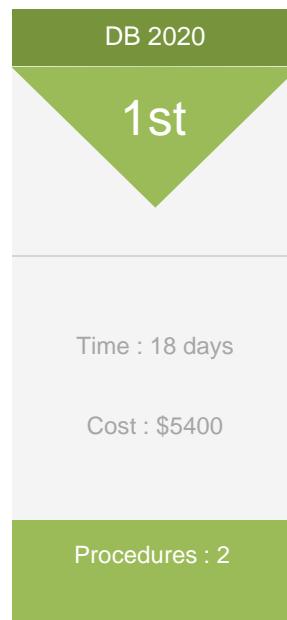
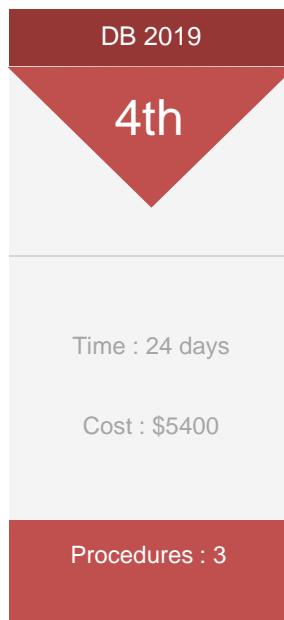
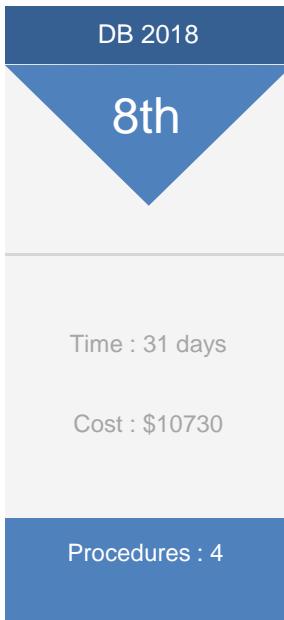
Note: The assessment was done for 190 economies

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



Getting Electricity

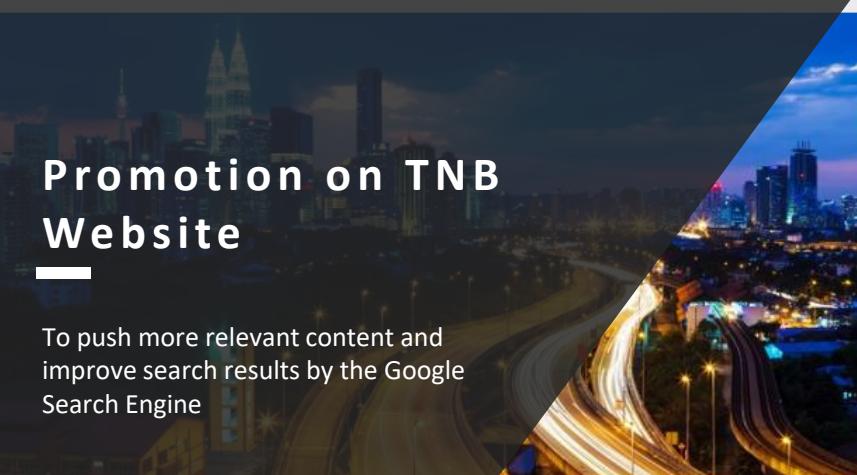
Simulation Table



Enhanced Services For Ele

Secure | https://www.tnb.com.my/tenagaxpress/

HOME » ENHANCED SERVICES FOR ELECTRICITY APPLICATION IN KUALA LUMPUR



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.



STARTING 1st NOVEMBER 2018, NEW BUSINESS PREMISES UNDER TNB KUALA LUMPUR WILL ENJOY IMPROVED PROCESSES FOR GETTING ELECTRICITY. POWER YOUR BUSINESS IN TWO SIMPLE STEPS TODAY!

TenagaXpress

01



Submit your application through an electrical engineer.

02



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

FREQUENTLY ASKED QUESTIONS

1:04 PM
12/9/2018

FGGE initiatives action plan

For 2018

TNB Corporate Communication to create WBGE quick link and special landing page at TNB Website by March 2018



TNB Customer Service to establish verification process by Planner (TNB KL) in Self Service Portal for WBGE type applications by June 2018



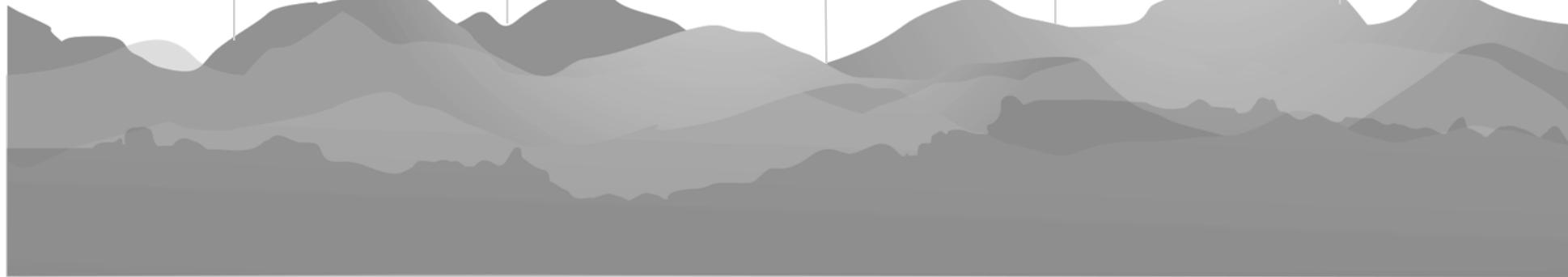
To periodically engage customers (M&E Consultants and wiring contractors) on WBGE process and develop them as WBGE respondents



Billing & Customer Relation Mgmt. (BCRM) System to develop single payment (connection charge and meter deposit) for customers by June 2018



TNB ICT to develop Online Permit Application (OPA) for DBKL fast permit approval.



AGA
IONAL

