



**CHAIRMAN
OF THE PUBLIC ACCOUNTS COMMITTEE (PAC)
CUM MEMBER OF PARLIAMENT FOR ROMPIN**
OFFICE OF THE PUBLIC ACCOUNTS COMMITTEE
PARLIMEN MALAYSIA, JALAN PARLIMEN
50680 KUALA LUMPUR

Tel : 03-2601 7263 / 2698 6852 (DL)
Fax : 03-2698 9218
Email : pacparlimen@parlimen.gov.my
Website : <http://www.parlimen.gov.my/pac>



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**Media Statement by Hon. Dato' Sri Hasan Arifin, Chairman of the
Public Accounts Committee (PAC) Regarding PAC's Report on
Aid and Service Programme to Senior Citizens Under the Ministry of
Women, Family and Community Development (KPWKM) and
Department of Social Welfare (JKM).**

- 1) PAC today has tabled a PAC Report regarding the Aid and Service Programme to Senior Citizens Under the Ministry of Women, Family and Community Development (KPWKM) and Department of Social Welfare (JKM).
- 2) The issue was raised by the Accountant General Department (AGD) in the Auditor General's Report (LKAN) 2016 Serie 1 tabled in Parliament on 31 July 2017.
- 3) PAC has called for a proceeding regarding this issue on 4 October 2017 by calling the Secretary General of KPWKM, Datuk Dr Rose Lena binti Lazemi dan Dato' Zulkipli bin Ramli, Director General of Department of Social Welfare to clarify on the issue raised by AGD.

- 4) In the proceeding, members of the PAC has raised a few issues:
- i) Five (5) out of the 12 District Social Welfare Offices (PKMD) were not compliant with the directives issued by the Director General of Social Welfare of Malaysia requiring payment of Senior Citizens Assistance (BOT) made through the bank. The BOT cash payments involved the amount of RM547,200 for November 2016.
 - ii) The weakness in BOT cash distribution among others, many people are counting unlimited amount of money; weakness in the receipt and payment confirmation process; cards for financial claims are not equipped with security features; collection of BOT on behalf of the deceased recipients.
 - iii) The expenditure of RM70,988 by the Senior Citizen Service Centre (SCSC) is not in accordance with the prescribed guidelines and no application was made for such expenditure.
 - iv) There was a mismanagement of the SCSC grant where RM95,200 were given as loans to supervisors and NGOs who manage and operate SCSC.
 - v) No application was made for a surplus of RM46,733 during the acquisition of SCSC equipment.
 - vi) The new SCSC is yet to start operating since its inception in November 2015.

5) Based on the proceedings, the PAC has concluded that:

The PAC is of the agreement that the country is moving towards the ageing society. The Ministry of Women, Family and Community Development (KPWKM) must be more proactive and find alternatives in moving towards becoming a welfare state.

6) Based on the conclusion, PAC recommends to the Government that:

- i) Review of BOT aid recipient method for the purpose of extending the period of assistance should be reviewed and streamlined to ensure that aids for eligible recipients will not stop or deferred.
- ii) Frequent field monitoring by the Ministry/ Department must be done.
- iii) KPWKM is encouraged to increase the rate of BOT monthly aids in view of the rising cost of living.
- iv) JKM should provide special training to SCSC's staff in caring/ managing senior citizens professionally.
- v) KPWKM and JKM need to ensure that every equipment supplied to SCSC needs to be properly maintained and not merely dependent on Government grants.
- vi) The PAC wants relevant enforcement agencies to provide information regarding the investigation into the abuse of SCSC grant.

- 7) Those who are interested to read and study the PAC Report regarding the Aids and Service Programme To Senior Citizens Under the Ministry of Women, Family and Community Development (KPWKM) and Department of Social Welfare (JKM) can download the report on PAC's website at www.parlimen.gov.my/pac.

Yang Berhormat Dato' Sri Hasan Arifin
Pengerusi Jawatankuasa Kira-Kira Wang Negara
Parlimen Malaysia