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MINISTRY OF DIGITAL

PRESS RELEASE

MYGOV MALAYSIA: EMBARKING ON A NEW ERA WITH AGENTIC AI

PUTRAJAYA, August 10, 2026 – **The Ministry of Digital** continues to strengthen the public sector's digital transformation agenda by exploring the integration of **Agentic Artificial Intelligence (Agentic AI)** into the **MyGOV Malaysia** application. This strategic move aims to realize a smarter, proactive, responsive, and citizen-centric delivery of government services.

Agentic AI represents an evolution in artificial intelligence that enhances how citizens interact with government digital services in a smarter and more proactive manner. Unlike conventional AI, which typically responds to user prompts, **Agentic AI** is capable of understanding context, planning appropriate actions, and assisting in executing tasks across various digital services, subject to established permissions, governance, and control framework. This responsible approach takes into account safety, data privacy, information accuracy, AI governance, transparency, and human-in-the-loop oversight in accordance with the Public Sector AI Adoption Guidelines.

Through this approach, **MyGOV Malaysia** has the potential to evolve from a platform that consolidates government services into a government digital assistant capable of helping citizens complete their transactions more easily, quickly, and systematically. Citizens will no longer need to know beforehand which government agency or system they need to access. Users can simply state their needs in plain language, and the **Agentic AI** powered system can assist in identifying the relevant services, offering step-by-step guidance, and when available and upon user authorization, helping execute the necessary actions through the relevant government systems. For example, police summons checks powered by **Agentic AI** offer a new experience to citizens by providing a complete payment workflow right through to completion.

This approach supports the Government's aspiration to reduce digital bureaucratic complexity and deliver a more user-friendly, citizen-oriented, and citizen-centric public service experience. Technology is leveraged to serve the public without requiring citizens to navigate the complexities of government systems. The implementation of **Agentic AI** enables **MyGOV Malaysia** to transition from merely providing service access to actively helping citizens complete their transactions with greater ease.

The implementation of **Agentic AI** in **MyGOV Malaysia** will be carried out in a phased and responsible manner, taking into account safety, data privacy, information accuracy, AI governance, transparency, and human control.

The Ministry of Digital will continue to strengthen strategic collaboration with relevant ministries and agencies to ensure the implementation of **Agentic AI** within the Government's digital ecosystem is executed safely, responsibly, and effectively. This aligns with the aspiration to build a smarter, more agile, and citizen oriented **MADANI Government**, while supporting Malaysia's ambition to become an **AI Nation by 2030**.

MyGOV Malaysia continues to grow as a one stop platform consolidating various Government digital services. As of July 2026, **the platform has recorded over 2.9 million users, with 52 services from 19 government agencies available for public access**. With the implementation of **Agentic AI** currently undergoing beta deployment starting early August 2026, **MyGOV Malaysia** will be further empowered as a single gateway that not only connects citizens with the Government, but also simplifies and accelerates public service transactions in a smarter, more responsive, and citizen-oriented manner.

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Issued by:
Ministry of Digital.