



City News

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

STRESS ON EFFICIENT AND EFFECTIVE SERVICE - YB TAN SRI HJ. MOHD ISA

City Hall must strive to give the best, efficient and effective service to the stakeholders of the City as enunciated in the Barisan Nasional election manifesto.

The public, consumers and stakeholders in the City and the whole country expect the government to deliver its promises to provide an efficient transparent and clean government to the rakyat.

YB Tan Sri Hj Mohd Isa bin Dato' Hj Abdul Samad, the newly appointed Minister for the Federal Territories Of Kuala



"Welcome to City Hall Yang Berhormat", so seems to say the Mayor Datuk Mohamad Shaïd bin Mohd. Taufek to YB Tan Sri Haji Mohd. Isa at City Hall's entrance. - Photo KL City News

"....there will be no mercy shown to corrupt officers however high their position in government."- Tan Sri Hj. Mohd Isa

Lumpur, Putrajaya and Labuan said this at his first familiarization visit to City Hall on 1 April 2004 (Thursday). A grand kompong and traditional welcome was extended to the Minister and his entourage.

Tan Sri Hj Mohd Isa also urged all senior officers of City Hall Kuala Lumpur to read the Barisan Nasional election manifesto to understand the aspirations of the government. It is a 'must read' for all Civil servants as the objectives are enshrined in the manifesto.

Effective and efficient service delivery is the 'new approach' and he hoped that no one will object to the government. He also requested government servants to get their 'alignment correct'.

Stressing that it is not only the stakeholders in the city that expect a lot from the government, the whole nation too has great expectations from City Hall as Kuala Lumpur is the Federal Capital

and premier city.

Tan Sri Hj Mohd Isa also warned City Hall officers that there will be no mercy shown to corrupt officers however high their position in government. Corrupt officers should be reported to the Ethics and Integrity Committee set up in City Hall for further and appropriate action.

The Minister also voiced his concerns on the traffic problems, flash floods, squatters, garbage disposal, hawkers and other social problems and expected City Hall to set a time frame for overcoming these ills.

"All senior officers of City Hall Kuala Lumpur must read the Barisan Nasional election manifesto to understand the aspirations of the government. It is a 'must read' for all Civil servants as the objectives are enshrined in the manifesto." - Tan Sri Hj. Mohd. Isa

He also raised his concerns on the balanced development of Kampung and Traditional Kampung in the City and expected to visit these places to have a first hand appreciation of the problems.

While expressing his views on garbage disposal in the City, the Minister felt that incineration was a good idea. However, as a large number of lorries and dump trucks will be moving to the site there could be problems. In addition, residents are wary about incinerators sited near their homes.

The City generates about 3,000 tonnes of garbage daily and with the impending closure of the current dumpsite at Taman



YB Tan Sri Hj. Mohd. Isa at a briefing in the Traffic Control Room. Behind him from left are YB Yew Teong Look, Parliamentary Secretary, YB Datuk Zulhasnan Rafique and Datuk Mohamad Shaïd bin Mohd. Taufek, Mayor of Kuala Lumpur - Photo KL City News

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From the Mayor's Desk

There is a new mood and a call for greater efforts, fresh inputs, spirit of cooperation and increased capacity building and hard work to 'deliver' all the promises made by the government prior to the election. 'Work together with me' to achieve the goals and objectives set, said our fifth Prime Minister of this beloved country.

While this 'feel good' spirit is in the air, each and every one of us must put our 'shoulder to the wheel' and help move the government machinery with greater vigour, spirit, transparency and accountability.

YB Tan Sri Hj Mohd Isa bin Dato' Hj Abdul Samad, the newly appointed Federal Territories Minister in his maiden closed door meeting with senior staff on 1 April 2004 stressed on hard work, commitment, team work, honesty and ability to deliver services expected by the rakyat.

The strong mandate given to the ruling Barisan Nasional government is a great expectation by the people that the government, including City Hall will deliver. Staff transfers that coincidentally took place on the first day of April 2004 is in line with this expectation.

Officers who have not performed, have been told to shape up. Realignment have been made and will continue to be made to emplace officers in positions where their talent and productivity can be put to good use.

As the Minister has warned there is no place for corrupt officers in City Hall's administration. The 8,698 staff employed by City Hall must realize that their salaries, perks and privileges come from the rakyat through their taxes. Those unable to work as a team (just like a football team) have no place in an agency like City Hall that is service oriented.

The Minister in no uncertain terms expressed that there will be no mercy shown to the incompetent, the truant, the malingerer and the corrupt. We have a task to accomplish and we will just do that as a team .

IMPROVED DISCIPLINE IN CITY HALL

Discipline cases in City Hall Kuala Lumpur have been on the decline over the last few years, standing at 78 cases as at end 2003 compared to 136 cases at end 2001 and 118 at end of 2002.

Most of the discipline problems related to 'absent without leave' and involved the lower category of support staff who were highly irresponsible. In 2001, 93 cases were recorded, 87 cases in 2002 and 48 cases in 2003. The improvement and positive development in staff discipline can be attributed to changes in staff attitude, motivation and leadership in the various departments.

The Mayor, Datuk Mohamad Shaid Bin Mohd Taufek since assuming the Mayor's post at end 2001 has always emphasized on shared values and mentoring as one of the management approaches in improving productivity, efficiency and fast delivery of services besides corporate loyalty, dedication and commitment to work ethics.

City Hall Kuala Lumpur has 23 departments carrying out various functions to keep the City moving.

As at end December 2003, there were 7,019 permanent, 1,556 contract and 123 temporary employees working in City Hall Kuala Lumpur.

Discipline problems only constituted 0.9% out of a total workforce of 8,698 personnel.

