



Appendix 1: Integrated Operationalisation Plan (IOP) – checklist

Executive Order Responsibility 1: Transparency in MDAs

- A. Requirement:
- Website
 - Complete list of all requirements or conditions
 - Fees & Timelines
 - Paste on premises
 - Up to date (MDA head responsibility)
- B. Key Decisions:
- Set up directorate team to compile list of all requirements or conditions
 - MDA head to issue circular to MDA on agreed procedures/requirements/condition
 - Commission ICT team to update website
 - User-friendly review of website to ensure information is presented in friendly fashion
 - Set up complaint email address
 - Communication strategy

Executive Order Responsibility 2: Default Approvals

- A. Requirement:
- Website with stipulated time for response on applications or interface with public
 - Two means of correspondence with public & follow-up
 - Means to acknowledge application
 - Document management system
 - Approval communication
- B. Key Decisions:
- Set up desks to handle correspondence to public & acknowledge correspondence
 - Set up means (e-mail, phone call & mail) to communicate application stages
 - Set up document management system and timeline for desk stay of file
 - Automatic approval communication system

Executive Order Responsibility 3: One Government

A. Requirement:

- FG MDA only requires enough information (not more than photocopy) to verify from other MDA
- Reflect new documentary requirement in procedures

B. Key Decisions:

- Identify all documentation within MDA process that requires verification from another MDA
- Decision on what form of information (not more than photocopy) is required from customer for back verification
- Refine & communicate internal application process to ensure one government principle
- Establish back channel for inter-governmental verification of such document
- Means of communication verification or non-verification to customer