



PEMUDAH

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

Media Release/Statement from PEMUDAH

PEMUDAH “ADOPTS” DEWAN BANDARAYA KUALA LUMPUR

PEMUDAH – the country’s special task force dedicated to facilitating all aspects of doing business in Malaysia – has decided to “adopt” the Kuala Lumpur City Hall (DBKL) with immediate effect. This is to ensure that DBKL becomes more customer-friendly and its service delivery improved.

This decision was made following the Government’s call to improve the service delivery system at the local government level, and DBKL, specifically. To the man-on-the-street and tourists alike Kuala Lumpur is Malaysia. As such, service delivery by the DBKL impacts people’s perception of Malaysia as a whole.

Tan Sri Mohd Sidek Hassan, Chief Secretary to the Government and the Co-Chairman of PEMUDAH said that a special Focus Group will be established to work with DBKL in addressing specific issues of service delivery. The Focus Group will be chaired by the Secretary General of the Ministry of Federal Territory and its members will comprise, among others, the Mayor of Kuala Lumpur and private sector

members of PEMUDAH. In addition, PEMUDAH will have DBKL as a permanent agenda in its monthly meetings with the Mayor of Kuala Lumpur making regular progress reports of improvements undertaken.

In his opening remarks during the PEMUDAH meeting on Friday, Tan Sri Sidek reiterated that PEMUDAH has made significant strides in improving public service delivery. The World Bank in its Doing Business Report 2009 reported that Malaysia has improved to 20th position among 181 countries surveyed, from 24th among 175 countries in 2008. The Swiss-based Institute for Management Development (IMD) ranked Malaysia 19th in terms of global competitiveness, an improvement from 23rd in 2007.

Tan Sri Sidek stressed that while these improved rankings are encouraging, there is much more that needs to be done. And it is in this context that PEMUDAH will be working with DBKL.

**PEMUDAH Secretariat
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