

DATA SHARING AND INTEGRATION

of National Registration Department of Malaysia:

Achievements and Challenges



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INTRODUCTION TO NATIONAL REGISTRATION DEPARTMENT (NRD)



INTRODUCTION



National Registration Department (NRD) is a department under Ministry of Home Affairs in Malaysian Government



Founded: 1948



Branches: Over 200 branches nationwide for accessible services



Responsible for managing citizen identity records and maintaining a comprehensive registry of personal data



CITIZEN REGISTRATION RESPONSIBILITIES



Birth

Record and issue certificates for new births, ensuring proper documentation of identity

Identity Document

Issuance of Malaysian identity card (IC) which known as MyKad

Death

Document and confirm details of deaths, providing official records for family members



Child Adoption

Facilitate the legal registration of adopted children, ensuring their legal status and rights.

Marriage & Divorce

Record marriages and document divorce proceedings

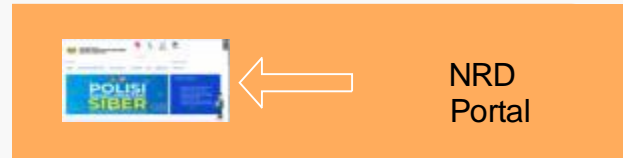
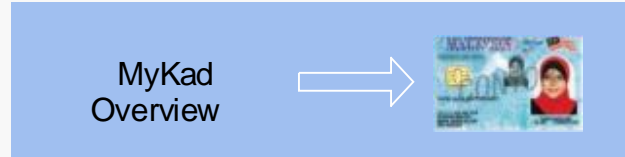
Citizenship

Process and document citizenship status

KEY ACHIEVEMENTS IN DIGITAL SERVICE AND DATA SHARING



- Launched in 2001
- One of the **first biometric-enabled** identity cards in the world
- **Multipurpose digital identity**
- **MyKad Features**
 - 👤 **Biometric Authentication**
 - 👤 **Smart Chip Technology**



- **Integration with various government departments**
- **Single digital platform** : Citizens can access multiple services with one unique ID.



- **Online access** for birth registration, MyKad applications, and certificate requests (birth, death, marriage)
- **Real-time tracking** for application status



IDENTITY CARD EVOLUTION



IDENTITY CARD EVOLUTION



③ Introduction of the Identity Document

- First identity document was introduced in 1948

③ Purpose

- To track and verify the identity of residents
- Primarily for security and administrative purposes

