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**PERTUBUHAN AKITEK MALAYSIA
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**REGISTERING REGULATORY ISSUES IN
DEALING WITH CONSTRUCTION PERMIT**

PAM Practice Notes

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REGISTERING REGULATORY ISSUES IN DEALING WITH CONSTRUCTION PERMIT

Introduction

This pandemic had created a condition that requires the need for rapid digital transformation and changes to reduce the current outdated and unnecessary regulations ('red tape') that hinder business revival and growth. This includes Architectural Consultancy Practices (ACP) especially during the phase of economic recovery. Since Movement Control Order (MCO) 1.0, PSP and SP have faced countless hurdles in the process of obtaining construction permit, despite the introduction of OSC 3.0 Plus Online since October 2019.

OSC 3.0 Plus Online is an initiative by the Ministry of Housing and Local Government (KPKT) to accelerate the applications and processing for land development and building control, through a paperless processing system. However, proper implementation and adoption continues to be thwarted due to various administrative barriers imposed by the regulators.

It was brought to PAM's attention that Members are:

- continuously faced with challenges in the process of applications and approvals of construction permits;
- unaware of ad-hoc regulations and requirements which are not properly updated and published by the regulators;
- not well-informed of the available platforms to voice and register their predicaments; and
- unfamiliar with the process of registering their feedbacks and concerns on regulatory barriers.

Based on the above, PAM recommend the following guide to facilitate members in channeling their discontent over unnecessary regulations imposed on them. Members are encouraged to take this opportunity to be heard, joint forces to propel for regulatory reforms, assist the government to enhance the effectiveness of delivery system, especially related to the approvals of construction permits.

Registering Feedbacks

Covid-19 has been the catalyst that led to the rapid adoption of digital solutions and transforming ways of working and service delivery. Albeit having well planned policies, it is equally crucial to avoid the yo-yo effect of strategic planning. With cooperation from all stakeholders, PAM hope to achieve the following:

- To inject a sense of urgency and importance among regulators in dealing with Construction Permits to ensure businesses, investors and industry players including Architectural Consultancy Practices (ACP) are facilitated and not delayed by opaque layers of bureaucracy and red tape;
- To identify and moot for the removal of unnecessary regulatory hurdles endured by the industry players and PAM members in dealing with construction permits; and
- Self-regulations.

Platform for Registration of Feedbacks and Concerns

1. Public Complaints Bureau

The Public Complaints Bureau (PCB) was set up with two main objectives:

- a. To establish close rapport between the government and the public; and
- b. To establish a channel, enabling the public to put forward their complaints in connection with regulators or service providers, or complaints on federation administration action deemed unjust.

Members who encounter any issue in dealing with regulators or technical agencies may register their feedback, complaint or concern through the link provided below: -

<https://pcb.spab.gov.my/eApps/sdmscasepool/SdmsCasePool/add.do?apiCode=ms>

2. MalaysiaMudah (MyMudah)

Malaysian Productivity Corporation (MPC) have been tasked to lead the programme of MalaysiaMudah or MyMudah to alleviate unnecessary regulatory burdens impeding business recovery and growth through following initiatives:

- a. Businesses including ACPs to highlight unnecessary regulatory burdens through Unified Public Consultation (UPC) Portal; and
- b. MPC shall provide guidance and advisory services to facilitate businesses in avoiding unnecessary regulatory burdens. The feedback will also be used for regulatory review process to improve the quality of regulations.

Members who intend to receive consultation in resolving regulatory issues can register via this link: <https://upc.mpc.gov.my/>

3. Other Alternative Platform to Register Feedbacks and Concerns

a. Ministry of Housing and Local Government (KPKT)

<https://aduan.kpkt.gov.my/aduan-online/entry/aduanperumahan.cfm>

b. PAM Practice Bureau

A digital platform designed for PAM members to submit practice related queries or feedback.

<https://form.jotform.com/202678553456060>

Members are advised to include complete information with supporting documents and relevant correspondences when registering their feedback, complaints or concerns.

Professional Practice Committee,
Pertubuhan Akitik Malaysia

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