



KUALA LUMPUR

City News

K U A L A L U M P U R C I T Y H A L L

Issue 17 January 2003
Zulkaedah 1423

A BALANCED BUDGET

City Hall will spend a sum of RM1, 815, 924, 690 next year (2003) with emphasis on social and infrastructural development in its efforts to make the city comfortable, prosperous, safe and healthy for its residents within a quality living environment.

RM 888.504 million will be utilized for operating expenses while RM927.420 million or 51.07% for development purposes.

The balanced budget, an increase of 23.52% compared with last year's budget of 1.4 billion is expected to spend 65.22% or RM579.52 million on services alone including collection of garbage, public health services, road and public transport, river management, public housing management and social, recreational sports and cultural services.

The Kuala Lumpur City Fund will generate an income of RM918.66 million, in addition to the standing assets and Federal grants which balanced the budget.

In his budget presentation at a Press Conference held at City Hall, the Mayor Datuk Mohamad Shaïd Mohd Taufek stated that much attention will be paid to women, particularly single parent mothers to form Women's Clubs to help them to work and to establish small scale income generating projects.

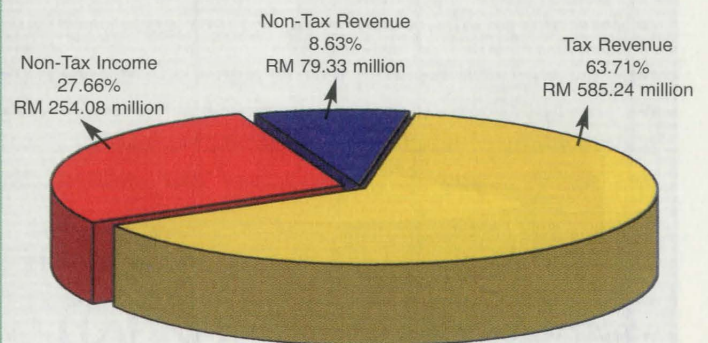
In this regard, City Hall will upgrade all community halls and equip them with facilities where women and children could meet and carry out training and other recreational activities. Counselling groups will also be encouraged with the help of other government and non-government agencies.

.....Turn to page 4

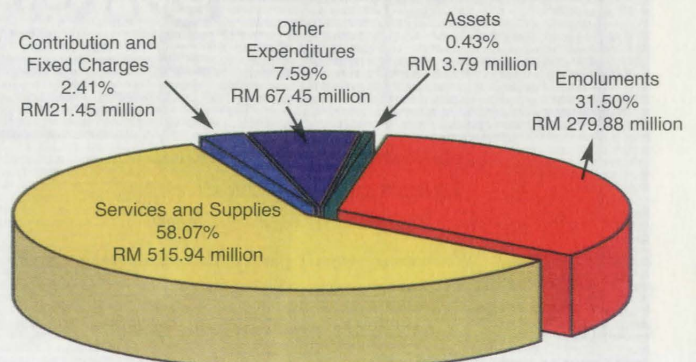


*Datuk Mohamad Shaïd Bin Mohd. Taufek,
Mayor of Kuala Lumpur presenting the 2003 Budget Book.*

ESTIMATED REVENUE 2003 RM 918.66 MILLION



ESTIMATED MANAGEMENT EXPENDITURE 2003 RM 888.50 MILLION



Hakmilik

Dewan Bandaraya Kuala Lumpur
(Perpustakaan Kuala Lumpur-Ibu Pejabat)

T. Tangan

FROM THE MAYOR'S DESK**SOCIAL DEVELOPMENT - FOCUSING ON WOMEN, FAMILY AND SENIOR CITIZENS**

It cannot be denied that Kuala Lumpur has developed and modernized in leaps and bounds since achieving City status in 1972. Starting with a population of only 80 inhabitants in 1857 the City which is also the Federal capital today boasts of a population of 1.4 million and still growing. City residents will be celebrating the 29th Federal Territory Day Anniversary come 1st February 2003.

As the premier city in the country, Kuala Lumpur has to lead the way and be a model City for others to emulate. Building the City into a world class metropolis requires various inputs and ingredients to establish the city as the numero uno among all metropolises in the world.

This is a monumental task and an ongoing evolutionary process to be shared by all stakeholders and residents of the City. While material, economic and commercial development is taking place at an exponential pace, this must be balanced with the social and environmental development of the city.

One of the major tasks in providing balanced, equitable and sustainable development is the need to look into social development. Social development of the marginalized, the poor women, children and senior citizens. Conscious of these sectors, City Hall will take affirmative action in its forthcoming 2003 Budget and address the problems with greater vigor and commitment.

New Community Centres will be built and existing ones will be upgraded to provide facilities for women, single parent mothers, youth and senior citizens so that poverty and family issues can be resolved and enhance their quality of life.

The role of women/mothers is very important. As the saying goes, 'The hand that rocks the cradle rules the world'. We must ensure that the hand that rocks the cradle is strong and healthy both in mind, body and spirit. Thus the emphasis on women and mothers.

