

mGovernment - SMS Gateway for Sarawak Government Agencies

In every age, governments must strive to keep up with and utilize the technological advancements of the era to communicate with their people. Today, this means moving not just towards an electronic government but towards a mobile government.

For this reason, and in line with the Sarawak Government's public sector e-Government initiative to improve both the level and quality of services to the public, the Sarawak Government is consolidating and providing a centralised SMS Gateway for all government agencies under one short code number, 62999, to make it easier for the public to remember. This has been done by leveraging SarawakNet, the Sarawak Government's wide area network.

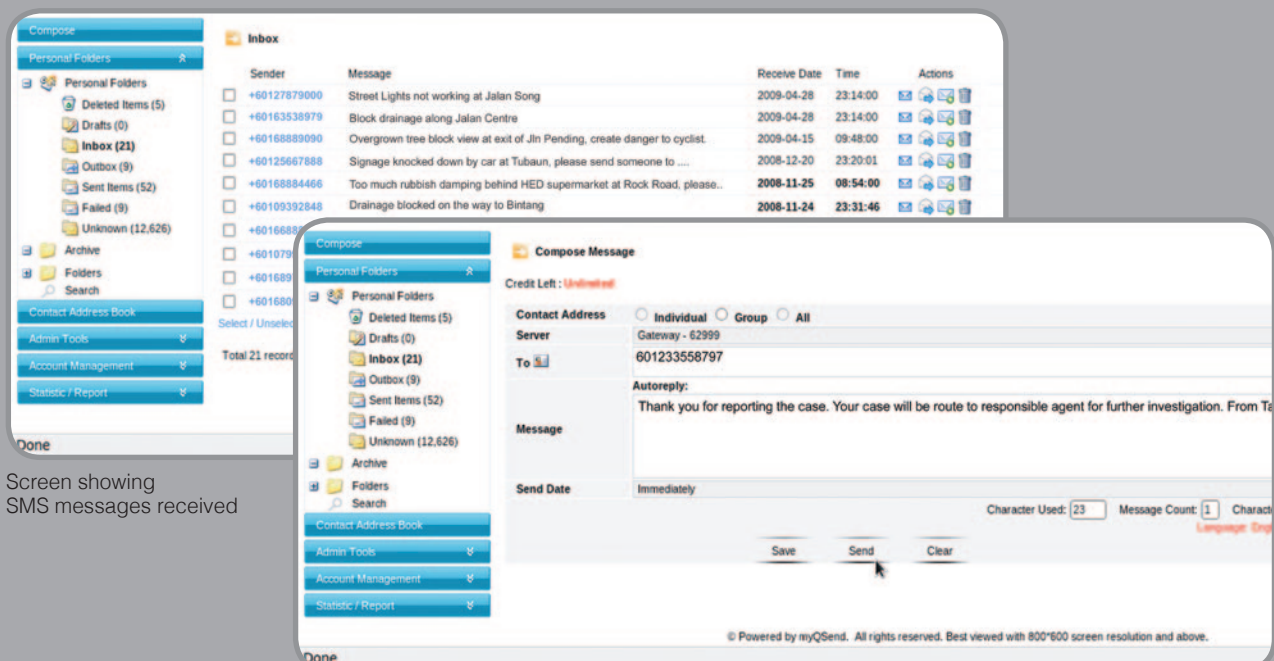
The SMS gateway gives all State Government agencies, including statutory bodies and councils, the option of another channel of communication with the public without the heavy investment and operation costs typically associated with the implementation and maintenance of any such service. The hardware, server and maintenance costs are borne by the Sarawak Government. This means that the government agency which uses this service need only pay for the cost of any SMSes sent as well as a small one time setup and training fee as opposed to the thousands a month on system and short code rental and maintenance costs and the tens of thousands in capital costs that would normally need to be spent on an SMS gateway, in addition to the SMS charges.

Send SMS via browser or triggered by business application

Government Agencies can access the Gateway through an intuitive web interface. This web mobile messaging solution allows Agencies to manage their sent and received SMSes as well as generate reports to allow them to better analyse their SMS usage.

This mobile messaging solution, created by SAINS, also has an Application Programming Interface (API) for easy application integration to existing line of business applications for bulk generation of SMSes to customers' mobile phones.

This feature is especially useful for Agencies such as the local councils, which for instance, periodically need to send out assessment rate information and reminders to property owners.



Screen showing SMS messages received

Screen to compose sms message

Capabilities

Bulk Generation – Sends the same message to all listed mobile phone numbers at one time. The service can be integrated with the Agencies' own systems so that information can be extracted to allow the bulk generation of SMSes to the public. The system will give a warning message if the same message is resent to avoid annoying consumers or incurring unnecessary costs.

Auto Response – The system is capable of automatically sending out a response to enquiries made by the public. For instance, if a customer sends an enquiry about their bill amount, the system can send an automatic reply with the outstanding amount, due date, etc

Reports – The system can generate both detailed and summary reports on all SMSes sent to give Agencies a better understanding of SMS usage. Detailed reports show information such as payee number, phone number, date/time, purpose, triggered by, etc, while summary reports show information such as purpose, area number, sub total for area, sub total for purpose, grand total, etc

Benefits

- Shared SMS infrastructure for all Sarawak Government Agencies - No upfront investment in hardware, no rental or overhead operating costs, pay only for SMSes sent
- Provides another channel for Agencies to communicate with the public
- Integrates with system so Agencies do not need to manually input information/ send individual SMSes
- Able to automatically respond to enquiries and complaints (with case number) from the public
- Branding - Consolidates all Government SMSes under one number making it easier for the public to remember
- Convenient online portal for managing sent and received SMSes
- Generates reports to give Agencies a better understanding of SMS usage, customer demographic and response, etc



State Government Agencies using 62999

Sarawak Government SMS Services

SMS
62999



Public Service Help Line provided by Sarawak Government

<http://talikhidmat.sarawak.gov.my>

To submit a case:

1. Type 555999 submit followed by your message
Example: 555999 submit Street lamp malfunction at Jalan Song
2. Submit by sending to this number: 62999

To check your case status:

1. Type 555999 status followed by your case number
Example: 555999 status 20100201-001
2. Check by sending to this number: 62999

Note: Normal SMS rate will apply when you send messages to 62999.
System generated SMS replies from TALIKHIDMAT are free of charge.

Recruitment Service provided by Sarawak Government

www.e-recruitment.gov.my

To check application Status

- Enter ERS <space> 12 digit New IC and send to 62999
(The system publishes status of application within the 6 months from the date the SMS is received)

To check Interview Schedule

- Enter ERI <space> 12 digit New IC and send to 62999
(The system publishes interview scheduled within 1 month from the date the SMS is received)

Unit Perhubungan Awam dan Hal Ehwal Korporat (UPAK) or
Corporate Affairs & Public Communications Unit,
Chief Minister Department for Talikhidmat service

Suruhanjaya Perkhidmatan Awam Negeri Sarawak (SPANS) or
The Sarawak Public Service Commission for e-Recruitment service