③ Verification Method

- Relied on physical inspection, with no embedded technology or biometric data

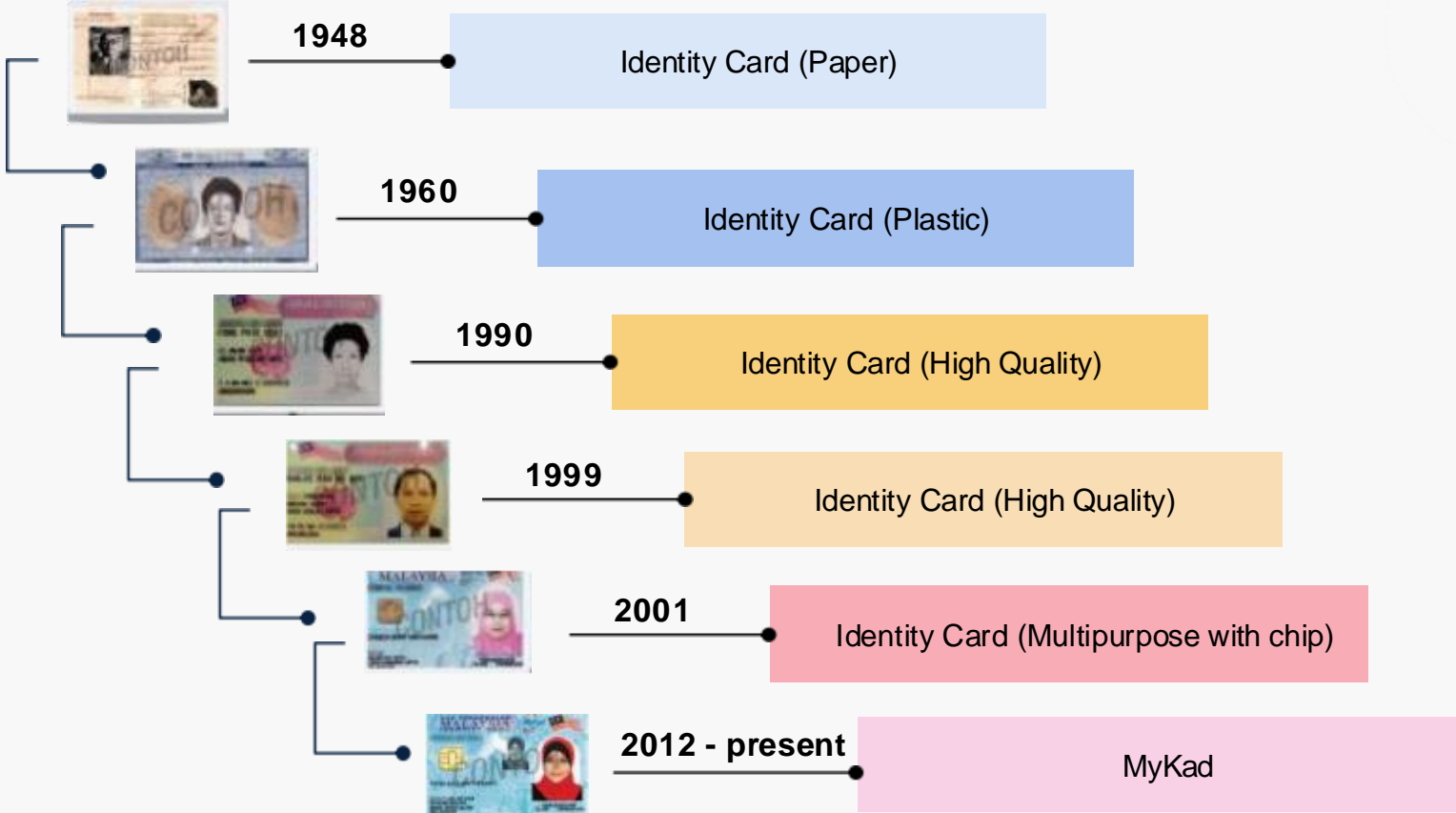
③ Limited Functionality

- Served only as proof of identity, with no additional multipurpose features



IDENTITY CARD EVOLUTION

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GENERATION OF IDENTITY NUMBER

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Before
year
1990

7 or 8 digits are generated for the
new ID card application

After
year
1990

12 digits are generated for birth
certificate and will be used on ID
card



INTRODUCTION TO MYKAD: MALAYSIA'S NATIONAL IDENTITY

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MyKAD

Malaysia's official identity card for Malaysia citizens



Biometric

Fingerprint and photo was captured into Biometric Identification System (BIS)



