

FAQ

1. What is the difference between an Internal Audit and an External Audit?

In public sector, the external audit function is performed by the National Audit Department, where the authority and responsibilities of the Auditor General who is appointed by Article 106 and 107 of the Federal Constitution and Audit Act 1957. While the power and responsibility of Internal Audit is administratively provided by the Head of Agency. External Audit reports to Parliament on public accountability. Instead, the Internal Audit is part of the management control system at the Agency and directly reports to the Head of Agency.

2. What is the role of the Treasury (BSKK) in the Internal Audit Unit established at the Ministry / Federal Department and State Secretary's Office?

The Treasury (CSC) is the Central Agency responsible for overseeing and coordinating the implementation of internal audits at the Ministry / Federal Departments and the State Secretary's Office, in particular on the following matters:

- i. issue general policy instructions;
- ii. provide auditing guidelines;
- iii. provide advice and guidance on the conduct of internal audit; and
- iv. evaluate the effectiveness of the internal audit.

3. What is the transfer period of money from Bank / Pos Malaysia to Government bank account?

Money transfer from Bank / Pos Malaysia to Government Bank account for e-Payment payments is T + 1. T stands for transaction day.

4. How far JKTU CAN overcome bureaucracy in government agencies?

If this instruction is implemented, bureaucracy can be overcome because all the terms of reference which are fixed covers all aspects of delivering system in government agencies.

5. What are the service charges for collection of revenue through Pos Malaysia Berhad?

The service charges are as follows:

Service charges	Not exceeding(per transaction)
Counter	RM2.00
Online	RM0.50

6. What is the service charge rate for e-Payment executed at the counter?

The service charges are as follows:

Service charges	Not Over (On Transaction Value)
Credit Card (MasterCard or Visa) and Amex Card	0.90%
Debit Card	0.5%
MEPSCASH	0.9%

7. What are the service charges for online payment transacted through a government portal and Internet Banking?

The service charges are as follows:

Service charges	Not Over (On Transaction Value)
Direct Debit - Customer To Government (C2G)	RM0.50
Business To Government (B2G)	RM1.00
Credit Card / Amex Card	1.0% on transaction value

8. Is there a maximum payment limit for every transaction paid via Credit Card, Debit Card and Amex Card?

There is no maximum payment limit for every transaction paid via Credit Card, Debit Card and Amex Card. However, Bank Negara Malaysia's current rules will always be complied with.