

Licence renewal process follows SOP, says DBKL

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THE licence renewal process for hawkers and petty traders at Kuala Lumpur City Hall (DBKL) is under control and follows the standard operating procedures to minimise risks of Covid-19 infection.

Beginning last year, DBKL made it compulsory for licence holders to renew in person at its headquarters in Jalan Raja Laut.

Renewal cannot be done online and runners or representatives are not allowed to act on behalf of the licence holder, to avoid cases of fraud.

However, there have been complaints that the process was not suitable during the movement control order period.

A DBKL spokesperson said there were instances of licences belonging to deceased persons being abused.

"We are strict about the licence holder's presence before allowing the renewal. It is only once a year," he said.

"Licence holders who are renting DBKL properties must bring along current tenancy agreements too," he added.

Responding to a photo of a long queue outside its headquarters, the DBKL spokesperson said it was likely taken early in the morning, as people waited to get their queue number.

He said the local authority had taken reasonable steps to ensure that the SOP was being followed.

"We only attend to 100 people per day, thus many turn up early for their queue numbers.

"There are lines on the floor to guide people to practise social distancing while in the queue.

"The licence holders are only allowed into the office in batches.



Hawkers and petty traders queuing outside Menara DBKL to get their number, which is limited to 100 per day for licence renewal. — Photo courtesy of Federal Hawker and Petty Traders Association of Malaysia

Until then, they will have to wait outside the lobby area.

"The situation is under control," he added.

Federal Hawker and Petty Traders Association of Malaysia president Datuk Seri Rosli Sulaiman said DBKL should allow alternative methods of renewal during the MCO period as the present requirement was causing a crowd to gather at its headquarters.

"I received complaints from members of the association that the queue at the entrance was very long and people were not adhering to physical distancing measures.

"Perhaps, renewal could also be done at the branch offices to disperse the crowd.

"I hope DBKL can look into making the licence renewal process safer and abide by the MCO standard operating procedures," he said.