

Concerned citizen tells DBKL to improve complaints system

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BROKEN and damaged drain slabs along Jalan 4/91 in Taman Shamelin Perkasa, Kuala Lumpur are in the process of being replaced, a month after reports were lodged to Kuala Lumpur City Hall (DBKL).

Concerned citizen Boo Soon Yew said he lodged a complaint to DBKL via its Adu@KL platform on Jan 23 as it concerned public safety.

“There were multiple broken drain covers over a deep monsoon drain. Some were even missing, which can be dangerous to unsuspecting pedestrians,” he said, adding that he had noticed the situation since last year.

The Penang resident, who makes frequent trips to visit his family living in the area, decided to take action as the broken drains had not been fixed by the authorities.

“DBKL’s complaint system needs

to be improved as it should not take this long after a report is made.

“When I logged back into the system to check on my report status, it stated that the complaint could not be processed due to insufficient information even though I had included photos and location.

“In the end, I had to contact DBKL’s Engineering Department to look into the issue,” he said.

When he did not receive any feedback after three weeks, Boo sought help from *StarMetro*.

A DBKL spokesperson said wooden slabs were installed over the drains on Feb 22 as a temporary measure.

“DBKL’s contractors will take further action to replace the wooden slabs with permanent concrete ones soon,” he said.

While glad that action has finally been taken, Boo hopes City Hall would be more alert and proactive when complaints are lodged.



Boo provided the photo of broken and missing drain slabs in Jalan 4/91 in Taman Shamelin Perkasa to DBKL and when contacted by *StarMetro*, DBKL showed (right) that it has installed wooden slabs over the monsoon drains as a temporary measure.