Initial Issuance

Issued at age 12



Contactless Tech

To make transaction without having to physically insert or swipe the card



Verification of Age and Nationality

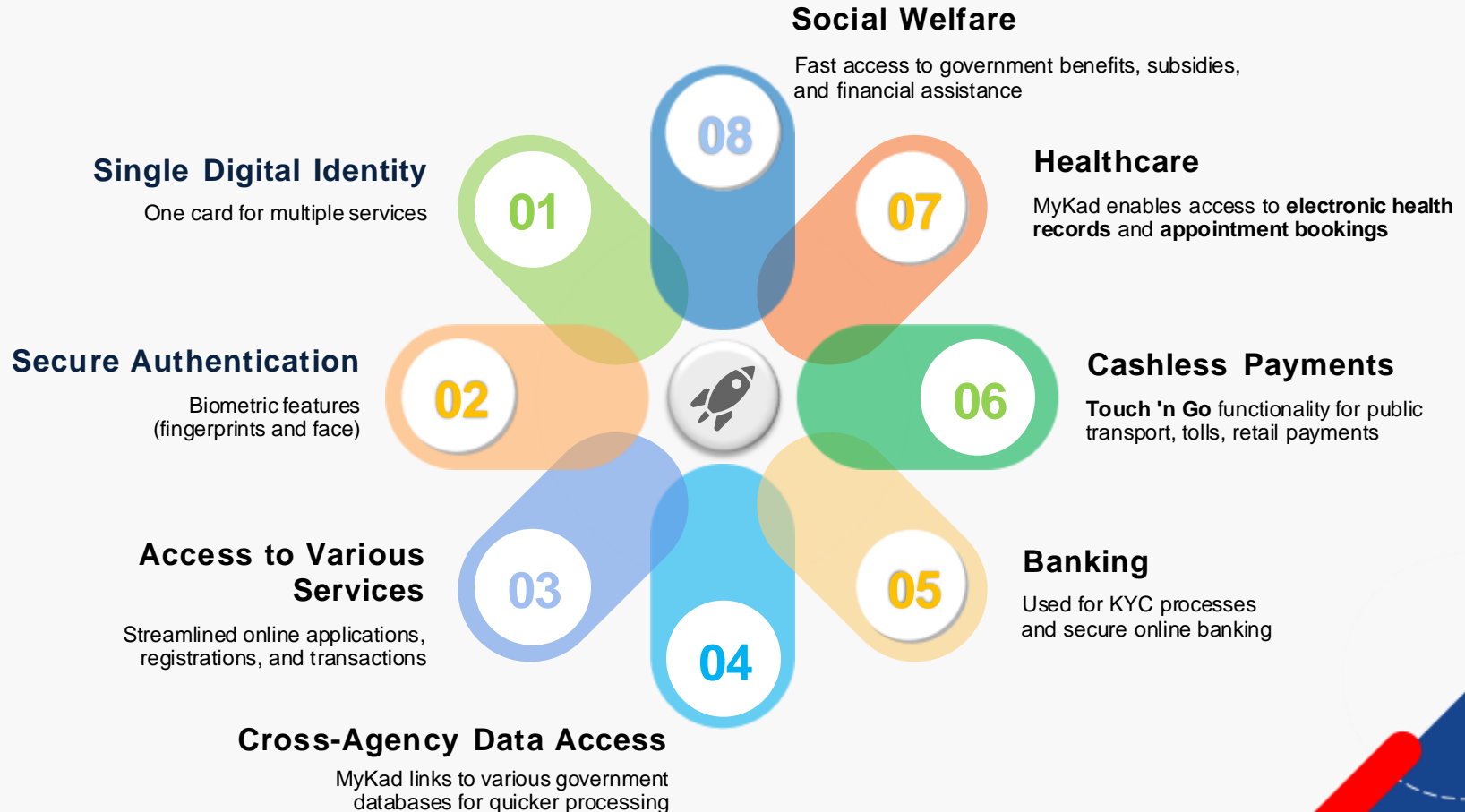
To confirm a person's age and nationality



