

**CLOSING SPEECH**

**BY**

**YB TUAN HAJI MOHD ANUAR BIN MOHD TAHIR**

**DEPUTY MINISTER OF WORKS MALAYSIA**

**AT THE CLOSING CEREMONY OF  
HIGHWAY CONCESSION CONFERENCE 2019 (HCC 2019)**

**ON 16 JULY 2019 (TUESDAY)**

**AT LEXIS SUITE,  
PENANG**

## **SALUTATION**

1. YBhg. Dato' Dr. Syed Omar Sharifuddin B. Syed Ikhsan  
Secretary General, Ministry of Works
  
2. YBhg. Dato' Sr. Aziz Bin Abdullah  
Director General  
Malaysian Highway Authority
  
3. Yang Berbahagia Tan Sri-Tan Sri, Puan Sri, Dato' Sri-Dato' Sri, Dato'-  
Dato', Datin-Datin
  
4. Distinguished Guests and Speakers,
  
5. Members of the Media,

Bismillahirrahmanirahim

Assalamualaikum and good afternoon

1. It is a special honour to join all of you today to celebrate the closure of this conference. I am pleased to be able to express my appreciation personally for the excellent work of our Lembaga Lebuhraya Malaysia (LLM) and the entire team who had made this Highway Concessions Conference (HCC 2019) huge success. It is certainly a job well done and deserving of applause.

2. I hope this event has truly benefited us in many ways. I was informed by the organizer that this Conference has attracted more than 200 professionals with a total of 17 technical papers presented during this two days conference.

3. I do not doubt that this conference allowed us to share our experiences and knowledge with fellow participants and speakers from across the Asian region. This is essential to improve the quality and efficiency of road networks through effective management of assets in tandem with user expectations and government requirements.

4. Heartfelt congratulations to Touch n Go by winning of the Highway Digitalization Excellence Award 2019. Praise for your accomplishments. I hope it can be a strong motivation for the company and to the others to be more creative and innovative for the benefit of the highway industry in Malaysia in the future.

Ladies and Gentlemen,

1. We have reached the end of the Highway Concessions Conference (HCC 2019). For the past two days of the conference, we have gone through many topics on the issue of user satisfaction and financial re-engineering. Many of the presentations made by invited speakers exposed us to new ideas and solutions that can be used to address current issues faced by the highway industry. This is certainly of great advantage in enhancing the excellence of our services and performance in the highway operations.

2. As we heard over the past two days, the presentations explore topics that touch on public acceptance issues and customer satisfaction over tolled highways, security, and safety, innovation towards digital payments, minimal

of service interruption and effort to give seamless travel experience to highway users.

3. The people's expectations and demands become our big challenge. User satisfaction is becoming one of the key issues that need to be taken seriously by all parties that directly involved in the highway industry. The role of social media in providing the latest information and chances to highway users to give feedback is undeniable.

4. Social media platforms can help with customer satisfaction levels and engagement in many ways. This is why they have become enormously popular among businesses around the world. With social media, you can provide fast and efficient responses to customers by giving them the option to contact you via this platform. This can help to speed things up at your end too, so it benefits both your business and your customers. This should be taken positively as well as ensuring that the SOPs implemented are always in the best possible condition.

5. Issues regarding safety and to minimize fatality is vital to be highlighted. In line with the era of technological advances, the level of service in terms of quality of construction and services should be improved from year to year.

Highway users have a high expectation of the services given and the more value of every single cent spent for toll payments.

Ladies and Gentlemen,

6. I would like to pay my deep respect to all the participants for your positive participation in the conference. I hope that what you all have learned through the conference will help you a lot in your duties. I hope that we will continue to build upon the discussions we have initiated, the partnerships we have cemented and the networking we have established, over the past two days. I do not doubt that the knowledge you have gained and the contacts you have made here will make an impact in your future endeavors.

7. To foreign speakers and participants, I wish you all a pleasant and safe journey home. I hope we shall meet again in a similar forum.

8. I would also like to congratulate the main organizers, Lembaga Lebuhraya Malaysia in an association of the KKR and PSKLM for successfully organizing the HCC 2019. I also hoped that this great event will be conducted again in the future.

9. On that note, it gives me great pleasure to officially declare the HIGHWAY CONCESSIONS CONFERENCE (HCC 2019) closed.

Thank you and have a good day.