

Expert: New Puspakom booking system eliminates middlemen

KUALA LUMPUR: Puspakom Sdn Bhd's new booking system that includes automatic integration with the Road Transport Department's mySikap portal is a critical step in improving road safety and accountability.

Universiti Putra Malaysia Road Safety Research Centre head Associate Professor Dr Law Teik Hua said a robust booking system was one of the pillars of a safe road environment.

He added that it could eliminate the long-standing problems caused by middlemen or runners, which had undermined safety requirements.

"Integrating linkages with the RTD's mySikap portal represents a major step forward in terms of accountability," he told the *New Straits Times*.

Law said fragmented data systems in the past had enabled cloned vehicles and unauthorised modifications to slip through inspections.

He said direct integration would create a unified platform where vehicle records, specifications and inspection outcomes were updated in real time, reduce human error and prevent fraudulent road tax payments for vehicles that failed inspections.

"This creates an electronic trail that can hold vehicle owners and inspection officer accountable."

He said tracing forged inspec-



Dr Law Teik Hua

tion records would become far simpler in the event of accidents.

Law said booking systems that were prone to abuse often led to slot manipulation, which allowed vehicles to evade physical examinations before entering the market through underhanded means.

"A foolproof system will ensure that all cars on the roads are present and accounted for according to National Automotive Policy requirements," he said, citing risks from expired certifications and defects such as faulty brakes and steering systems.

He said the next phase of reform should include automation and industry liberalisation.

Fully automated inspection lanes using sensors and artificial intelligence-driven diagnostics would further reduce human intervention and corruption.