Proof of Identity

Recognised by government and private sectors as the main identification

MYKAD AS A DATA SHARING ENABLER



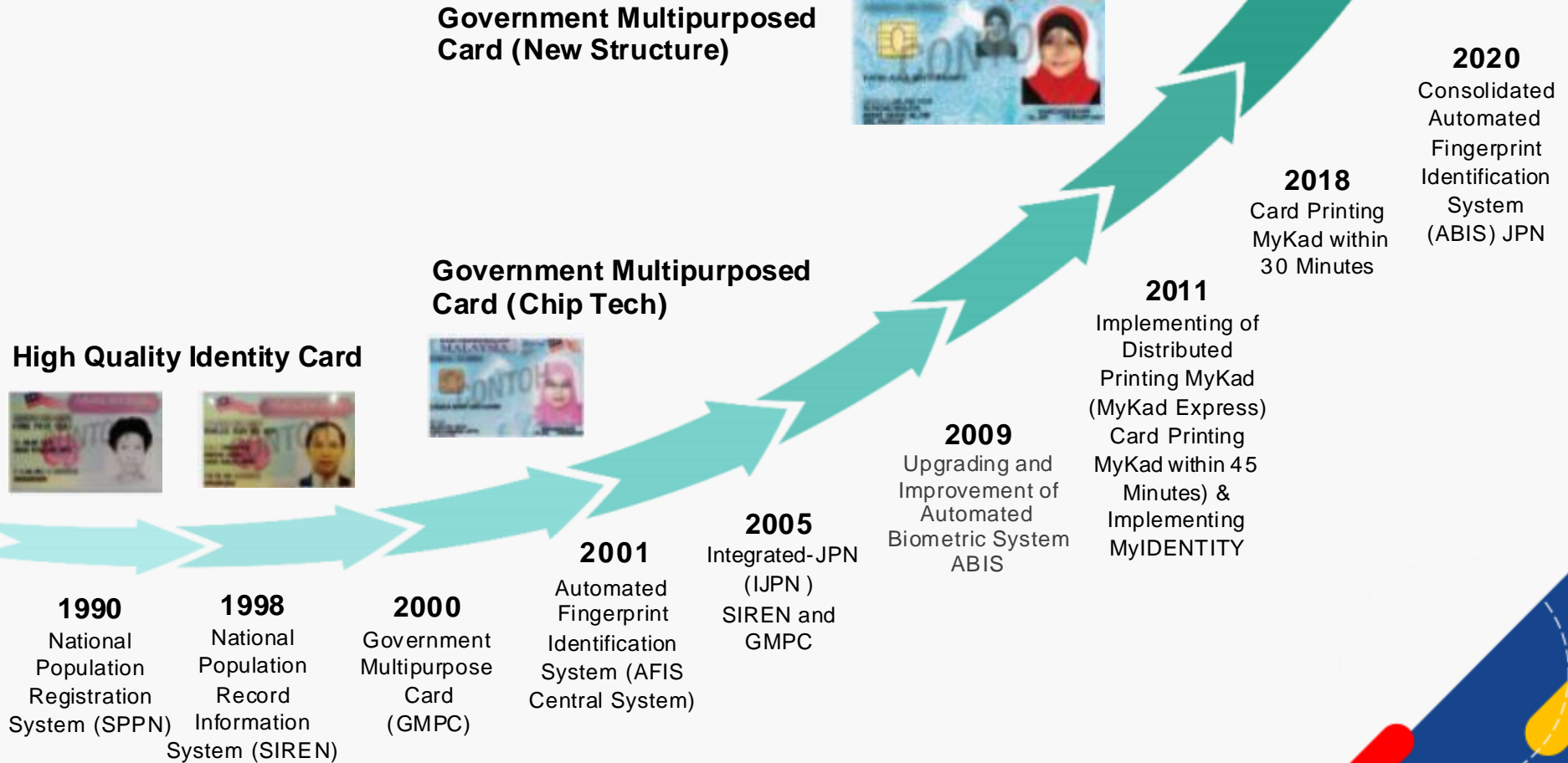
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BIOMETRIC IDENTIFICATION SYSTEM (BIS) IN NRD



BIOMETRIC IDENTIFICATION SYSTEM EVOLUTION



IDENTITY VERIFICATION

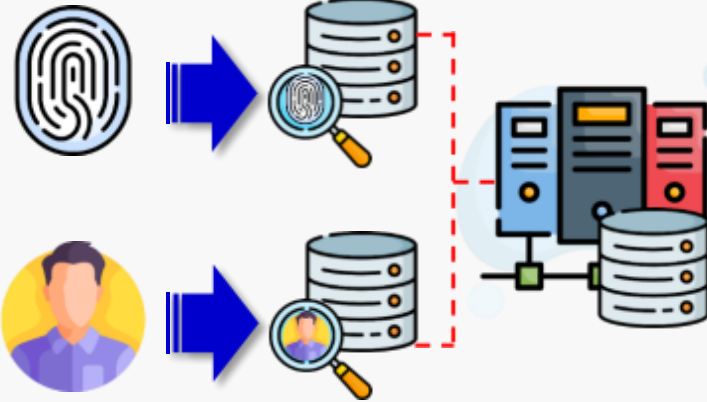
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1 APPLICATION



