



**SERVICE
DELIVERY**

SERVICE DELIVERY

CLIENT CHARTER

The client charter target for 2021 is 99%. Actual achievement for 2021 is 100%.

The companies client charter performance for 2021 are as follows:

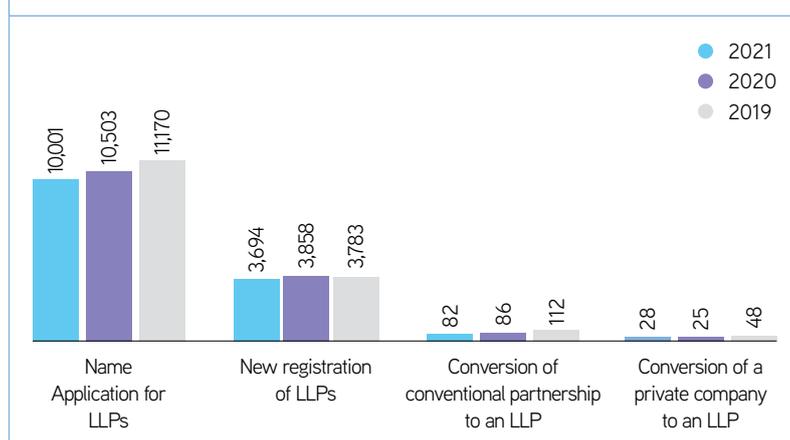
FORMS	CLIENT CHARTER	PERCENTAGE (%)
Incorporation of a Company	1 Day	100
Approval of Name	1 Day	100
Certificate of Starting a Business for Public Companies	1 Day	100
Change of Company Name	1 Day	100
Change of Company Status	2 Days	100
Registration of Charge	3 Days	100
Registration of Prospectus	3 Days	100

LIMITED LIABILITY PARTNERSHIPS (LLP)

The statistics of registration of LLPs for year 2019 to 2021 are as follows:

TRANSACTIONS	2021	2020	2019
Name Application for LLPs	10,001	10,503	11,170
New registration of LLPs	3,694	3,858	3,783
Conversion of conventional partnership to an LLP	82	86	112
Conversion of a private company to an LLP	28	25	48
TOTAL	13,805	14,472	15,113

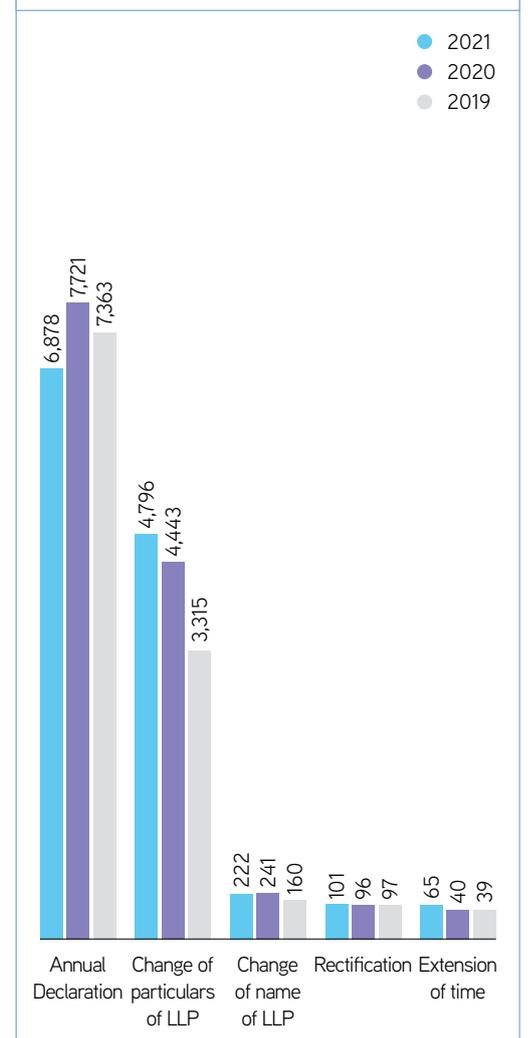
REGISTRATION OF LLPs FOR YEAR 2019 - 2021



The statistics of submission for post registration of LLPs for year 2019 to 2021 are as follows:

TRANSACTIONS	2021	2020	2019
Annual Declaration	6,878	7,721	7,363
Change of particulars of LLP	4,796	4,443	3,315
Change of name of LLP	222	241	160
Rectification	101	96	97
Extension of time	65	40	39
TOTAL	12,062	12,541	10,974

SUBMISSION FOR POST REGISTRATION OF LLPs FOR YEAR 2019 - 2021



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MALAYSIA CORPORATE IDENTITY (MyCoID)

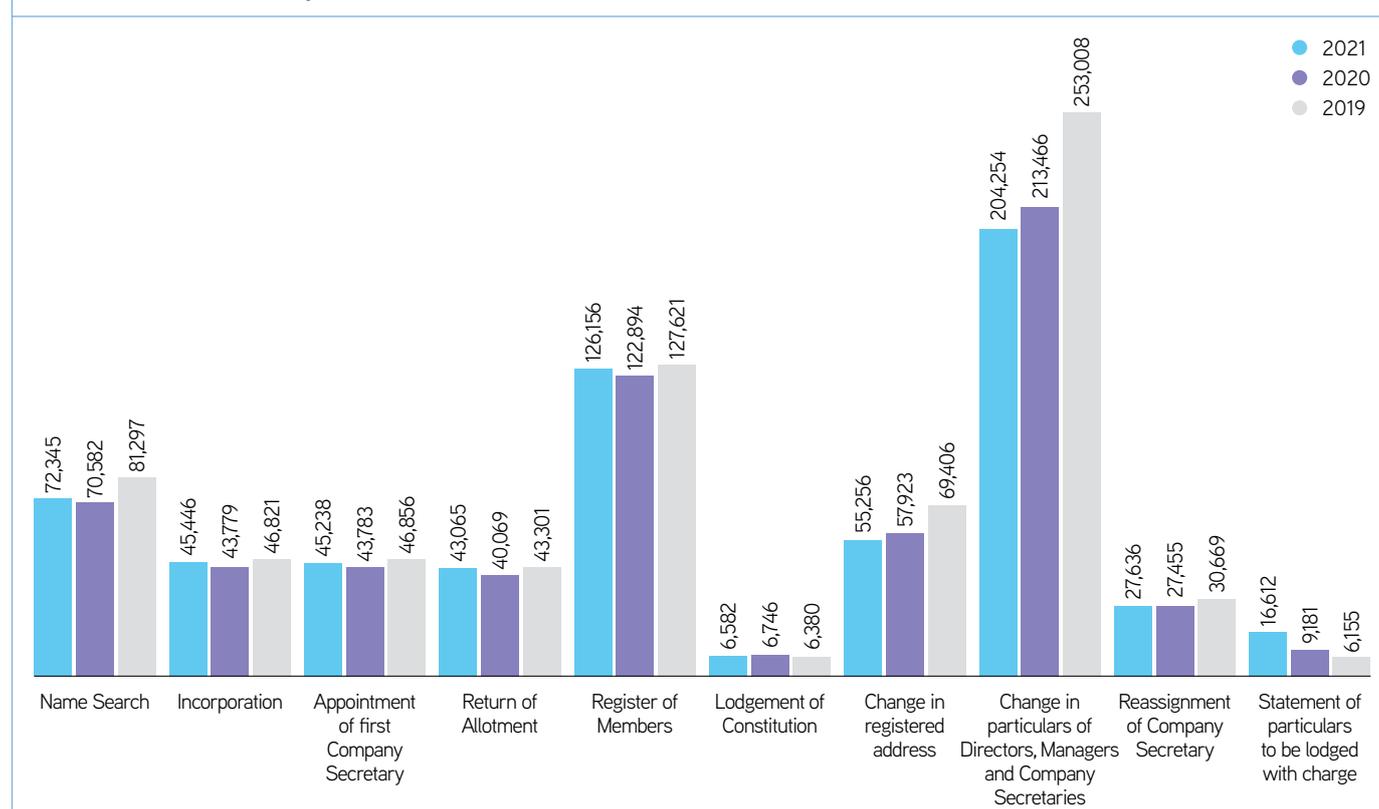
Applications received through the MyCoID system in 2021 is 642,590 compared to 635,878 in 2020. It showed an increase of 6,712 or 1.06%.

In 2021, a total of 45,446 companies were incorporated through the MyCoID system, showing an increase of 1,667 or 3.80% compared to 43,779 in 2020.

The statistics of MyCoID for year 2019 to 2021 are as follows:

TRANSACTIONS	2021	2020	2019
Name Search	72,345	70,582	81,297
Incorporation	45,446	43,779	46,821
Appointment of first Company Secretary	45,238	43,783	46,856
Return of Allotment	43,065	40,069	43,301
Register of Members	126,156	122,894	127,621
Lodgement of Constitution	6,582	6,746	6,380
Change in registered address	55,256	57,923	69,406
Change in particulars of Directors, Managers and Company Secretaries	204,254	213,466	253,008
Reassignment of Company Secretary	27,636	27,455	30,669
Statement of particulars to be lodged with charge	16,612	9,181	6,155
TOTAL	642,590	635,878	711,514

THE STATISTICS OF MyCoID FOR YEAR 2019 - 2021



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MALAYSIAN BUSINESS REPORTING SYSTEM (MBRS)

In 2021, a total of 433,555 submissions for Annual Returns (AR), Financial Statements (FS) and Exemption Applications related to AR and FS, were received. The following is the breakdown of submissions received through MBRS for 2019 to 2021:

SERVICES	2021	2020	2019
Annual Return for companies having share capital (section 68 of the CA 2016)	392,703	478,090	467,539
Annual Return for companies not having share capital (section 68 of the CA 2016)	1,536	1,939	1,772
Annual Return for foreign companies (section 576 of the CA 2016)	445	438	441
Annual Return for unchanged particulars (section 68 of the CA 2016)	17,371	26,275	4,314
TOTAL	412,055	506,742	474,066

SERVICES	2021	2020	2019
Financial Statements - Audited (section 244 of the CA 2016)	5,262	4,660	3,697
Financial Statements - Unaudited (section 267(2) of the CA 2016)	1,106	903	655
Certificate for Exempt Private Company (section 260 of the CA 2016)	10,763	12,352	14,098
TOTAL	17,131	17,915	18,450