The task ahead is challenging. If all of us, the various government and non-governmental agencies and the private sector join together, I am positive that we can achieve the vision of making the city the best in the world.

*Sungguh inggi sama dilaki
dalam sama direnang
Mari kita bersatu hati
Perkara susah menjadi senang*

I wish all City residents and visitors a very happy and prosperous New Year!

Public Works Department

Level 17, DBKL, Jalan Raja Laut

03 - 2699 3597

Landscape and Urban Cleansing Control
Department

Level 19-20, Bandar Utama, Jalan Sultan

Ismail

03 - 2698 3954

Enforcement Directorate

Ground Floor, Blok A

Jalan Tun Razak

03 - 4023 1133

Planning and Building Control Department

Level 8, DBKL, Jalan Raja Laut

03 - 2691 6011 ext. 3825/3826

Urban Transportation Department

Level 19, Menara Tun Razak, Jalan Raja Laut

03 - 2691 0555

Health Department

2nd Floor, Administration Building,

KM 4, Jalan Cheras

03 - 9284 5166

Hawkers & Petty Traders Management
Department

Level 4, PKNS, Jalan Raja Laut

03 - 2698 6389

Licencing Department

Ground Floor, Bank Utama Building

56, Jalan Tuanku Abdul Rahman

03 - 2698 6177 ext. 100

Housing Management Department

Ground Floor

No. 12, Jalan Tuanku Abdul Rahman

03 - 2691 2112

Drainage & River Management Department

Level 15, DBKL, Jalan Raja Laut

03 - 2691 6011

Hotline DBKL

03 4022 0033

(Flood/Flash flood, landslide, pothole)

03 - 9284 3636/ 9284 3434

(Poisonous Animals, Fallen Trees)

Public Complaints

Public Affairs Division

03 - 2699 3852/ 2697 7097

Client Friendly Day

(Every working Saturday)

9.00 a.m - 12.00 noon.

Kuala Lumpur Tele-Counselling (24 hours)

Tol Free : 1800-882-600

Telephone no. : 03 - 2699 3930

677 clients have utilized the services of the newly launched telecounselling centre at City Hall since 11 July 2002 until October 2002.

The centre a brainchild of the newly appointed Mayor, Datuk Mohamad Shaid bin Mohd Taufek was set up to provide a variety of counseling services not only to residents of Kuala Lumpur but to all those who wanted help with their problems.



A counsellor discussing with a client. - Photo DBKL

In July 2002, the Centre recorded 127 respondents, 144 in August, 233 in September and 173 in October with the most number of clients seeking help in the first shift from 8.00 a.m – 12.00 noon with 214 clients (31.6%). The lowest number was 20 clients (2.95%) recorded during the sixth shift between 4.00a.m – 8.00 a.m.

Analysis of the date reveals that the most number of clients/calls recorded were between 8.00a.m – 4.00 p.m during office hours. The 8.00p.m – 12.00 p.m shifts also recorded a slightly higher number of clients at 111 calls.

With regard to type of problem, family issues topped the list with 207 (30.6%), followed by personal problems (27.4%), love matters(9.0%).

In terms of ethnicity, 52.9% were Malays, 36.9% Chinese and 9.6% Indians. This roughly is representative of the population structure in the City.

Most of those who sought help were from the Federal Territory with 60.2% and Selangor 36.9%.

40.8% spent 1-15 minutes with the counselors, 24.2% spent between 16-30 minutes and 16.2% spent between 31-45 minutes discussing their problems. This shows that there are quite a number of people out there who want to

TELE-COUNSELLING KUALA LUMPUR

clients used the telephone 93.6% while 5.0% used the Internet. Most of those who called with family problems were women with 138 calls.

When the telecounselling centre was launched in July, at least one print media questioned the move and stated that it was a waste of public funds. The above statistics go to prove that this service has an important role to play and provides an avenue for City residents to seek help. Besides City Hall, other organizations that provide counseling services are the Population and Family Development Board (office hours only) and the Befrienders(NGO) which provides telephone counseling services. Other women based NGO's also provide limited counseling services mostly during office hours.

Language is also an issue where counseling is involved. Most counseling services do not have counselors well versed in Bahasa Malaysia and English or only operate in one language only. Very few offer counseling services in Tamil or the Chinese language.

With 1.4 million population residing in Kuala Lumpur and still growing, there is a great need for such services as City life can be very stressful to some. Ministry of Health estimates that one out of 10 persons in Malaysia needs some sort of psychiatric intervention. If that be the situation the probability is that 140,000 people living in the city need help.



Counselling through the internet. - Photo DBKL

As more people come to know about the KL Telecounselling Centre, it is hoped that the client figures will increase. For help the public can call 1800-882-600 (2 lines), 03-2694 7912 or can be accessed through <http://www.dbkl.gov.my>