- > Thumbprint verification.
- > Collect applicant information.
- > Capture photo

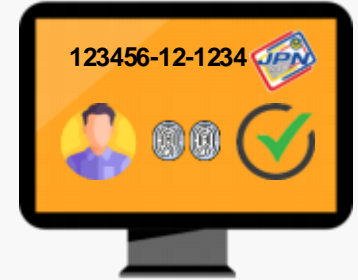
2 MATCHING & STORED



- > The process of matching and verifying thumbprints and photographs is conducted online
- > Applicants' thumbprints and photographs are stored in a database

 BIS

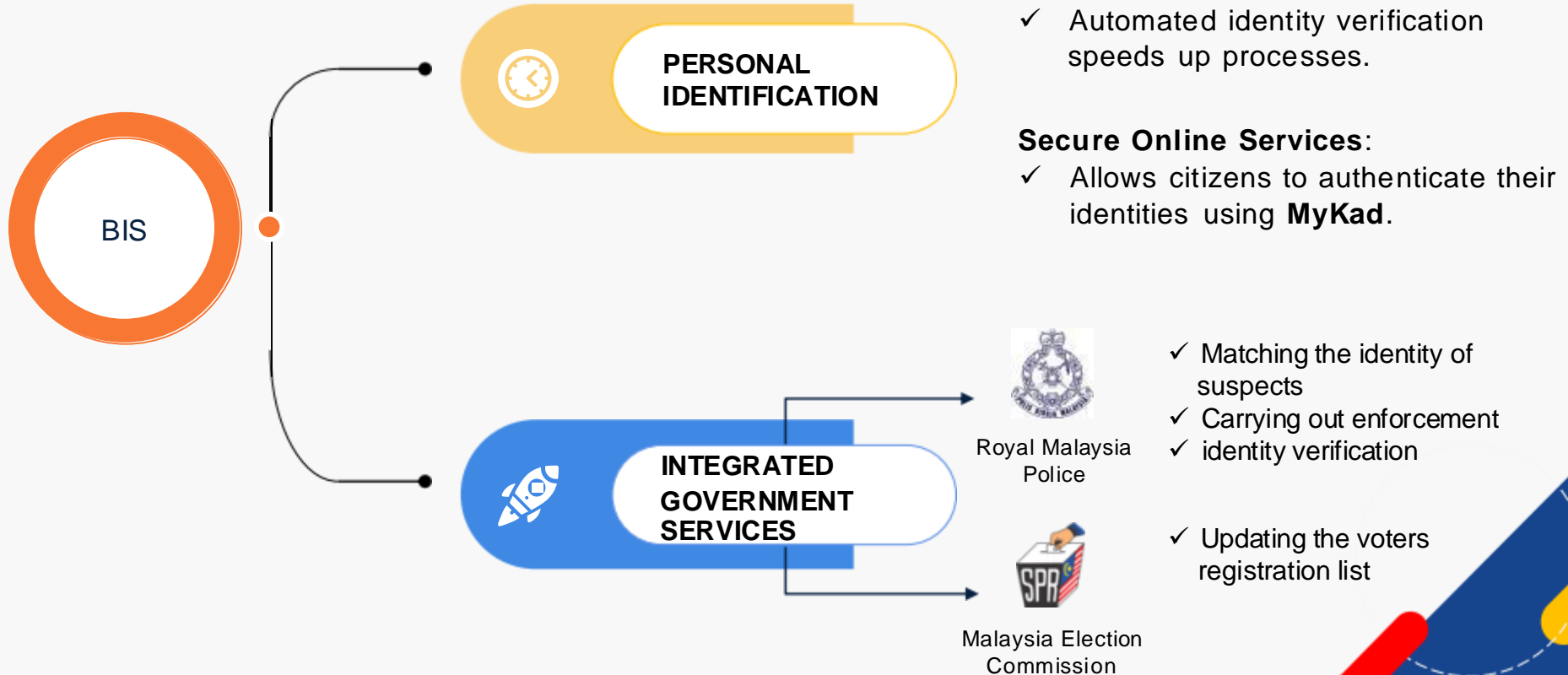
3 RESULT



- > The result of the thumbprint and photo matching

BIOMETRIC IDENTIFICATION SYSTEM