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Beringin by end of the year (2004), the waste disposal issue is serious and urgent alternative measures need to be taken immediately to identify a new dumpsite, said the Minister.

Tan Sri Hj Mohd Isa also called to attention the rundown state of the Jalan Pekeliling and other flats and suggested that they be given a new coat of paint. He also called upon City Hall to ensure that play equipment in the public parks are well maintained and safe for the use of children.

He also wanted greater bumiputra participation in the economic life and activities in the City. The Minister requested City Hall to 'take care' of the bumiputras in the City, who needed City Hall's intervention to improve their economy and financial status.

The Minister also commented on the poor bus transport services in the City and hoped with the taking over of the transport industry by the National Transport Authority under the Ministry of Finance, a resolution could be found soon to solve this perennial problem.

On the social problems, he hoped that the Enforcement Division of City Hall will be more humane and work together with JAKIM to resolve them by the 'soft approach'. He hoped they would be more considerate and careful. He also hoped that City Hall would set up more counseling centres in shopping centres which are more accessible and discreet.

With regards to floods, he hoped to visit the retention ponds and assess the flood prevention measures taken, to have a better understanding of the current situation.

Earlier, The Deputy Director General (Administration) Datuk Halijah Othman, Tuan Hj Mhd. Amin Nordin, Deputy Director General (Development) and Tuan Hj Salleh Bin Yusup, Deputy Director General (Service) briefed the Minister on City Hall's administration and issues pertaining to services and development faced by the city.

The Deputy Minister of Federal Territory, YB Datuk Zulhasnan bin Mohd Rafique, Parliamentary Secretary, YB Encik Yew Teong Look, the Mayor, Datuk Mohamad Shaid bin Mohd Taufek and Director General City Hall Kuala Lumpur, Datuk Ruslin Hassan were also at the briefing. The closed door briefing was also attended by City Hall senior staff who also gave additional information where necessary to the Minister and his entourage.

The Minister and his entourage also visited the Traffic Information Centre and the room housing the Kuala Lumpur Model. They were also entertained to lunch by City Hall.

KLRTC COURSE

INTA 28 WORLD URBAN DEVELOPMENT FORUM Themed 'Metropolisation: Integration or Disintegration' the above congress will be held in Kuala Lumpur for five days from 5 – 9 September 2004

With increasing urbanization and rapidly growing cities Metropolitan Areas are imposing themselves as the correct scale for management of metropolitan development. The development agenda for policy makers is becoming more complex.

Transformation of urban regions into Metropolitan Areas invites a set of new tools for management and governance. Serious restructuring is necessary to ensure that cities keep renewing and reinventing themselves.

Sustainable policy is becoming a main concern. Issues pertaining to Accessibility and Social Cohesion need to be addressed in their proper perspective and entirety.

INTA 28 will focus and debate some of the critical concerns such as:-

- * **Social and Economic Integration of Metropolitan Areas**
- * **Management of Metropolitan Growth and Sprawl.**
- * **Mobility for Sustainable Development in Metropolitan Areas and**
- * **Metropolitan Governance and Financing**

The programme, which will also incorporate two technical visits, will present an excellent opportunity for City managers and other officers to learn and share much information and knowledge from this meeting.

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The 2nd Kuala Lumpur Regional Training Centre (KLRTC) course on "Water And Sanitation" started off on 13 – 24th March 2004 attended by 20 participants from 12 countries in the Asia Pacific Region.

The KLRTC established in 2003 as part of CIFAL (International Training Centre for Local Authorities) Collaborative Training Centre is set up to promote the exchange of expertise and experience in basic urban environment management. It is a demand-driven training centre in which courses are designed to meet the needs of City Managers/Practitioners in the Asia Pacific, and to assist them in their on-going professional development.

A survey conducted by the organization in 2003 revealed that in addition to solid waste management, waste and sanitation are issues that need to be urgently addressed. Continuous capacity building programmes through training, sharing of good practices, followed by concrete follow-up actions were highly recommended.

Water is indeed a critical element for human beings, and is rapidly becoming a scarce resource. Large sections of the fast growing Asian population have no access to drinking water, and water losses in urban areas are unacceptably high. This has created the urgency to plan, manage and conserve water with active involvement of citizens and the private sectors.

Along with water management and conservation, wastewater treatment is another crucial issue that needs to be appropriately addressed. Improper wastewater collection and treatment processes further pollute water sources, which adversely affects people's health.

The two-week programme's objectives are to provide a platform for sharing of practical experiences, knowledge skills and innovative ideas among urban practitioners on water and sanitation. It is also to make available a wide range of learning opportunities, including knowledge management tools, using the concept of city to city, cooperation for continuous learning / education.

In addition to classroom lectures, demonstrations, Q & A sessions, case studies and experience sharing by participants, site visits also formed part of the training package.

Resource persons were derived from local and international organizations, senior and experienced officers and experts from UNITAR, UNDP, UNEP, CITYNET, Veolia Environment, Yokohama Water Works Bureau, UNDP-TUGI, Ministry of Health Malaysia, local universities and other organizations.

The first CIFAL-KLRTC programme was conducted in Kuala Lumpur with 28 participants from 14 countries on 14 – 28 September 2003.

The third training course on "Integrated Urban Planning for Sustainable Urban Management" will be held from 15 – 29 August 2004.

The fourth on "Waste Management" which will integrate the Basil Convention will be held from 5 – 19 December 2004.

For the year 2005, another three courses have been scheduled. They are "Urban Transport" (March 2005), "Integrated Urban Planning For Sustainable Urban Management" (August 2005) and "Health/Sanitation" (December 2005).

For further particulars/information, those interested can contact the following:

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