APPLICATIONS	2021	2020	2019
Application for exemption from coinciding foreign subsidiary financial year end with holding company (section 247(5) of the CA 2016)	16	55	47
Application for exemption from filing financial statements in full XBRL format (section 604(2) of the CA 2016)	1	4	12
Application to waive lodgement of financial statements by foreign company (section 575(7) of the CA 2016)	2	1	11
Application for relief from requirements as to form and contents of directors' report (section 255(1) of the CA 2016)	2	3	16
Application for relief from requirements as to form and contents of financial statements (section 255(1) of the CA 2016)	0	1	0
Application for extension of time for circulation of financial statements and reports (section 259(2) of the CA 2016)	4,245	865	849
Application for extension of time to lodge financial statements and reports (section 259(2) of the CA 2016)	0	1	7
Application for extension of time for holding annual general meeting (section 340(4) of the CA 2016)	96	35	19
Application for extension of time to lodge annual return (section 609(2) of the CA 2016)	7	2	1
Application to Minister (with relation to Financial Statements and Report or Annual Return (section 247(8) of the CA 2016 and section 38E of the CCMA 2001)	0	0	1
TOTAL	4,369	967	963

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CORPORATE MANAGEMENT APPLICATION

The statistics for Corporate Management Applications for 2019 to 2021 are as follows:

APPLICATIONS	2021	2020	2019
Application for extension of time under section 259(2), 340 and 22(5)(b) of the CA 2016	5,833	2,729	2,072
Application to obtain relief on the form and content of the Audited Financial Statements and Directors' Report under section 253(2) and 255(1) of the CA 2016	14	40	98
Application to obtain relief for a subsidiary having a different financial year end from the holding company under section 247(3) of the CA 2016	56	21	37
Application for exemption for foreign companies to lodge the account in Malaysia under section 575(7) of the CA 2016	13	17	28
Lodgement fee of initial public offerings, abridged prospectus and other supporting documents	1,501	1,228	1,134
Obligations by director of borrowing corporation for lodgement of Quarterly Report	51	60	70
TOTAL	7,468	4,095	3,439

COMPANY LIMITED BY GUARANTEE (CLBG)

The statistics for applications received for approval by the Minister for 2019 to 2021 are as follows:

APPLICATIONS	2021	2020	2019
Application for incorporating CLBG without the word 'Berhad'	56	44	55
Application to drop the word 'Berhad'	3	3	4

APPLICATIONS	2021	2020	2019
Application for incorporating CLBG without the word 'Berhad'	56	44	55
Application to drop the word 'Berhad'	3	3	4
Application to hold/ dispose/ charge land/ property	52	34	53
Application for appointment of new Directors	384	425	425
Application to seek contributions/ donations from the public	19	11	17
Application for amendment of company's Constitution	65	62	70
Application for payment of salaries, fees, fixed allowances and other benefits to the director	8	2	9
Application for holding of subsidiary company	2	5	0
TOTAL	589	586	633

The statistics for applications received for approval by the Registrar for year 2019 to 2021 are as follows:

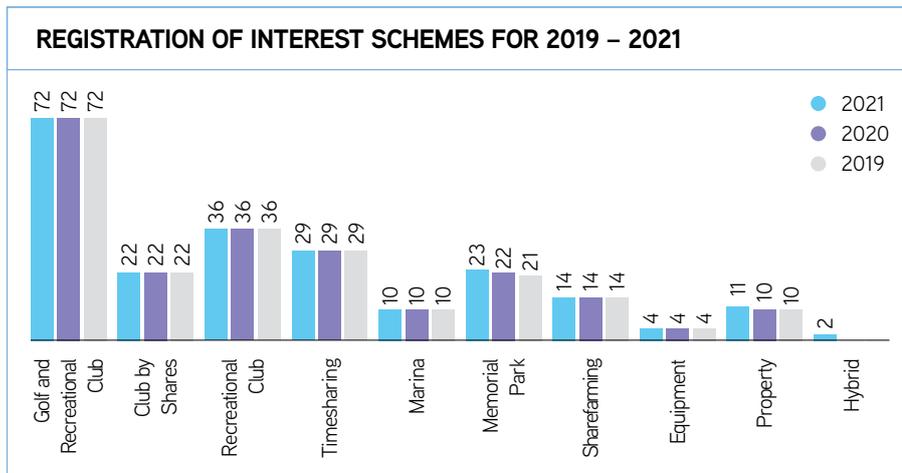
APPLICATIONS	2021	2020	2019
Application for incorporating CLBG with the word 'Berhad'	47	27	35
Application for appointment of new Directors	462	601	828
Application to seek contributions/ donations from the public	15	11	10
Application for amendment of company's Constitution	37	23	33
Application for payment of salaries, fees, fixed allowances and other benefits to the Director	17	4	7
Application for holding of subsidiary company	2	1	2
TOTAL	580	667	915

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INTEREST SCHEMES

The statistics of registered Interest Schemes for 2019 to 2021 are as follows:

CATEGORIES	2021	2020	2019
Golf and Recreational Club	72	72	72
Club by Shares	22	22	22
Recreational Club	36	36	36
Timesharing	29	29	29
Marina	10	10	10
Memorial Park	23	22	21
Sharefarming	14	14	14
Equipment	4	4	4
Property	11	10	10
Hybrid	2	0	0
TOTAL	223	219	218



The statistics for companies client's charter performance and registered documents of Interest Schemes for 2019 to 2021 are as follows:

FORMS	CLIENT CHARTER	PERFORMANCE (%)	2021	2020	2019
Prospectus & Supplemental Prospectus	3 Days	100	120	91	180
Annual Return of Schemes	7 Days	100	116	94	100

A total of 120 registration of prospectuses and supplemental prospectuses were received in 2021 compared to 91 registrations of prospectus and supplemental prospectuses in 2020. In 2021, SSM received 116 submissions of the Annual Return for Interest Schemes compared to 94 submissions for Annual Return for Interest Schemes in 2020.

TERMINATION OF REGISTERED INTEREST SCHEMES

SSM has taken a proactive and structured approach to regulate orderly closure of schemes such as those that have long been inactive but yet to be properly terminated, problematic schemes which can no longer continue or are no longer profitable or schemes which are suffering heavy losses. SSM plays a vital role in ensuring that management companies or trustees take the necessary steps in order to ensure that the termination or winding up is in compliance with the law.

The statistics of registered Interest Schemes status for 2019 to 2021 are as follows:

STATUS	2021	2020	2019
Active	96	146	144
Non active and under termination process	73	30	27
Terminated	50	42	40

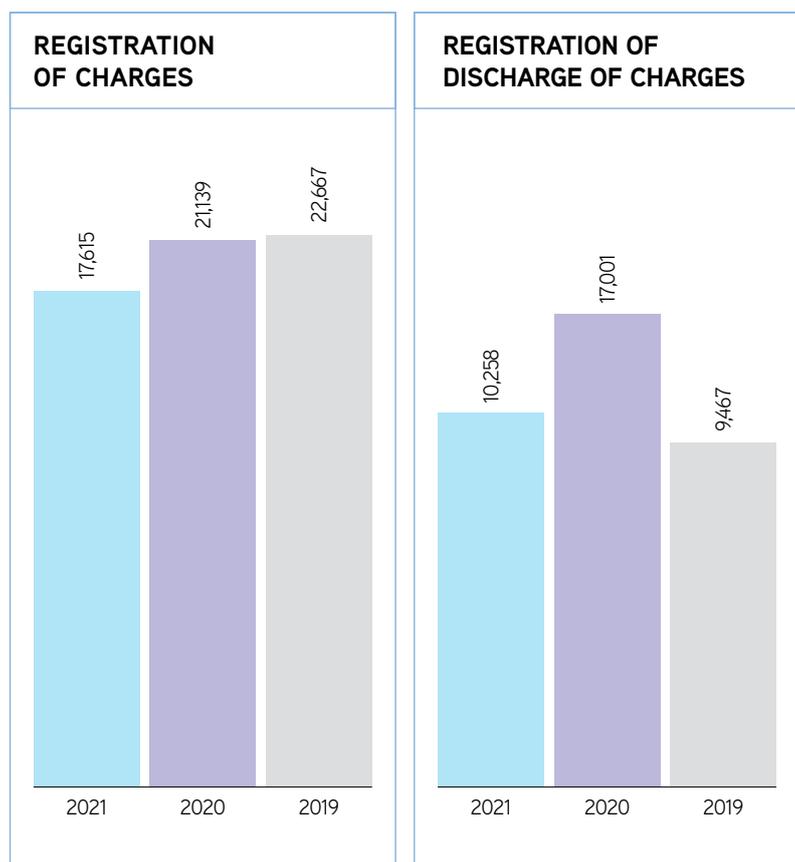
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CHARGES

The number of registered charges in 2021 is 17,615 (based on forms submitted over the counter and via the MyCoLD 2016 system). There is a decrease of 16.67% compared with 21,139 registered charges in 2020.

The registration of discharge of charge for 2021 is 10,258. There is a decrease of 40% compared with 17,001 registration of discharge of charge in 2020.

The statistics for the registration of charges and registration of discharge of charges for 2019 to 2021 are as follows:



TRANSACTIONS	2021	2020	2019
Registration of Charges	17,615	21,139	22,667
Registration of Discharge of Charges	10,258	17,001	9,467

COMPANIES WINDING UP

A total number of 2,112 companies were wound up in 2021 compared to 2,834 companies in 2020, showing a decrease of 25%. Meanwhile, 1,634 companies were dissolved in 2021 compared to 1,483 in 2020, showing an increase of 10%.

CATEGORIES	2021	2020	2019
Companies with winding up status	2,112	2,834	2,930
Companies with dissolved status	1,634	1,483	1,535

COMPANIES STRIKING OFF

The number of companies which are dissolved through striking off process has seen a decrease from 57,365 in 2020 to 30,464 in 2021 showing a decrease of 54%. Out of this number, 19,021 of companies were dissolved through striking off applications while 11,443 were through the Registrar's initiatives under section 68(8) of the CA 2016.

CATEGORY	2021	2020	2019
Companies dissolved	30,464	57,365	56,712

ASSET MANAGEMENT OF DISSOLVED COMPANY

There were 286 applications under sections 556, 557 and 558 of the CA 2016 recorded during 2021, which were slightly higher than 2020 which recorded 225 applications, an increase of 27.11%.

Section 556 of the CA 2016

There were 37 applications received under section 556 of the CA 2016 for the Registrar to act as a representative of a dissolved company in 2021 which was lower compared to 2020 which recorded 52 applications, a decrease of 28.85%.

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Section 557 of the CA 2016

There were 246 applications received under section 557 of the CA 2016 for outstanding asset (monies) of dissolved companies to be vested in the Registrar in 2021 which were higher compared to 2020 which recorded 167 applications, an increase of 47.31%.

Section 558 of the CA 2016

SSM received three (3) applications for the purchase of the assets vested in the Registrar under section 558 of the CA 2016 throughout 2021 compared to six (6) applications in 2020, a decrease of 50%.

