

PAYMENTS FOR PRINTING SERVICES OF CONTROLLED DOCUMENTS

Road Transport Department
Ministry of Transportation

Main Points

- What we examined?**
- Payments for printing services of controlled documents by the Road Transport Department (JPJ).
- Why it is important?**
- To determine whether the payments for printing services of controlled documents have been made in orderly manner and in compliance with laws, financial regulations and agreements.
- What we found?**
- Overall, based on Audit scope, there were weaknesses in the payment process of Malaysian Driving License (MDL) card printing services which resulted in waste and loss of public money amounting RM14.38 million. This occurred due to inadequate supervision of the regulations and agreements by the JPJ. Audit findings are as stated below:
 - 1.83 million unused MDL cards worth RM14.23 million; and
 - penalty sum of RM149,178 for the violations of Service Level Agreement (SLA) not being imposed.
- What do we recommend?**
- The Audit recommendations are as follows:
 - ensure the usage of the cards is monitored frequently to allow an efficient use of cards and avoid unnecessary wastage;
 - ensure the contractor complies with SLA and in the event of non-compliance, penalties are imposed immediately; and
 - ensure a better monitoring strategies to facilitate immediate and effective response when the problem arises.

