

# Land office introduces smart way to submit documents

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SUBMISSION of documents by law firms at the Selangor Land and Mines Department (PTGS) in Shah Alam can now be done virtually before dropping the physical copy into the Smartbox at its premises.

The Smartbox was introduced to minimise physical contact, reduce the long lines outside PTGS' premises as well as to ensure social distancing.

"This is to help reduce the risk of spreading Covid-19. For now, the Smartbox system is open only to law firms. We will extend the services to the public later," said PTGS director Yusri Zakariah before the launch of the Smartbox.

He added that the new system enabled online payment. Those submitting documents into the Smartbox must print out a copy of the payment receipt and attach it to the documents as proof of payment.

In order to use the Smartbox, law firms would need to register and fill in all the necessary details at [www.smartbox.selangor.gov.my](http://www.smartbox.selangor.gov.my) before printing the required documents and submitting them.

"If you skip the online step, you will not be able to drop the docu-



Yusri says the Smartbox system enables online payment.

ments into the box," he said.

The operating hours for the Smartbox is between 6am and 5pm while the online payment hours are from 5am to 8pm.

"I would like to remind that those submitting documents must ensure that they are complete, and that the phone numbers and email addresses provided are correct because this is how officers will get in touch with them for collection," he said.

He added that all incomplete



PTGS employee Nurhidayah Mohd Hanib, 30, showing how to submit documents into the Smartbox machine.  
— IZZRAFIQ ALIAS/The Star

documents would be rejected and the respective law firms would have to resubmit them.

Yusri said there were two phases to the Smartbox system, with the first being submissions and the second for collection.

"We are targeting to launch the Smartbox for collections sometime next year," he said.

Before the Smartbox system was

launched, there was the Dropbox system which had a similar function but did not allow online payments.

Payments had to be made in the form of bank draft or money order. It was a hassle for law firms and their runners had to make multiple trips to the bank or post office daily.

The other problem with the

Dropbox was the wait for land search results and collection took a long time.

With the earlier, over-the-counter service, before the introduction of Dropbox and Smartbox, the waiting time could take a few hours.

Now, runners only need to drop the documents without having to wait in line.