Management of Assets of Dissolved Companies

The statistics for the management of the assets of dissolved Companies for 2019 to 2021 are as follows:

APPLICATIONS	2021	2020	2019
Applications to the Registrar to act as a representative of a defunct company under section 556 of the CA 2016	37	52	39
Assets vested to the Registrar under section 557 of the CA 2016	246	167	58
Applications for the purchase of the assets vested under section 558 of the CA 2016	3	6	4
TOTAL	286	225	101

CORPORATE RESCUE MECHANISM

SSM has enforced Part III, Division 8, Subsection 1 & 2 of the CA 2016 relating to Corporate Rescue Mechanism (CRM) comprising Corporate Voluntary Arrangements (CVA) and Judicial Management (JM) on 1 March 2018.

Both CVA and JM allows companies facing financial difficulties to be rehabilitated or to reach a compromise of the whole or part of the company's debts.

CVA is an arrangement with the company's creditors without the need for Court approval. However, JM is a court supervised rescue plan that places the management of a company under a judicial manager appointed by the Court.

Since CRM came into force until December 2021, a total of four (4) applications have been filed in Court to place the company under CVA. In 2019 and 2020 one (1) application was filed respectively while two (2) applications were filed in 2021.

Pursuant to the applications, all debt restructuring proposals have been approved by the company's creditors and shareholders.

As for JM, a total of 25 companies have filed applications to the Court to place the company under JM in 2021 where a total of 12 companies have obtained JM Orders from the Court and six (6) companies were released from JM Orders by the Court.

Judicial Management

The statistics for the application of JM received for 2019 to 2021 are as follows:

APPLICATIONS	2021	2020	2019
Application for Judicial Management Order in Court	25	36	9
Judicial Management Order granted	12	11	4
Discharged of Judicial Management Order	6	4	4

Corporate Voluntary Arrangement

The statistics for applications of CRM received for 2019 to 2021 are as follows:

APPLICATIONS	2021	2020	2019
Application for Corporate Voluntary Arrangement	2	1	1
Application for Corporate Voluntary Arrangement Approved by Creditors and Shareholders	2	1	1
Application for Corporate Voluntary Arrangement Disapproved by Creditors and Shareholders	0	0	0

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**BUSINESS CLIENT CHARTER PERFORMANCE
(Counter Services)**

The client charter performance for 2021 are as follows:

FORMS	CLIENT CHARTER	PERCENTAGE (%)
New Business Registration (Form A)	1 Hour	97.14
Renewal of Business Registration (Form A1)	15 Minutes	100.00
Change of Business Registration (Form B)	1 Hour	99.60
Termination of Business (Form C)	15 Minutes	96.81

**BUSINESS CLIENT CHARTER PERFORMANCE
(ezBiz Online)**

The client charter performance for 2021 are as follows:

FORMS	CLIENT CHARTER	PERCENTAGE (%)
New Business Registration (Form A)	1 working day	75.00
Renewal of Business Registration (Form A1)	Auto approve	100.00
Change of Business Registration (Form B)	1 working day	78.00
Termination of Business Registration (Form C)	1 working day	96.00

EZBIZ ONLINE SERVICES

ezBiz Online is an online business registration service provided by SSM to enable users to register new businesses, renew their business registration, register changes in business information, terminate business and also make payment for compound under ROBA 1956.

In 2021, several improvements have been implemented to the ezBiz Online system that allows 95% of business registration transactions to be executed online.

The statistics for the ezBiz Online transactions for 2020 and 2021 are as follows:

TRANSACTIONS	2021	2020
User Account Registration	442,044	491,741
New Business Registration	383,581	390,753
Change of Business Registration	172,413	128,899
Termination of Business Registration	20,118	8,815
Renewal of Business Registration	526,571	391,915
TOTAL	1,544,727	1,412,123

REGISTRATION OF BUSINESS SERVICES COUNTER

The statistics of registration of business transactions over the counter for 2019 to 2021 are as follows:

TRANSACTIONS	2021	2020	2019
New Business Registration	846	12,934	24,647
Change of Business Registration	2,281	82,387	106,513
Termination of Business Registration	1,371	15,272	25,924
Renewal of Business Registration	2,044	46,751	56,338
TOTAL	6,542	157,344	213,422

SKIM PENDAFTARAN PERNIAGAAN PRIHATIN (SPPP)

Skim 1 Pelajar 1 Perniagaan (S1P1P) was rebranded to the Skim Pendaftaran Perniagaan Prihatin (SPPP) to enable youths and single mothers' entrepreneurs in the B40 group including full time students of Public/ Private Institutions of Higher Learning to register their business with SSM under the ROBA 1956.

On 4 February 2021, SPPP was extended to all entrepreneurs in the B40 group including full time students of Public/ Private Institutions of Higher Learning to register their business with SSM under the ROBA 1956 without fee for registration and business information.

SPPP was introduced with the aim of encouraging more participation from entrepreneurs in the B40 group having difficulties due to the COVID-19 pandemic to venture into business, generate additional income that can support their daily lives and further boost the growth of the business sector in the country.

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SPPP is given for one (1) time registration (RM30.00 for business registration name as per IC or RM60.00 for business registration using trade name including business information amount RM10.00) for a period of one (1) year during the implementation period of this scheme. Renewals and registration of branches, if any, are charged as usual.

Total SPPP registrations in 2021 are as follows:

CATEGORIES	REGISTRATIONS
Entrepreneurs (B40 group)	17,908
Students	8,394
TOTAL	26,302

SSM has been progressively promoting SPPP with many initiatives for instance, announcements on SSM's official social media accounts, an interview with Radio Televisyen Malaysia (RTM) and online talks for students and B40 entrepreneurs by using the platform of Microsoft Teams in the period of the MCO being enforced by the Government. SSM's State Offices and Branches in Malaysia are not excluded from this promotional activities.

Following are the online talks regarding SPPP initiatives that has been conducted in the year 2021:

ORGANISATIONS	DATE	PARTICIPANTS
<i>Amanah Ikhtiar Malaysia (AIM)</i>	18 January 2021	25
Peoples System Consultancy (PSC)	18 February 2021	45
<i>Suruhanjaya Komunikasi & Multimedia Malaysia (SKMM)</i> Radio Spectrum Assignment Department (RSAD)	19 February 2021	30
Peoples System Consultancy (PSC)	23 February 2021	55
<i>Desamall @ Kementerian Pembangunan Luar Bandar (KPLB)</i>	24 February 2021	25
<i>Institut Keusahawanan Negara (INSKEN)</i>	1 March 2021	20
<i>Yayasan Komuniti Negara (YKN)</i>	2 March 2021	20

ORGANISATIONS	DATE	PARTICIPANTS
Peoples System Consultancy (PSC)	2 March 2021	48
<i>Agensi Kaunseling dan Pengurusan Kredit (AKPK)</i>	3 March 2021	37
Peoples System Consultancy (PSC)	4 March 2021	34
<i>Perbadanan Hal Ehwal Bekas Angkatan Tentera (PERHEBAT)</i>	10 March 2021	270
Peoples System Consultancy (PSC)	11 March 2021	23
Peoples System Consultancy (PSC)	16 March 2021	19
Peoples System Consultancy (PSC)	18 March 2021	40
Universiti Kuala Lumpur (UniKL)	19 March 2021	60
Moc Prints Sdn Bhd (PENJANA)	22 March 2021	15
<i>Kementerian Sumber Manusia</i>	25 March 2021	27
<i>Jabatan Pendaftaran Pertubuhan Malaysia, Wilayah Persekutuan</i>	26 March 2021	30
Peoples System Consultancy (PSC)	30 March 2021	16
<i>Agensi Kaunseling dan Pengurusan Kredit (AKPK)</i>	8 April 2021	34
<i>Universiti Islam Antarabangsa Malaysia (UIAM)</i>	9 April 2021	60
Peoples System Consultancy (PSC)	15 April 2021	18
GIATMARA Wilayah Persekutuan, Kuala Lumpur	19 April 2021	30
<i>Unit Penyelarasan Pelaksanaan (ICU) Jabatan Perdana Menteri, Wilayah Persekutuan, Kuala Lumpur</i>	20 April 2021	21

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ORGANISATIONS	DATE	PARTICIPANTS
Peoples System Consultancy (PSC)	20 April 2021	44
Peoples System Consultancy (PSC)	27 April 2021	18
Applied Energy Solutions Sdn Bhd (PENJANA)	30 April 2021	15
Peoples System Consultancy (PSC)	25 May 2021	48
Peoples System Consultancy (PSC)	27 May 2021	42
Peoples System Consultancy (PSC)	10 June 2021	49
Pembangunan Sumber Manusia Berhad (HRD CORP)	10 June 2021	25
GerakWanis	14 June 2021	30
Kolej Komuniti Hulu Langat	15 June 2021	49
GIATMARA	21 July 2021	60
GIATMARA	26 July 2021	60
Universiti Islam Antarabangsa Malaysia (UIAM)	29 October 2021	50

SKIM 1 OKU 1 PERNIAGAAN (S101P)

This scheme was first introduced on 23 October 2012 and is known as the OKU Incentive 2012 and was rebranded to S101P on 5 January 2017. This scheme aims to focus and encourage special groups to participate in business legally and further enhance the economy through business activities. Applications for new registrations and annual renewals are limited to one (1) business only.

The statistics for the business registration and renewal of business registration under the S101P for 2020 and 2021 are as follows:

YEAR	2021	2020
Business Registration	1,752	2,128
Renewal of Business Registration	1,593	2,550

SSM SERVICE COUNTER AT MDTCA PUTRAJAYA

The statistics for the registrations received at the SSM Service Counter at MDTCA Putrajaya for 2019 to 2021 are as follows:

	2021	2020	2019
	546	23,987	30,801

URBAN TRANSFORMATION CENTRE (UTC) – KUALA LUMPUR AND PERLIS

The statistics for the registrations received at UTC Kuala Lumpur dan Perlis for 2019 to 2021 are as follows:

UTC	2021		2020		2019	
	COMPANIES	BUSINESSES	COMPANIES	BUSINESSES	COMPANIES	BUSINESSES
Kuala Lumpur	-	780	-	80,804	-	183,903
Perlis	940	118	696	21,495	886	14,412

EZBIZ KIOSK SERVICES

The statistics for ezBiz Kiosk Transactions for 2019 to 2021 are as follows:

TRANSACTIONS	2021	2020	2019
Compound Payment	*279	45,306	145,157
Business Renewal	130,822	216,844	355,129
Business Information Supply	119,360	187,165	234,658
TOTAL	250,461	449,315	734,944

*User use online services instead of kiosks during the pandemic.

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ONLINE SUPPLY OF CORPORATE INFORMATION TO MINISTRIES, DEPARTMENTS AND FEDERAL GOVERNMENT AGENCIES (KJAKP)

The online supply of corporate information to KJAKP was introduced on 25 September 2018. It is an innovation that aims to increase productivity, efficiency, and effectiveness of the service delivery to KJAKP by leveraging the latest technological capabilities via online applications.

