

P104 SOP for Program Mesra Rakyat

Pusat Khidmat Rakyat Parlimen Subang
No 2-12, Jalan Cenuk 1, Bandar Puchong Jaya,
47100, Puchong, Selangor

Table of Contents

- ▶ Objectives
- ▶ Parties
- ▶ Scope & Responsibilities
- ▶ The Process
- ▶ Flow-Chart
- ▶ Guidelines
- ▶ Post-completion Follow-Up

Objectives

- ▶ Introduced to all Members of Parliament of Pakatan Harapan government on 26 February 2019
- ▶ Federal Allocation for Small Infrastructure Projects in 2019 of RM 2mil
- ▶ Focused on funding from Federal Government for infrastructure repairs
- ▶ To increase socioeconomic development in Parliament Subang

Parties

- ▶ P104 Office of YB Wong Chen
 - ▶ Officers include:
 - ▶ Tina Lai
 - ▶ Kevin Ling
 - ▶ Dhinaa Rajendran
 - ▶ Goh Paul Mae
- ▶ Prime Minister's Office (PMO)
 - ▶ ICU JPN
- ▶ Land Office
 - ▶ PPD Petaling

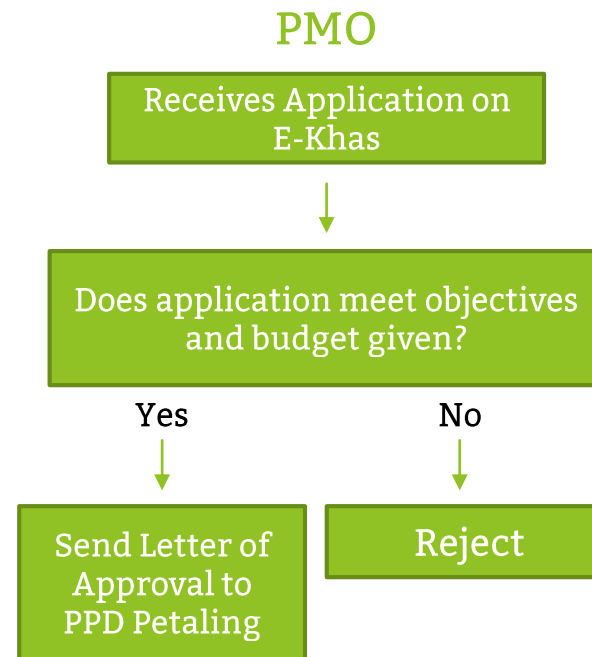
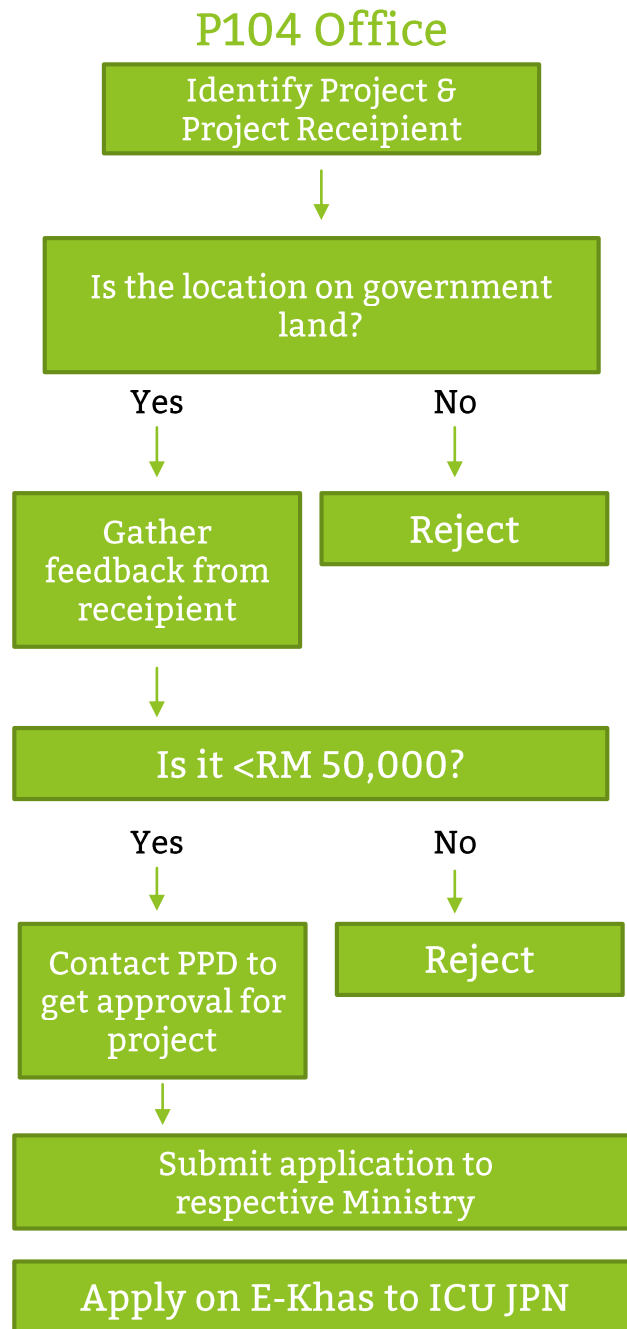
Scope & Responsibilities

- ▶ P104 Office
 - ▶ Identify project and gather feedback from project recipient
- ▶ PMO
 - ▶ Approve/Reject Project
- ▶ Land Office
 - ▶ Appoint contractor
 - ▶ Monitor workmanship
 - ▶ Pay contractor

The Process

- ▶ Steps by P104 Office:
 - ▶ Identify the projects
 - ▶ Assist recipient to design a project paper
 - ▶ Gather feedback on costs and project details from recipient
 - ▶ Sends letter requesting for approval from relevant ministries and agencies to advance the project
 - ▶ Meet Land Office to inquire viability of the project
 - ▶ Submits application on E-Khas to PMO Office
- ▶ Steps by Prime Minister Office (ICU JPN):
 - ▶ Submit Letter of Approval to Land Office to carry out project
- ▶ Steps by Land Office (PPD Petaling):
 - ▶ In charge of selection of contractor and assessing success of project

Flowchart



Expected Timing (Start to Finish)

- ▶ Identify and Design Project – 1 Week
- ▶ Letter to and Reply from Ministry – 2 Weeks
- ▶ PMO Approval – 2 Weeks
- ▶ Land Office (Award Contract) – 2 Weeks
- ▶ Project Start to Completion – 4 Weeks
- ▶ **Timeline – Start to Finish is approximately 3 months**

General Guidelines

- ▶ Must be below RM 50,000
- ▶ Must have wide impact to the community
- ▶ Projects must be carried out on **Government/Public Land Only**
- ▶ All projects must be carried out within Parliament Subang
- ▶ Deadline for Last application: **30 September 2019**

Post-Completion Follow Up

- ▶ Request for before & after pictures from recipient
- ▶ If unsatisfied, contact PPD Petaling to lodge an official complaint
 - ▶ Complaints must be given within 2 weeks of completion