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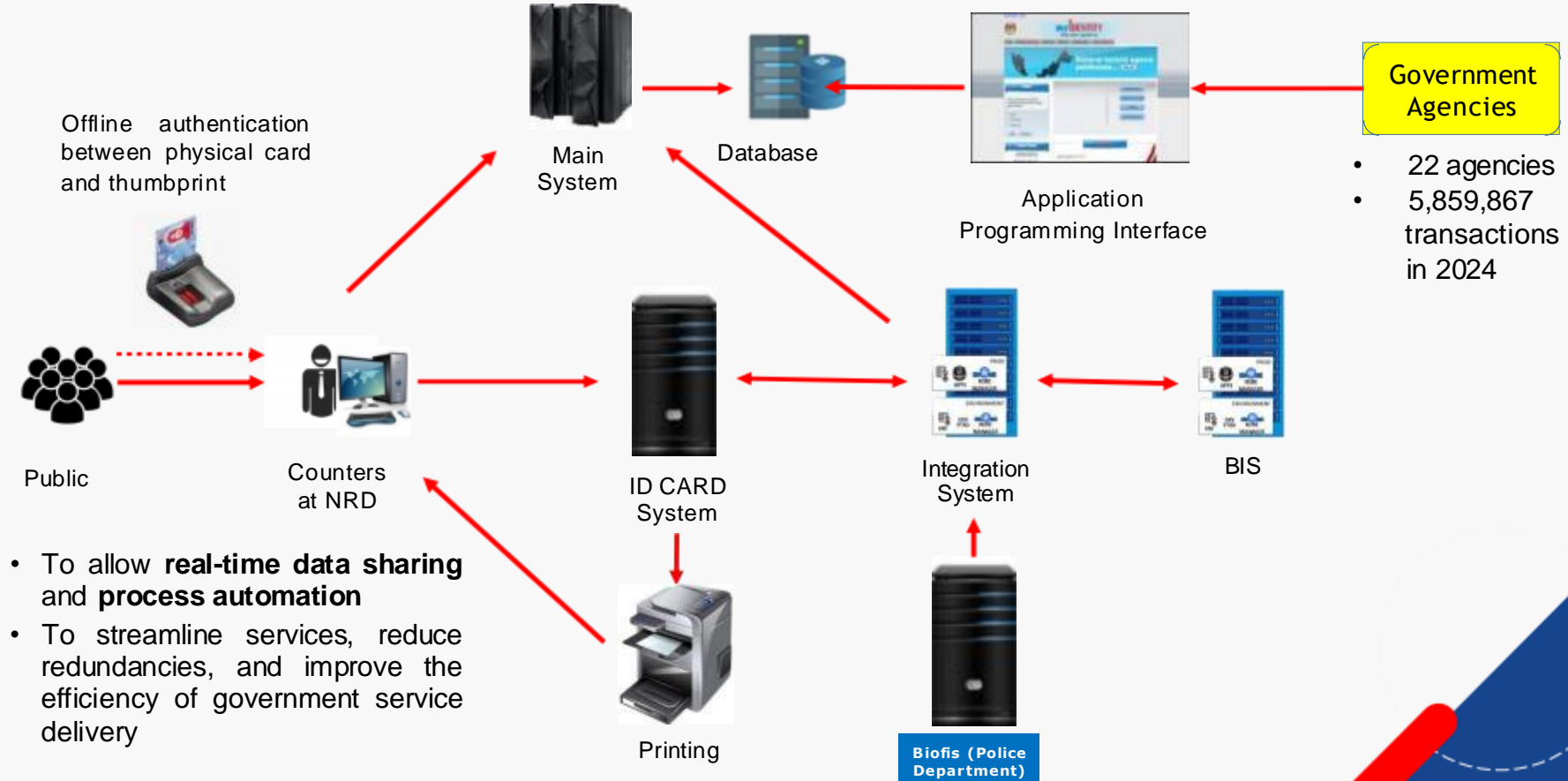
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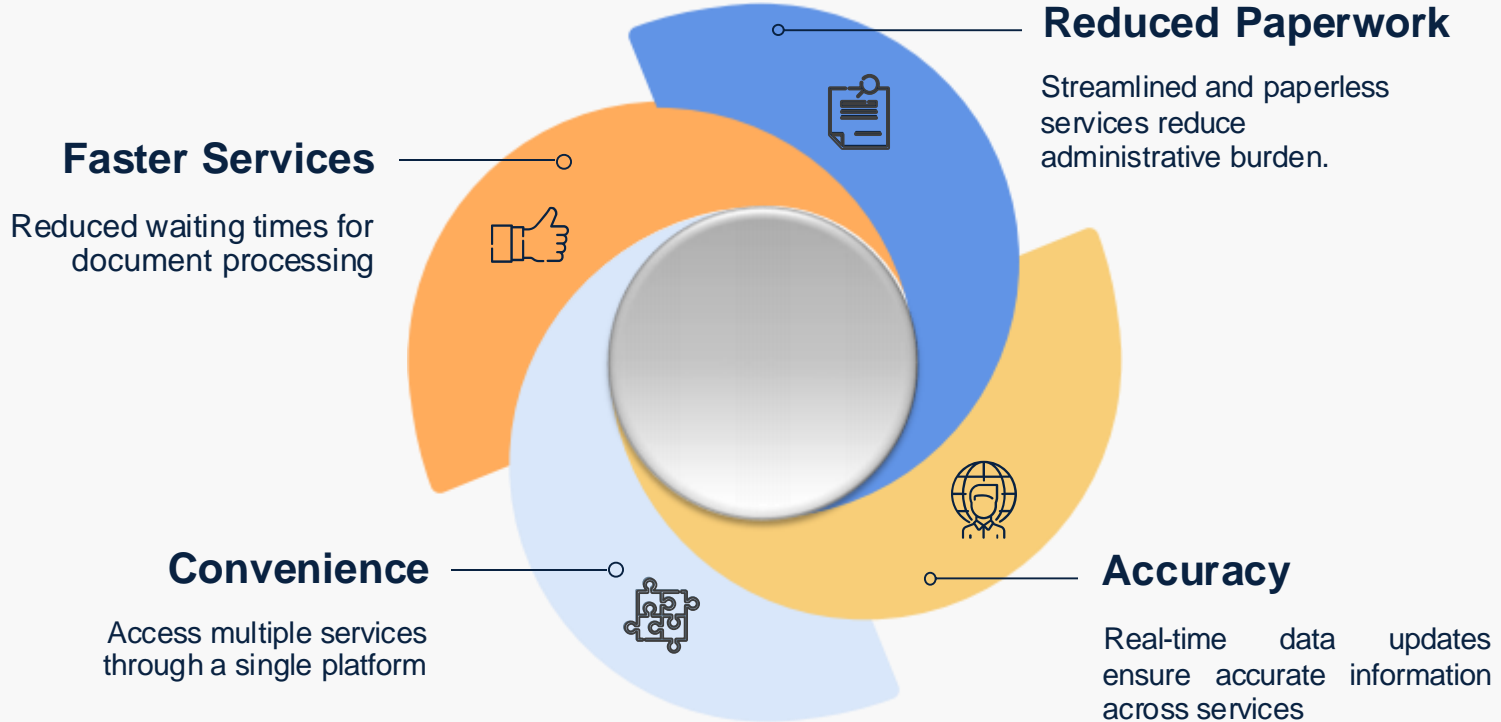
DATA SHARING AND INTEGRATION WITH OTHER GOVERNMENT SERVICES