The subscription packages for KJAKP are:

PACKAGES	DETAILS
PACKAGE 1	- Company profile WITHOUT Charges information and Financial Statement
PACKAGE 2	- Company profile WITH Charges information and Financial Statement
PACKAGE 3	- Complete company profile and document image WITHOUT verification - For investigation and court purposes ONLY
PACKAGE 'ONE OFF'	- Complete company profile WITHOUT Charges information and Financial Statement - Access valid for only five (5) days with maximum 50 corporate information searches

Total agencies (KJAKP) registered as users and using the online application:

YEAR	AGENCIES
2021	206
2020	226
2019	291

Total users based on packages introduced:

YEAR	PACKAGE 1	PACKAGE 2	PACKAGE 3	TOTAL
2021	30	85	153	268
2020	36	77	184	297
2019	34	151	353	538

The statistics of KJAKP package subscription:

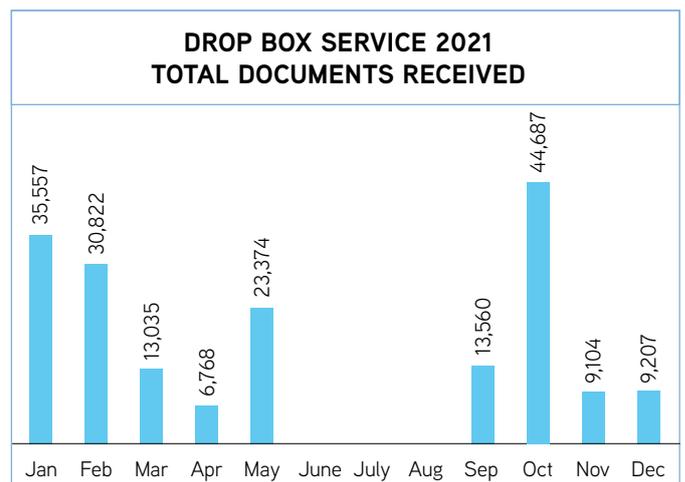
YEAR	PACKAGE 1	PACKAGE 2	PACKAGE 3	TOTAL
2021	27,146	157,610	258,842	443,598
2020	26,675	41,094	229,796	297,565
2019	1,283	12,932	19,884	34,099

DROP BOX SERVICE

To assist the business community and the corporate sector to submit documents in accordance with the SOPs enforced during the MCO period, SSM has introduced online appointment booking, online document/ application submission and Drop Box service.

This initiative was first introduced on 13 May 2020 and has since continued in 2021 expanding to all SSM offices nationwide. In year 2021, a total of 186,114 documents were received through this service.

MONTH	TOTAL
January	35,557
February	30,822
March	13,035
April	6,768
May	23,374
June	-
July	-
August	-
September	13,560
October	44,687
November	9,104
December	9,207
TOTAL	186,114



SERVICE DELIVERY

MANAGEMENT OF CUSTOMER INQUIRIES AND COMPLAINTS VIA THE SSM CONTACT CENTRE

In 2021, SSM recorded a total of 484,015 transactions through the SSM official contact platform via phone calls and emails. The amount is an increase of 10.32% over the previous year.

The statistics for customer inquiries and complaints for 2019 to 2021 are as follows:

YEAR	CALLS	E-MAILS	TOTAL
2021	290,515	193,500	484,015
2020	310,648	128,087	438,735
2019	186,194	92,244	278,438

The top five (5) inquiries received by the SSM Contact Centre are as follows:

- (a) Enquiries related to online business registration/ changes/ renewal application via the ezBiz Online;
- (b) General inquiries regarding business registration procedures;
- (c) Enquiries regarding the filing status of the company's statutory documents;
- (d) Enquiries related to SSM's operations; and
- (e) Enquiries related to technical issues encountered while using SSM's e-services.

CORPORATE AND BUSINESS INFORMATION DATA (CBID)

The total number of applications for 2019 to 2021 are as follows:

2021	2020	2019
137	170	154

SSM BIZTRUST

To further improve verification of business entities via the SSM BizTrust, SSM has taken a proactive move by introducing the SSM BizTrust QR Code that only requires a single scan for

access to information about a particular business. The SSM BizTrust QR Code or business starter kit was launched on 31 March 2021 and serves as a digital identification for business entities registered with SSM.

As a start, the SSM BizTrust QR Code is currently being offered to sole proprietorships and partnerships registered under ROBA 1956 via ezBiz Online portal. Once scanned via SSM's official mobile application (MySSM), the SSM BizTrust QR Code will display information such as the business entity's name, registration number, status and the business URL address. The SSM BizTrust QR Code will also be expanded in stages to business entities registered under the CA 2016 and the LLPA 2012. Since the introduction of the SSM BizTrust, a total of 820,753 business entities have been registered and the statistics for registration by levels are as follows:

LEVEL	REGISTRATIONS
L1 - Registration ¹	4,307
L1 (Auto – SSM ezBiz Online) Business Registration – Sole Proprietorship	254,096
L1 (Auto – SSM ezBiz Online) Business Registration – Partnership	24,000
L1 (Auto – SSM ezBiz Online) Renewal of Business Registration	538,015
L2 - Level 1 + Privacy ² or Security ³	59
L3 - Level 1 + Privacy and Security	276
TOTAL	820,753

Notes:

- 1 The Entity is registered and in good standing with SSM and follows established business practices in line with the SSM BizTrust Registration Principle Criteria.
- 2 The Entity is registered and in good standing with SSM and follows established business practices in line with the SSM BizTrust Privacy Principle Criteria.
- 3 The Entity has put in place safeguards to protect the security of the system/ portal in line with the SSM BizTrust Security Principle Criteria.

SERVICE DELIVERY

BUSINESS ADVISORY

The total number of enquiries for 2019 to 2021 are as follows:

2021	2020	2019
173	141	42

SSM e-INFO SERVICES

The total number of transactions for 2019 to 2021 are as follows:

2021	2020	2019
2,065,207	2,164,924	1,971,389

MyDATA-SSM SERVICES

The total number of transactions for 2019 to 2021 are as follows:

2021	2020	2019
2,950,481	2,132,904	1,900,795

XCESS PORTAL

SSM launched the XCESS Portal on 2 September 2021 which offers information on LLPs and personal involvement online via ssm4u.com.my. The XCESS Portal was developed to supply information that is not offered by SSM's existing Service Provider portals namely, SSM e-Info and MyDATA-SSM. The products offered by the XCESS Portal are as follows:

(a) LLP
(i) LLP Profile;
(ii) LLP Certificate; and
(iii) Copy of LLP Statutory Document Image
(b) Personal Involvement
(i) Based on CA 2016
- Personal Involvement as a Director;
- Personal Involvement as a Shareholder;
- Personal Involvement as a Company Secretary;
- Personal Involvement as Auditor; and
- Personal Involvement as a Liquidator.

(ii) Based on ROBA 1956

- Personal Involvement as a Business Owner

(iii) Based on the LLPA 2012

- Personal Involvement as a partner and Compliance Officer

The transformation of this service also allows the public to obtain information related to LLPs and personal involvement more easily without having to go to SSM. Through the introduction of this portal, SSM has introduced two (2) new personal involvement products namely personal involvement as auditors and liquidators. Since the introduction of the portal, a total of 17,157 applications have been received.

2021
Total Applications
17,157

ONLINE INTEGRATION SERVICE VIA SSM MIDDLEWARE

Moving forward, SSM has taken steps to accelerate the integration of SSM data towards the digitalization agenda using an application programming interface (API) between SSM systems with other applications. This service is not limited to being offered to the Ministries, Departments and Federal Government Agencies but also extended to data sharing between banks, private sectors, Government Linked Companies (GLCs) and corporate entities.

A total of three (3) projects have successfully launched with data sharing through the SSM Middleware integration and they are as follows:

- | |
|---|
| (a) The Electronic Centralized License & Permit System (eCLAPS) project launched by the National Water Services Commission (SPAN) on 13 October 2021; |
| (b) The Housing Integrated Management System (HIMS) project launched by KPKT which conducted a pilot run on 21 October 2021; and |
| (c) The CRIF BizInsight Malaysia Project launched by CRIF Sdn Bhd on 27 October 2021. |

The significant impact is that the supply of SSM data is provided in real time from SSM database to agencies that is integrated with SSM. This integration avoids customer

SERVICE DELIVERY

complaints since the data supplied is accurate and for the purpose of verification of each agency.

ONLINE INTEGRATION

The total number of new online integration for 2019 to 2021 are as follows:

2021	2020	2019
5	10	5

NEW PRODUCTS

SSM consistently conducts new product development to ensure that it meets the needs of its customers and stakeholders, in

line with the industry's demand for information on business entities in Malaysia. Following the introduction of the XCESS Portal to customers on 2 September 2021, SSM introduced two (2) new SSM products as follows:

(a) Personal Involvement as Auditor; and

(b) Personal Involvement as Liquidator

The new products introduced are the information relating to an individual's involvement as an auditor in audit firm or liquidator in any company through a search of MyKad (New/Old), Passport No, Police ID or Army ID.

INITIATIVES TO REDUCE THE BURDEN OF THE CORPORATE SECTOR AND BUSINESS COMMUNITIES IN 2021

In 2021, SSM continued several initiatives that were introduced in 2020 as well as introducing new initiatives to help reduce the burden and the pressures of the business community and corporate sector that were affected by the COVID-19 pandemic. This initiative is a continuous support by SSM to ensure that corporate and business sectors are resilient and subsequently competitive to generate economic activity during the pandemic period. SSM's initiatives to reduce the burden on the corporate and business sectors are as follows:

INITIATIVE 1



Introduction of *Skim Pendaftaran Perniagaan Prihatin (SPPP)* that offers free registration of new businesses to entrepreneurs in B40 group as well as full-time higher learning institutions students.

Details

- Launched on 23 December 2020. This initiative is given to all B40 youths and single mothers as well as full-time students from Institutes of Higher Learning (Public and Private), Polytechnics, Colleges, Skills Institutes and Skills Centres in Malaysia.
- On 15 February 2021, the SPPP initiative was extended to all individuals in the B40 group to start a business and who have never registered their business.
- Business registration is provided free of charge (exemption of new registration fee).

Implementation Period

This initiative is implemented continuously until the grant allocation is utilised.

Impact

Starting from 1 January 2021 until 31 December 2021, a total of **26,302** free business registrations were given to B40 entrepreneurs as well as full-time students of higher learning institutions. The details are as follows:

CATEGORIES	REGISTRATIONS
Entrepreneurs (B40 group)	17,908
Students	8,394
TOTAL	26,302

SERVICE DELIVERY

INITIATIVE 2

Continuation of *Skim 1 OKU 1 Perniagaan (S101P)*.

Details

- Introduced on 23 October 2012 and aims to encourage disabled persons (OKU) to venture into business legally.
- Free business registration and businesses renewal registration limited to one business registration only.

Implementation Period

This initiative is implemented on an ongoing basis.

