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Citycism

LOCAL councils in Selangor, and Kuala Lumpur City Hall (DBKL) often face the overwhelming task of managing and maintaining city infrastructure.

Constant wear and tear, coupled with natural disasters and ageing facilities, can lead to a significant repair backlog.

To alleviate this burden and ensure timely attention to critical infrastructure issues, local authorities should seriously consider employing dedicated personnel, specifically “infrastructure supervisors” to monitor broken structures.

As Malaysia already has a platform called Sistem Pengurusan Aduan Awam (Public Complaints Management System or Sispaa), the supervisors could be tasked with identifying and reporting damaged infrastructure.

Local councils could then streamline their repair processes easily, instead of relying on their department heads to look into the complaints on top of their designated work.

These infrastructure supervisors could regularly patrol designated areas, inspect roads, bridges, public facilities and other infrastructure elements for signs of deterioration.

Their observations could then be promptly communicated to the relevant departments, allowing for a more efficient allocation of resources and a quicker response to urgent repairs.

The designated supervisors could serve too as a liaison between the public and the local councils.

Besides being paid for their efforts, these supervisors could fill in gaps to address citizen concerns regarding

Engaging citizens to report damaged structures

Dedicated personnel to detect, monitor broken infrastructure could be a valuable strategy for local councils



Infrastructure supervisors could be the council's eyes on the ground to report hazardous situations like sinkholes.

infrastructure problems, gather valuable information about the extent of damage and provide updates on repair progress.

This direct interaction could foster trust and transparency between the local authorities and the ratepayers.

In addition to monitoring and reporting, they would also play a role in pre-

venting further damage.

By identifying potential hazards early on, they could help implement preventive measures, such as temporary barricades or traffic diversions, to mitigate risks and minimise disruptions to public life.

It would definitely be a proactive approach that could save both time and

money in the long run.

The implementation of dedicated infrastructure supervisors could offer several benefits to local councils in Selangor and Kuala Lumpur. It could:

- > **Improve efficiency:** By streamlining the identification and reporting of broken infrastructure, these supervisors could help expedite the repair process.

- > **Enhance public safety:** By promptly addressing infrastructure issues, the local councils could reduce the risk of accidents and injuries.

- > **Strengthen community relations:** By fostering direct communication with citizens, a local council would build trust and transparency.

- > **Optimise resource allocation:** By providing accurate information on infrastructure needs, these monitors could help ensure that resources were allocated effectively.

- > **Prevent further damage:** By identifying potential hazards early on, the local authorities could take proactive steps to mitigate risks.

- > **Employing dedicated personnel to monitor infrastructure and supervise required repairs could be a valuable strategy for local councils in Selangor and Kuala Lumpur, as well as in other states in the country.**

By implementing this approach, the local authorities could alleviate the workloads of their departments, improve public safety and enhance the overall quality of life for their residents.