

# Use DBKL app to lodge complaints

## Mayor wants to resolve damaged road woes

**KUALA LUMPUR:** Road users here can now channel complains about potholes via Kuala Lumpur City Hall's DBKL Potholes Complaint WhatsApp application.

Kuala Lumpur Mayor Datuk Mahadi Che Ngah said the application, which was launched on Jan 7, would help DBKL to immediately repair any damaged or potholed road based on public information to ensure the capital was free from potholes.

"DBKL Potholes Complaint was created for the safety of road users following the many accident cases reported over the past few weeks due to potholes.

"We have received 271 complaints through this platform since Jan 8," he told Bernama.

Mahadi advised users who chose to use the DBKL Potholes Complaints WhatsApp application - 011-62396652

<https://wa.link/jobdgd3> - to state the exact locations of the damaged roads in their complaints to enable immediate action to be taken.

"We will send the repair team immediately if the information provided is accurate and an evaluation will also be able to identify whether it is under DBKL or a concession.

"For potholes that are less than one square meter in size, action will be taken within 24 hours from the complaint received," he said.

In addition to the application, he said DBKL also had various complaints channels for the public to extend complaints related to potholes.

He said they included the Integrated Public Agency Complaints Monitoring System (i-SPAAA) complaint website, DBKL Hotline (call centre), Public Complaints Bureau, i-Tegur Application (KPKT), email, telephone

or letter in addition to face-to-face complaints through the DBKL branch offices.

He said 11,979 cases of road damage, including potholes were recorded and acted upon by DBKL in 2020.

"Of the total, 7,735 cases were detected through DBKL's proactive patrol itself while another 4,244 were through complaints from the public," he said.

Mahadi said there were various factors that caused potholes such as development projects, diggings by utilities and the failure of road design structures due to the increase in traffic volume.

"Apart from using pavement contractors, daily and periodic patrols are always conducted by the Public Service Delivery Transformation patrol team to take immediate action on this problem," he said.