Impact

Statistics on business registration and business renewal registration under S101P recorded **1,752** and **1,593** respectively for the period from 1 January 2021 to 31 December 2021. The details are as follows:

MONTH	REGISTRATIONS	RENEWALS
January	105	130
February	104	84
March	299	173
April	301	69
May	91	64
June	83	30
July	109	99
August	111	151
September	122	190
October	118	201
November	143	193
December	166	209
TOTAL	1,752	1,593

INITIATIVE 3



The extension of time for free registration of the SSM BizTrust until 31 December 2021.

Details

- The SSM BizTrust is a standard in the form of a logo (seal) offered by SSM to business entities especially online businesses with conditions that the entity has complied with the characteristics of the trust principles and criteria that have been established.
- The SSM BizTrust shall create user confidence, business entities compliance with legal requirements and increase business/ user awareness.
- The SSM BizTrust 2.0 was introduced on 31 March 2021 as a business starter kit in the form of a QR code that serves as a digital identification and business entity information review. It is automatically given to business entities under the ROBA 1956 and has an account with the ezBiz Online portal.
- The SSM BizTrust is FREE until 31 December 2021 for entities under the CA 2016 and the LLPA 2012 and application can be submitted via <https://biztrust.ssm.com.my>.

Implementation Period

SSM BizTrust free registration extended until 31 December 2021.

Impact

From when the SSM BizTrust was introduced until 31 December 2021, a total of **820,753** physical business entities were registered with the SSM BizTrust through this latest initiative as per the table below:

LEVEL	REGISTRATIONS
L1 - Registration¹	4,307
L1 (Auto – SSM ezBiz Online) Business Registration – Sole Proprietorship	254,096
L1 (Auto – SSM ezBiz Online) Business Registration – Partnership	24,000
L1 (Auto – SSM ezBiz Online) Renewal of Business Registration	538,015
L2 - Level 1 + Privacy² or Security³	59
L3 - Level 1 + Privacy and Security	276
TOTAL	820,753

Number of registrations before the SSM BizTrust QR Code was introduced (2017 – March 2021): **4,593**

SERVICE DELIVERY

INITIATIVE 4



Exemption of compound for late business renewal and late registration of businesses until 31 December 2021.

Details

- (a) Contribute to the cost savings of compliance with entrepreneurs who have been late in registering a business or are late in renewing their business registration and encourage to conduct business formally by complying with legal requirements.
- (b) Exemption of compound for the late business renewal of businesses from 1 January to 31 December 2021.
- (c) Exemption of compound for the late registration of businesses from 1 January to 31 December 2021.

Implementation Period

1 January 2021 until 31 December 2021.

Impact

The statistics for the exemption of compound for the period of 1 January 2021 to 31 December 2021 are as follows:

- (a) Compound for late business renewal
Number of businesses: **518,911**
- (b) Compound for late registration of businesses
Number of businesses: **3,876**

INITIATIVE 5



Compound reduction up to 90% from the original value of the compound for the application to strike off a company under section 549/ 550 of the CA 2016 until 31 December 2021.

Details

- (a) This incentive is SSM's initiative in assisting companies that are facing financial difficulties due to the COVID-19 pandemic.
- (b) Reduction of the financial burden to strike off a company to company directors with a simpler process and higher discount.
- (c) Companies and company directors that have applied for or taken action to strike off a company in accordance with the provisions of section 549/ 550 of the CA 2016 are eligible to obtain a compound reduction up to 90%.

Implementation Period

1 January 2021 until 31 December 2021.

Impact

Compound under the CA 2016 for striking off company name applications under section 549/ 550 of the CA 2016 from 1 January 2021 until 31 December 2021 are as follows:

- (a) Number of notices issued: **27,105**
- (b) Number of companies: **6,355**
- (c) Number of Directors: **8,574**

SERVICE DELIVERY

INITIATIVE 6



Increasing the value of indebtedness from RM10,000 to RM50,000 permanently.

Details

- (a) SSM increased the company's indebtedness threshold to RM50,000 effective 1 April 2021 as a new threshold value that remains after taking into account the uncertainties of the global economic situation due to the impact of the COVID-19 pandemic. The gazetting of the new value of indebtedness was made on 22 March 2021 [GN No. 4159] in accordance with the powers of the Minister under section 466(1)(a) of the CA 2016.
- (b) Previously, the threshold for indebtedness was temporarily increased from 23 April 2020 until 31 March 2021.
- (c) The action of maintaining the company's indebtedness threshold to an amount in excess of RM50,000 compared to the previous indebtedness threshold of RM10,000 is important to ease the burden of companies facing cash flow issues from winding up actions.

Implementation Period

New threshold value that remains.

Impact

- (a) The initiative to increase the indebtedness threshold from RM10,000 to RM50,000 has successfully shown a significant decrease in the number of winding-up petitions submitted to SSM.
- (b) The winding-up petitions statistical comparison for the period of January to December 2021 compared to the same period for 2019 and 2020 are as follows:

MONTH/ YEAR	2021	2020	2019
January	47	274	267
February	126	258	197
March	230	169	281
April	209	-	284
May	58	95	282
June	1	233	213
July	61	211	314
August	72	100	311
September	91	94	253
October	144	46	355
November	130	35	274
December	76	45	233
TOTAL	1,245	1,560	3,264

INITIATIVE 7



Recognition of the Continuing Professional Education (CPE) points through online training.

Details

- (a) SSM recognised all 20 CPE points collected through online training for the renewal of the Company Secretary Practicing Certificate effective from 1 January 2021.
- (b) Company secretaries can attend online training to ensure that the CPE points collection requirements are complied with as a condition for renewing the Company Secretary Practicing Certificate.
- (c) This initiative is a tool for corporate intermediaries, especially company secretaries to earn CPE points as well as boost economic opportunities to training industry who offer training through digital methods.

Implementation Period

1 January 2021 until 31 December 2021.

Impact

A total of **4,045** applications for the renewal of the Company Secretary Practicing Certificate were received and approved through the e-Secretary system starting from 1 January 2021 until 31 December 2021.

SERVICE DELIVERY

INITIATIVE 8



Proposing amendments to the CA 2016 regarding the Corporate Rescue Mechanism (CRM) and Scheme of Compromise or Arrangement.

INITIATIVE 9



Introducing provisions relating to Corporate Rescue Mechanism (CRM) under the LLPA 2012.

Details

- Proposed amendments and the introduction of new provisions related to CRM and Scheme of Compromise or Arrangement under the CA 2016 and related to CRM under the LLPA 2012 has been included in the draft Companies (Amendment) Bill 2021 (Companies Bill) and Limited Liability Partnerships (Amendment) Bill 2021 (PLT Bill) respectively.
- Currently, the Company's Bill is in the process of being finalised by the Drafting Division of the Attorney General's Chambers.
- Both draft bills are proposed to be presented in Parliament in the nearest session after approval from the Attorney General's Chambers.

INITIATIVE 10



Introducing a 30-day moratorium at the end of the total lockdown for statutory documents lodgement as required under the CA 2016 and the LLPA 2012 and late lodgement fee is waived.

Details

- Introducing a 30-day moratorium at the end of the total lockdown for statutory documents lodgement as required under the CA 2016 and the LLPA 2012.
- A moratorium of 30 days from the last date of the total lockdown will be given to all transactions under the CA 2016 and the LLPA 2012 that require submission to the Registrar during the total lockdown period.
- Late lodgement fee is waived.

Implementation Period

1 June 2021 until 31 December 2021.

Impact

The statistics of the number of transactions received the late lodgement fee exemption from 1 June 2021 to 31 December 2021 are as follows:

MONTH	TRANSACTIONS
June	2,720
July	21,294
August	27,694
September	36,948
October	33,095
November	50,863
December	50,863
TOTAL	208,367

INITIATIVE 11



Extension of time (EOT) up to 90 days for companies having financial year end 1 November 2020 to 31 January 2021.

Details

- SSM granted a 90 day extension of time for companies having a financial year end of 1 November 2020 to 31 January 2021 for:
 - Circulation of financial statements;
 - Holding of Annual General Meeting (AGM); and
 - Lodgements of financial statements.
- Companies can prepare financial statements and complete the relevant statutory documents as well as enable audit firms to complete the audit in a more convenient timeframe.
- Application fee of RM100 for EOT waived.

Impact

From first introduced until 31 July 2021, this initiative benefited a total of **102,743** companies with their financial year ending on 1 November 2020 until 31 January 2021.

Implementation Period

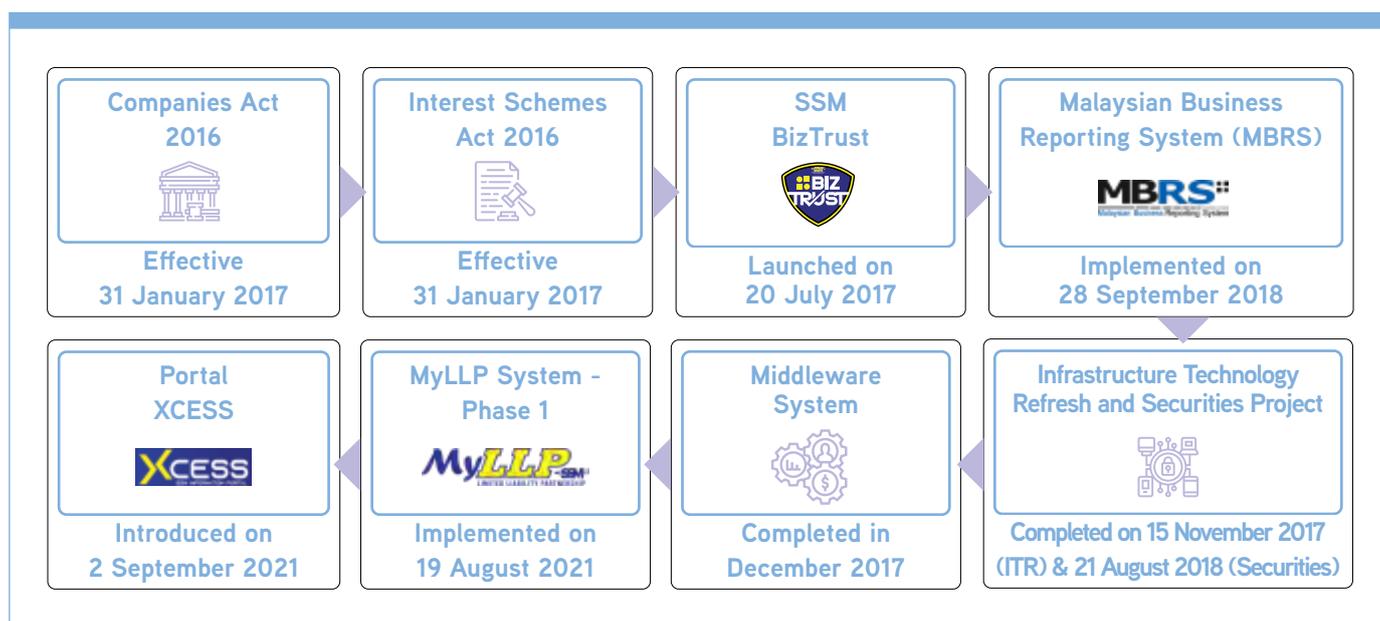
Until 31 July 2021.