OVERVIEW



INTEGRATION ACCELERATES DIGITAL SERVICES



Malaysian Prison Department

Identifies and tracks prisoners



Royal Malaysia Police

Uses biometric data for crime investigations



Election Commission of Malaysia

Updates voter registration and electoral records



Immigration Department

Manages passport enrollment and renewal



Strategic Partners

Employees Provident Fund

Facilitates account registration and member authentication



Road Transport Department

Handles driving licenses and vehicle registration





WAY FORWARD



NEW PROJECT TRANSFORMATION



1. User friendly and interactive system



4. Online service *end-to-end*



8. Digitize form and document (*QR code*)



12. Monitoring 24/7



2. Multiple service channel - Portal or Apps



6. Automation process for main business



9. Enhancing Biometric function



13. Collaboration and Integration with public/private sector



14. Monitoring and Reporting in *real-time*



3. Modernization Application



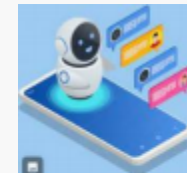
7. *Emerging technologies (AI, Machine Learning)*



10. Cashless payment

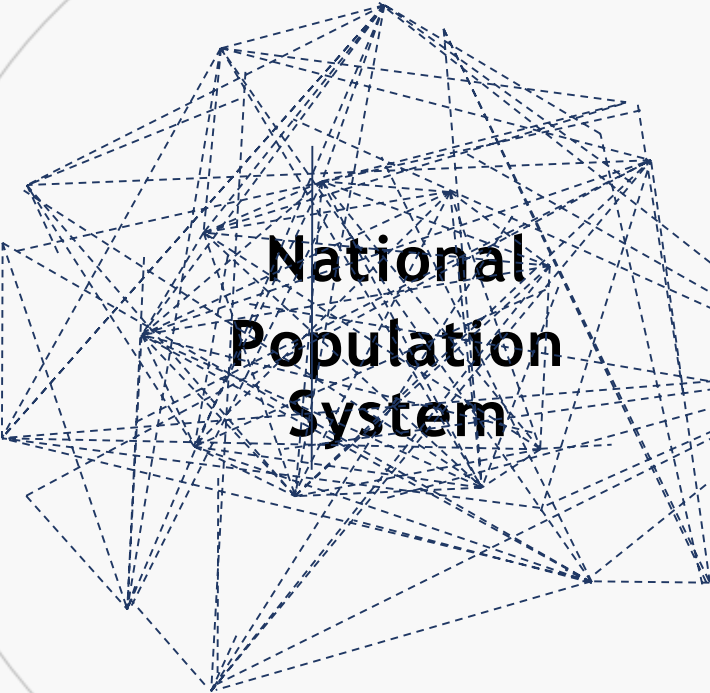


11. Notification applicant



15. *Intelligence customer service*

NEW SYSTEM



National
Population
System

BIS

Printing
System

Integration
Manager

- EPAYMENT
- KDN
- PDRM
- JIM
- JPPM
- KKM
- LTH
- MTINGGI
- MSBH
- JAKIM
- KLN
- JKM
- MyGDX
- LHDN
- JAN
- KPM
- JAKOA
- SUKSWK

Private
Sector

Legend

- Public Sector
- Private Sector



KEY CHALLENGES



KEY CHALLENGES



Retaining talent/expertise is critical to ensuring the system's continuation and maintaining its quality.

**TALENT
RETENTION**

**CHANGES IN
EXISTING
PROCESSES**

The cost of system development is high to comply with the government's existing process

A detailed and complete study must be available first before the procurement of infrastructure and system development

**USER
REQUIREMENT
STUDY**



**READINESS OF
LAWS/
POLICIES/
REGULATION**

The development of systems and regulations that go hand in hand extends the development period

The government's complex requirements and scope over timeline given.

**REALISTIC
TIMELINE**

MINDSET

Challenge to change



THANK YOU