SERVICE DELIVERY

STRATEGIC DIRECTION PLAN III (SDP III)

SSM's Strategic Direction Plan III (SDP III) was launched by SSM whose implementation from 2017 to 2023 is a continuation of the Suruhanjaya Syarikat Malaysia Transformation Program Blueprint (SSMTP Blueprint).

Among the major projects planned to be developed and successfully implemented in SDP III are as follows:



The main project in the SDP III that is under development is the *Projek Hala Tuju* SSM. The *Projek Hala Tuju* SSM is a technology and IT transformation plan to optimize the entire SSM process (both manual and automated) to become an integrated environment that is responsive to change and supports the delivery of SSM's digitalisation services.

Along with the end of SDP III in 2023, SSM will develop the Strategic Direction Plan (SDP IV) where the planning will begin in 2022 until 2023. SDP IV is expected to be launched in 2024.

KPI 2022 BRAINSTORMING SESSION

SSM organised a "KPI 2022 Brainstorming Session" from 6 - 7 September 2021. This workshop formulated SSM's key performance indicators (KPIs) for 2022. The setting of KPI is imperative to ensure SSM achieve and uphold its vision, strategic thrust and corporate values.

SSM'S HALA TUJU PROJECT

The categories for *Hala Tuju* projects are Quick Win Projects, High Priority Projects and Low Priority Projects.

QUICK WIN PROJECTS

PROJECTS
HT1 - MyLLP
HT3 - ROB

LOW PRIORITY PROJECTS

PROJECT
HT6 - DM (Data Management)

HIGH PRIORITY PROJECTS

PROJECTS
HT2 - RMS (Revenue Management System)
HT4 - CRS (Corporate Registry System)
HT8 - FMS (Financial Management System)
HT9 - CRM (Customer Relationship Management)
HT14 - MPSI (Movable Property Security Interest)

SERVICE DELIVERY

LIST OF ACTIVITIES CARRIED OUT FOR YEAR 2021

ACTIVITIES



The ezBiz system improvements for HT3 - ROB Project Go Live on 28 January 2021 and received the Project Completion Certificate (PCC) on 25 February 2021.



Appreciation Ceremony and Presentation of SME Involvement Certificate and Project Completion Certificate (PCC) for the HT3 - ROB project on 13 April 2021.



SME & Developer Joint System Development Mitigation Workshop Session for HT1 - MyLLP project on April 2021.



Kick off meeting on Data Governance Framework & Data Organisation Structure for HT6 - Data Management has been held on 4 May 2021.



Preparation of Data Governance Framework and Policy and Data Management Structure Workshop for HT6 - Data Management with University of Technology Malaysia (UTM) from 1 until 2 June 2021 and 8 until 9 June 2021.



Maturity Survey Data to selected Project Teams, Divisional Directors and SMEs for HT6 - Data Management on 9 until 16 July 2021.



Request for Information (RFI) No. 1/2021: Data Management & Data Analytics Solution (DMDA) for HT6 - Data Management was advertised in SSM website, *Akhbar Berita Harian* and NST on 16 August 2021.



RFI document Evaluation Session (input related to cost of ownership and implementation approach) for HT6 - Data Management from 13 until 15 September 2021.



SSM Data Maturity Analysis Presentation Mini Workshop (Data Maturity) by UTM for the HT6 - Data Management project held on 29 September 2021.



Conduct RFI activities for SSM *Hala Tuju* projects such as HT6 - Data Management from 11 until 14 November 2021.



Handling Business Process Re-Engineering (BPR) for SSM *Hala Tuju* Projects, such as:
 (a) HT4 - CRS - This activity was held from 13 October 2020 until 31 December 2021; and
 (b) HT2 - RMS - Commenced from 28 April 2021 until 31 December 2021.



Tender Specification Preparation Workshop for HT project was conducted for the following projects:
 (a) Tender Specification Preparation Workshop for HT2 - RMS was held from 24 May 2021 until 28 May 2021.
 (b) Discussion on the Preparation of Tender Specifications for HT4 - CRS from May 2021 until 30 June 2021; and
 (c) Specification Tender Preparation Workshop for HT14 - MPSI from 13 until 20 September 2021.



User Requirement System (URS) Activities for SSM *Hala Tuju* Project - This activity is done for all projects under the SSM *Hala Tuju* such as Project HT2 - RMS, HT4 - CRS, HT9 - CRM and HT14 - MPSI between January 2021 to 31 December 2021 and it must be completed before the procurement process being carried out.

SERVICE DELIVERY

CHANGE MANAGEMENT ACTIVITIES

INFORMATION SHARING WITH SSM STAFF THROUGH CHANGE MANAGEMENT ACTIVITIES

Throughout 2021, various programmes and activities through many types of mediums, were planned and implemented to ensure that information related to changes in SSM could be communicated accurately and effectively to all staff.

Among the programmes and activities that were carried out in this regard include Knowledge Sharing, Let's Share and Meet and Greet activities. These programmes are information sharing based and are related to the progress of SSM's *Projek Hala Tuju* with the objective of ensuring SSM staff understand the organisation's ongoing and upcoming projects.

These programmes involve two (2) way communication between change ambassadors/ project owners/ project directors with SSM staff.

Apart from providing accurate up-to-date information on SSM's *Projek Hala Tuju*, these programmes also introduce the working groups of each project to the staff and provide exposure to them on the scope of work carried out by the project team.

PROGRAMMES	DATE	SESSIONS	PARTICIPANTS
KNOWLEDGE SHARING			
Knowledge Sharing: HT14 - MPSI	23 September 2021	1	200
LET'S SHARE			
Let's Share: HT1 - MyLLP	29 July 2021	1	298
Let's Share <i>bersama</i> PMO	23 December 2021	1	250
MEET AND GREET			
Meet and Greet: <i>Bersama Kita Realisasikan Siri 1</i>	3 June 2021	1	298
Meet and Greet: <i>Bersama Kita Realisasikan Siri 2</i>	7 - 26 July 2021	30	1,100
Meet and Greet: HT3 - ROB	2 August 2021	1	254

SERVICE DELIVERY

Apart from obtaining information via the change management programmes, SSM staff can also obtain information through the series of change management announcements via the e-postcards, the e-posters and the e-Bulletins.

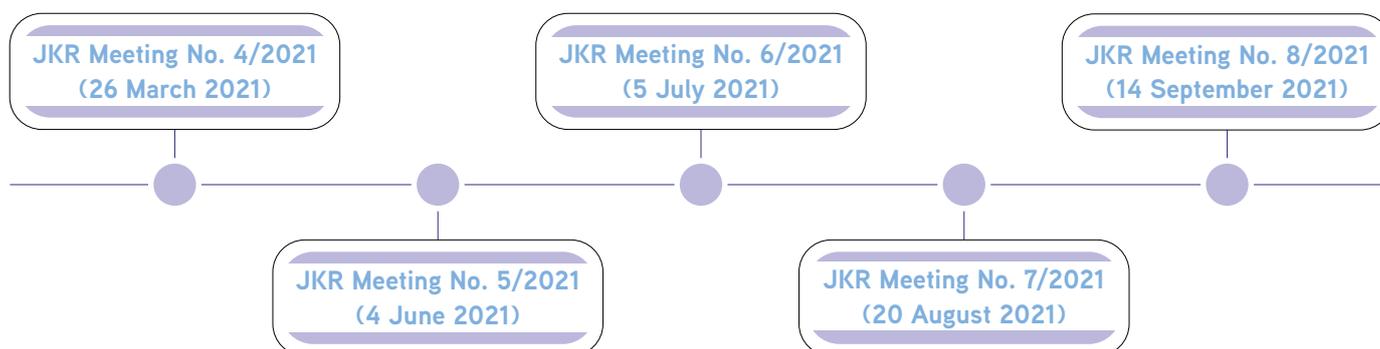
The change management team also shared the Project Performance Dashboard to all SSM staff for the progress of SSM's *Projek Hala Tuju*. These announcements were released on a quarterly basis in the form of infographics for easier comprehension.

CM SITE DEVELOPMENT ON SSM INTERNAL PORTAL

To ensure that all information that has been channelled through various mediums to SSM staff can continue to be refreshed and understood, Change Management has taken the initiative to develop and update SSM's internal portal with an information portal called the CM Site. The CM Site enables SSM staff to obtain information related to change management and *Projek Hala Tuju* that has been shared in previous change management programmes. SSM staff can also download presentation slides during the change management information sharing sessions.

ENTERPRISE ARCHITECTURE MANAGEMENT ACTIVITY REPORT

Series of *Mesyuarat Jawatankuasa Rekabentuk* (JKR) Meeting for the year 2021 are as follows:

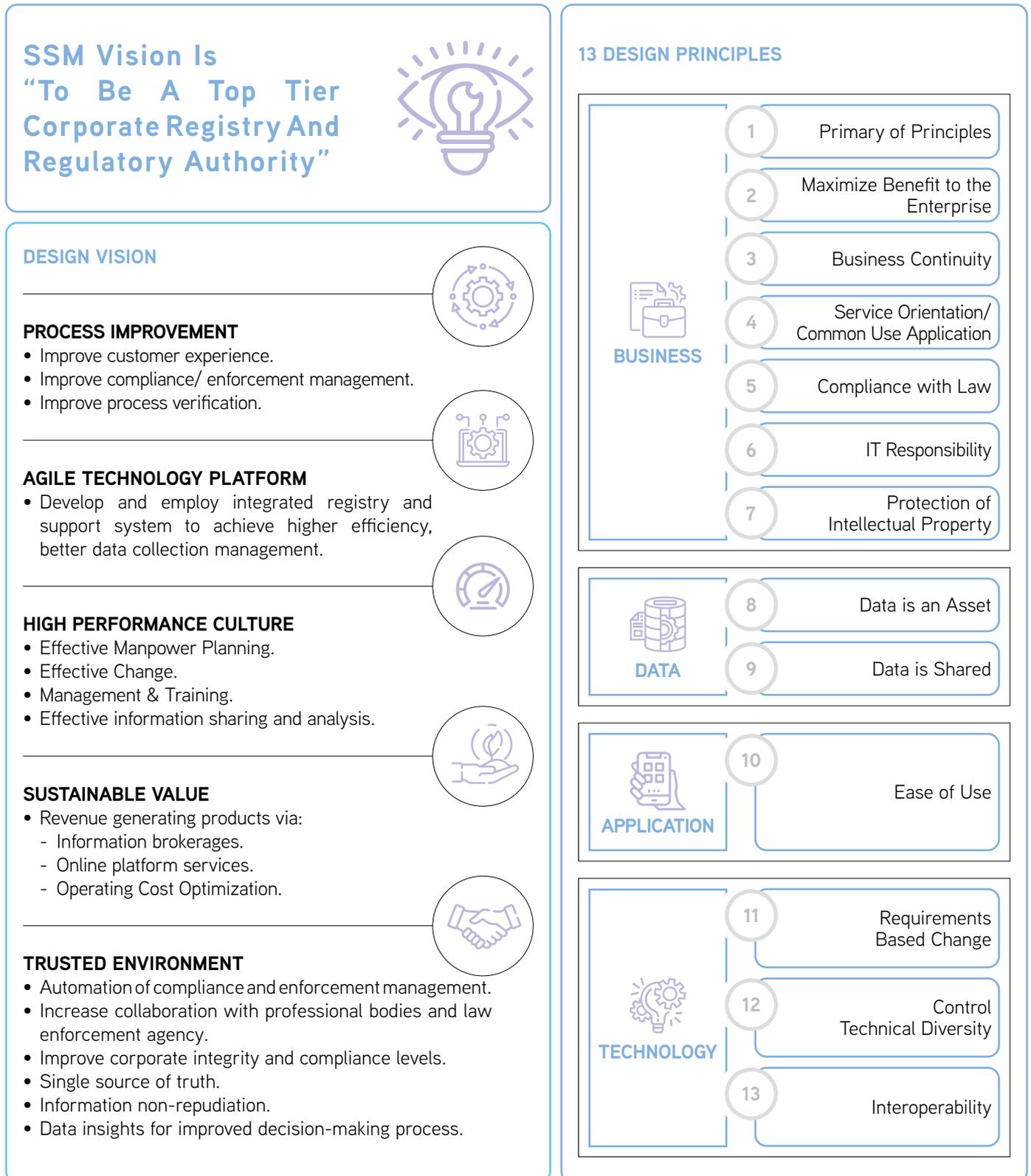


EA Board Meeting for the year 2021:

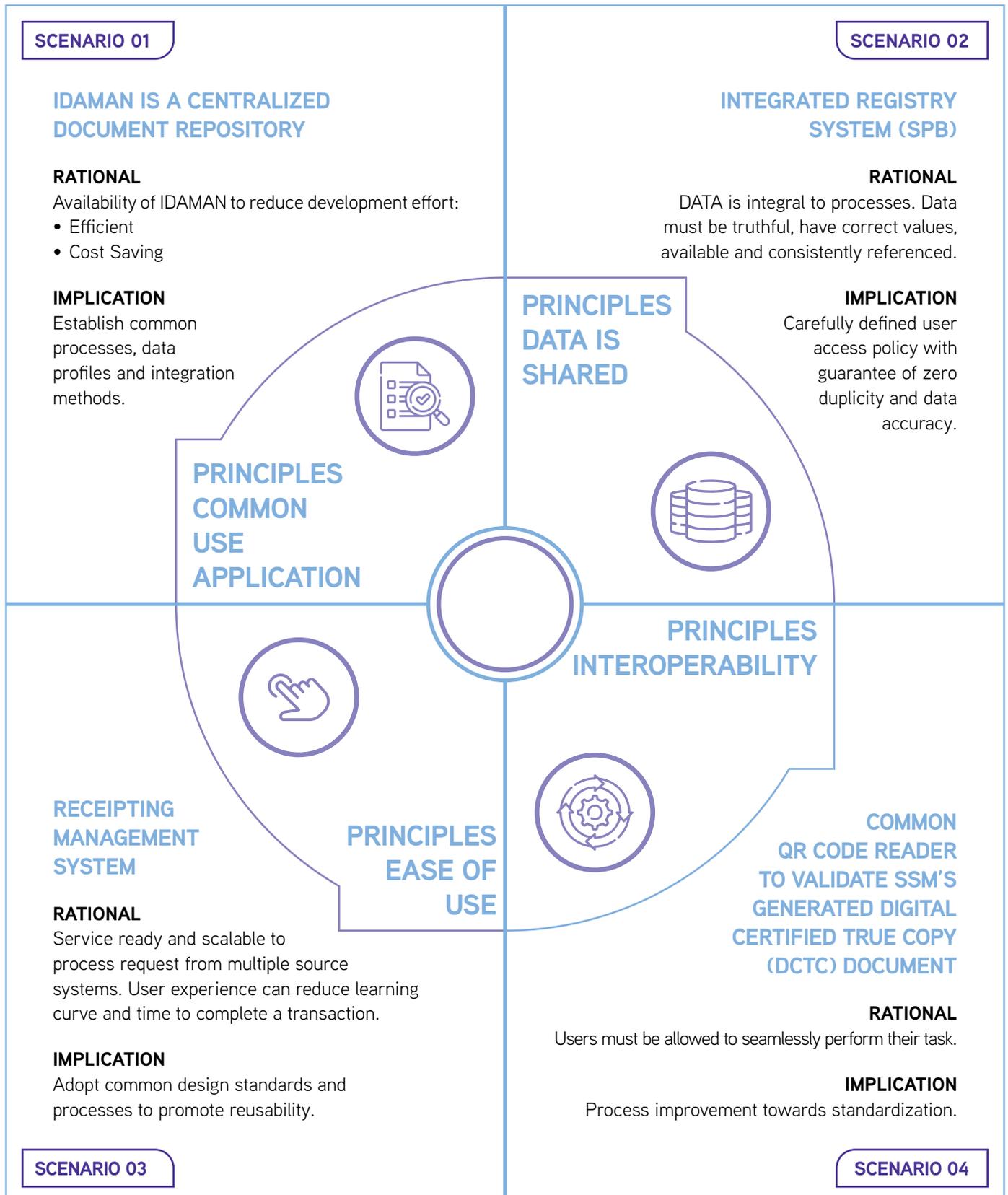


SERVICE DELIVERY

ENTERPRISE ARCHITECTURE DESIGN VISION AND PRINCIPLES



SERVICE DELIVERY



SERVICE DELIVERY

One (1) EA circular No. 1/2021 regarding the Enterprise Architecture Management Guidelines in the Companies Commission of Malaysia was circulated to SSM staff on 21 June 2021.



List of Enterprise Architecture Project Application Forms that have been processed are as follows:

Approval Date

Projects

9 February 2021

- Addition Services on SSM Middleware for the Branding of SSM BizTrust as a 'Business Starter Kit' to Business Entities Registered with the Companies Commission of Malaysia.

5 July 2021

- Digital Collaboration for Business Registration Renewal Services, Business Profiles Purchasing and Compound Payments Between SSM and Affin Bank.

3 September 2021

- Handshake Application Renewal Subscription for 12 Months

20 September 2021

- Online Document Submission System Development Project (Phase 1)

List of Enterprise Architecture reviews for Procurement Application that have been processed are as below:

Reviewed Date

Projects

6 April 2021

- Application for Review the Renewal of Software License Services and Maintenance Works for Staff Claim Management System (SCMS) for the Year 2021 to 2023.

30 July 2021

- Application for Commentary the Procurement Application of Maintenance of Human Resource Management System (HRMS) for the Year 2022.

2 December 2021

- Application for Renewal License and Maintenance Services for Century Financial Management System (CFMS).

An EA awareness programme was held as follows:

12 March 2021

Overview of Electronic Know Your Customer (e-KYC)

SERVICE DELIVERY

SSM supported the SSM Transformation effort by strengthening three (3) key components of the organisation, namely Technology, Process & Human Capital Expertise through the initiatives below:

TECHNOLOGY:**NEW INFRASTRUCTURE DESIGN DEVELOPMENT**

SSM developed a new IT Infrastructure Design to address the current technological needs specifically to meet the requirements of the *Hala Tuju* Projects. The new IT Infrastructure Design has been developed, considering current technologies such as cloud computing, Virtual Machine Infrastructure, Artificial Intelligence and several other security technologies that support this new technology demand. The design is translated through a new infrastructure development project which is expected to be completed in 2022.

**PROCESS:****INFORMATION TECHNOLOGY SERVICE LEVEL MANAGEMENT FRAMEWORK DEVELOPMENT**

SSM also developed an IT Service Level Management Framework that provides a services charter to ensure that every service offered has a target level of service quality required. Documents containing Services Catalog and Operational Level Agreement-OLA will be a reference for the users and ICTD staffs in ensuring that the charter is fulfilled as stipulated.

PROCESS:**INTERNAL DEVELOPMENT RESOURCE ANALYSIS DOCUMENT USING THE FUNCTIONAL POINT ANALYSIS (FPA) METHOD**

In line with the SSM vision to enhance the system development capabilities internally, SSM developed a reference document to calculate the development resources needed based on the size of a proposed system. This method will provide a more scientific and objective measurement for the usage of resources. Hence, system development management will be more structured and adhere to more efficient project management practices.

HUMAN CAPITAL EXPERTISE:**INFORMATION & COMMUNICATIONS TECHNOLOGY DIVISION RESTRUCTURE**

The global trend of digitalization development shows an increase in the need to develop skilled human resources in developing and regulating the technological resources of an organisation. In line with that, SSM has restructured the Information & Communications Technology Division that is in line with the DevOps (Development Operation) approach that will provide the benefit of agility in the management of highly dynamic system development. SSM has also provided the available skilled manpower with current technology training to be in line with the development of Information Technology.

SERVICE DELIVERY

Based on the transformation initiatives above, SSM successfully developed several internal systems that will have a positive impact on the efficiency of information delivery. Among the systems that have been successfully developed in-house are:

MyLLP 2.0:

This system was successfully launched in August 2021 and is a replacement of the previous system. The system has also successfully standardised the PLT registration system through SSM's concentric delivery channel on the SSM4U online platform.

ezBiz Enhancement:

The enhancement of the ezBiz system has enabled the online availability of forms A, A1, B, C and for the user verification to be fully implemented. Other functions that have also been improved are under the *Skim 1 OKU 1 Perniagaan* (S101P) initiatives and *Skim Pendaftaran Perniagaan Prihatin* (SPPP) to support the government in helping traders overcome the difficult situation faced during the pandemic era.

XCESS Portal:

XCESS Portal is an online platform provided by SSM for the sale of products and information of LLPs. In addition, the portal also enables customers to purchase Personal Involvement information in companies, businesses and LLPs registered with SSM. Access to this portal commenced in September 2021.

e-COMTRAC:

e-COMTRAC is a system provided by SSM to enable users to register and pay online for corporate training programmes organised by SSM.

DISASTER RECOVERY SIMULATION TEST

Disaster Recovery Simulation Test (DR Simulation) by component testing was held on 25 December 2021. The simulation testing covered a total of 21 components such as downtime of the systems to the Secondary Data Centre (SDC) and Primary Data Centre (PDC) simultaneously or Cross-DC.

Component testing in this exercise is very important as other than updating the Disaster Recovery Plan (DR Plan), it also includes system configuration review and also as a preparation to support the implementation phase and readiness of new technology migration works.

EXECUTIVE TRAINING PHASE 1 NON-EXECUTIVE PROMOTION SCHEME (KPBE)

The Non-Executive Promotion Scheme (KPBE) introduced by SSM is a one-off scheme basis for a new promotion mechanism for Non-Executive employees to Executive positions based on the requirement that have been set. The KPBE scheme started in 2020 and is expected to end in 2023.

The purpose of the KPBE Scheme is to meet the Diamond-shaped Organisational transformation following the development of a new system, Business Advisory Environment and the expansion of enforcement groups in State and Branch Offices.

In 2021, there are three (3) main trainings and tests to be passed by participants, namely the Employee Development Training (EDT), the EDT Examination and the Executive Training (Phase 1).

SERVICE DELIVERY

For the Executive Training Phase 1, SSM entered into a collaboration with Universiti Utara Malaysia (UUM) to implement online classes starting from 15 November 2021 to 6 January 2022. A total of 62 participants were directly involved and completed all these sessions successfully. The Executive Training Phase 2 will commence in the first quarter of 2022 and end by the fourth quarter of 2022.

SSM INDUCTION COURSE 2021

The Induction Course is an annual programme organised for new employees including those on contract status. A total number of 28 participants have successfully attended the SSM Induction Course 2021. The course was divided into two (2) sessions where the Academic session was held virtually from 6 to 15 September 2021 and Insaniah session was held physically on 19 to 26 November 2021.

SSM STRATEGIC PERFORMANCE MANAGEMENT COURSE

The Strategic Performance Management Course was held from 8 to 10 April 2021 and was attended by 32 participants comprising of SSM's Top and Middle Management. The purpose of this course is to provide a comprehensive understanding to the SSM's leaders regarding the employee Performance & Competency Management (PCMS).

SSM 2021 LEADERSHIP COURSE

In the continuing efforts to elevate the level of leadership competencies among SSM's Management team, the 'Leadership Competency Model (LCM) for SSM's Leaders' programme was organised. This programme aims to support the initiative of the SSM Anti-Corruption Organisation Development Plan (OACP) 2019 - 2023 in addition to inculcating elements of good human governance.

A total of 28 participants attended this session including the Top and Middle Management. This programme was successfully conducted online periodically from 25 June to 8 October 2021 and held physically from 10 to 12 November 2021.

COMPETENCY AWARENESS BRIEFING TO SSM EMPLOYEES

SSM conducted a Competency Awareness Briefing for all SSM employees from 1 to 8 November 2021. The main purpose of this briefing is to:

(a) Provide a comprehensive understanding on the definition of competencies and understand the differences between Core, Technical and Leadership Competencies;

(b) Emphasise the importance of competency development in improving skills, knowledge and behaviour for the purpose of personal and career development; and

(c) To inform on the procedures and use of the competency dictionary as a whole.

AWARENESS BRIEFING ON PERFORMANCE ENHANCEMENT PLAN (PEP) FOR SSM EMPLOYEES

SSM conducted a virtual awareness briefing for SSM employees on the Performance Development Plan (PEP) between April to November 2021. The main purpose of this briefing is to:

(a) Provide a comprehensive understanding of PEP policies and processes;

(b) Provide information on the employees and supervisors responsibilities in the PEP Programme; and

(c) Emphasize the effects and consequences if employees fail to improve performance after following the PEP.

MOUs BETWEEN SSM AND UNIVERSITY TECHNOLOGY OF MALAYSIA (UTM), UNIVERSITY MALAYA (UM) AND UNIVERSITY MALAYSIA PAHANG (UMP) ON THE 2U2I DATA ANALYTICS PROGRAMME

SSM established cooperation with three (3) universities through a MoU with University Technology of Malaysia (UTM), University Malaya (UM) and University Malaysia Pahang (UMP) on the 2U2I Data Analytics Programme on 2 January, 5 and 17 March 2021 respectively.

The Work-Based Learning Education (WBL) programme is an initiative of the Malaysian Education Development Plan by the Ministry of Higher Education (MOHE) in providing work experience-based learning to students in the form of practical and curricular based experience based on the students' field of study. The programme combines academic learning and the application of real-world learning in the workplace.

SERVICE DELIVERY

Through this programme, students will gain relevant industrial experience according to the field of study, thus bridging the mismatch between the needs of the industry and the graduates produced by the Higher Education Institute.

The implementation of this programme will also support the efforts of the Malaysian Government, especially the Ministry of Higher Education (MOHE) in producing quality local graduates in line with the Malaysian Education Development Plan.

MINISTRY OF DOMESTIC TRADE AND CONSUMER AFFAIRS & AGENCIES SERVICE AWARD CEREMONY

On 9 November 2021, MDTCA organised the *Anugerah Perkhidmatan Cemerlang KPDNHEP* and Agencies for 2020 and was officiated by YB Dato Sri Alexander Nanta Linggi, the Minister of MDTCA. Agencies involved are SSM, the Intellectual Property Corporation of Malaysia (MyIPO) and the Malaysia Competition Commission (MyCC). A total of 59 SSM employees received the *Anugerah Perkhidmatan Cemerlang 2020*.

PROFESSIONAL TRAINING AND EDUCATION FOR GROWING ENTREPRENEURS (PROTÉGÉ) PROGRAMME

SSM's Professional Training and Education for Growing Entrepreneurs (PROTÉGÉ) programme continues our long-standing commitment towards growing the Malaysian talent pool. PROTÉGÉ aims to develop Malaysian graduates with the necessary skills and experience to thrive in the corporate world as well as to guide them in the pursuit of becoming more competitive entrepreneurs and skilled job seekers to meet industry needs.

A total of 40 participants reported on 1 March 2021. This one (1) year programme combines intensive soft skills training and on-the-job training opportunities.

STATUTORY BODIES SPORTS VIRTUAL EDITION

On 19 to 22 August 2021, SSM participated in the Virtual Edition Statutory Body Games (SUKANUNVE) organised by the Malaysian Association of Statutory Bodies. The purpose of this competition is to activate the e-Sports competitions and to further establish good relations with various statutory bodies. SSM won first place in the MOTOGP21 championship race.

APPRECIATION TO SSM STAFF

As a token of appreciation to SSM staff, various events have been conducted throughout 2021 as follows:

(a) Distribution of souvenir packages for the Chinese New Year and Deepavali celebrations for the celebrating staff;

(b) Distribution of dates during the month of Ramadan;

(c) Distribution of breaking fast packed food during the month of Ramadhan;

(d) Distribution of packed food for Hari Raya Celebration; and

(e) Distribution of health food during the increasing spread of COVID-19 Pandemic in Malaysia.

SSM PARTICIPATION IN THE MDTCA INNOVATION AWARD COMPETITION 2021 AND INNOVATIVE & CREATIVE GROUPS (KIK) CONVENTION COMPETITION 2021

SSM submitted the Staff Learning and Development Site (SLDS) Project to participate in the MDTCA 2021 Innovation Award Competition while e-COMTRAC and SSM EzBiz Chat projects in the KIK MDTCA 2021 Convention Competition.

The MDTCA 2021 Innovation Award Competition was held on 18 November 2021 and MDTCA 2021 KIK Convention Competition was held on 27 October 2021.

SSM won the 2nd Runner-up in the MDTCA 2021 Innovation Award Competition while in the MDTCA 2021 KIK Convention Competition, SSM won the 2nd Runner-up and Best Documentation Award for the e-COMTRAC project.

SSM STORE VERIFICATION YEAR 2021

This store verification is a routine activity which is implemented in every fourth quarter to verify the accuracy of the total physical stock with the current stock balance in the Store Management System (SPS) as well as to identify stocks that cannot be used, obsolete, damaged, expired or inactive. Next action is to recommend for appropriate action by the office based on the results of the inspection.

SERVICE DELIVERY

Store inspections and verification are conducted at all SSM offices throughout Malaysia by Store Verification Committee (JVS) starting from 18 October 2021 until 26 November 2021.

The main duties of JVS are as follows:

(a) Visit and inspect all Main Stores and Corporate Communication Section (SKK) Stores at SSM Headquarters, State Offices and Branches throughout Malaysia;

(b) Make calculations and physical checks on all stocks stored in the store along with stock record reviews through SPS; and

(c) Issue a detailed report on the results of inspections and verifications carried out.

(e) Distribution of COVID-19 Rapid Test Kit Antigen Self-Test (Saliva) to SOCSO Contributors among SSM employees;

(f) Mechanism of employee attendance to the office by rotation and Work From Home (WFH);

(g) Weekly awareness on COVID-19, vaccination, and SOP compliance;

(h) Detection of infection cases and close contacts of SSM employees;

(i) Sanitation activities regularly every 3 months in all SSM offices; and

(j) Distribution of Vitamin C to SSM employees.

POWER TALK PROGRAMME - WORKING FROM HOME ERGONOMIC PRACTICES

SSM has organised a webinar Power Talk Programme on 10 June 2021 delivered by a speaker from National Institute of Occupational Safety and Health (NIOSH) entitled Working From Home Ergonomic Practices.

The programme covered issues, challenges, factors, disease risks and best practices related to ergonomic especially while working from home in accordance with the Work From Home (WFH) approach implemented by SSM during the COVID-19 pandemic.

COVID-19 PANDEMIC RELATED INITIATIVES AND OUTREACH ACTIVITIES

SSM introduced and implemented various initiatives and outreach activities related to the COVID-19 pandemic in ensuring the safety and health of employees and the public dealing with SSM in accordance with the requirements of the Occupational Safety and Health Act 1994. Among them are:

(a) SSM Safe Working and COVID-19 Prevention Procedures;

(b) SSM COVID-19 Immunization Guidelines;

(c) Health screening process for the admission of employees and the public to SSM premises;

(d) COVID-19 screening test reimbursement facility;

ORGANISATION OF OFFICIAL SECURITY CONTROL STRENGTHENING COURSE FOR SSM CLASSIFICATION OFFICERS

Classifying Officer means the Officer appointed under the provisions of section 2B, Official Secrets Act (Act 88) to classify any official document, information or material as "Rahsia Besar", "Rahsia", "Sulit" or "Terhad" accordingly to ensure the security of protection at SSM is guaranteed and to ensure the management of files and documents classified by the department is always in accordance with the rules that have been set.

In addition to carrying out its duties, the SSM Classification Officer bears an important responsibility in ensuring the department's document affairs and documents are in compliance with the Security Directive and the Official Secrets Act 1972.

The Official Secrets Security Strengthening Course for SSM Classification Officers in collaboration with the Office of the Chief Government Security Officer (CGSO), Prime Minister's Department was organised in two (2) sessions on 15 until 17 November 2021 and 22 until 24 November 2021.

SNAPSHOTS IN 2021

