

Streets

KEEPING A FINGER ON THE PULSE
OF THE KLANG VALLEY

Cleaning up City Hall

■ By Noel Achariam

streets@NSTP.com.my

KUALA LUMPUR: City Hall may not be well known for integrity and quality but it is now taking a big step in that direction.

City Hall yesterday launched Integrity and Quality Day with the main goal of stamping out corruption "once and for all" within its administration.

Mayor Datuk Ab Hakim Borhan said with the launch, there should be a change in the mindset of City Hall staff.

The mayor has handpicked 78 officers and their assistants from all departments to join the programme.

"These officers will organise activities to promote integrity within its staff," he said yesterday.

The ACA will be called in to

conduct training for City Hall staff. The activities include taking action after complaints are lodged against staff and strengthening the quality of the public delivery service.

City Hall staff will also be trained to identify problems in their departments and learn the city's by-laws for a better understanding of its operations.

The selected staff will also

hold discussions with City Hall's higher management to enhance the present public delivery system.

"This is because these staff are aware of what is happening in their respective departments.

"The information and feedback from them will help us to strengthen the public delivery system," said Hakim.

Hakim said City Hall will be

signing a memorandum of understanding with the Anti Corruption Agency.

"We are committed in this matter and I will be seeing the whole programme through," he said.

He said City Hall is also looking at ways to process licences for business, restaurants and traders within 24 hours instead of the present two weeks.



Mayor Datuk Ab Hakim Borhan



Transparency International president Tan Sri Ramon Navaratnam

Navaratnam remains cynical

KUALA LUMPUR: Transparency International president Tan Sri Ramon Navaratnam welcomes City Hall's move to stem out corruption but hopes it is not just a "wayang kulit".

Navaratnam said many people are still cynical about City Hall's efforts to weed out corruption and improve its delivery system.

The administration can only

remove the cynicism by proving it through the key performance index. It is one way to prove that they are not putting up another 'wayang kulit', he said.

Key performance index is a system to evaluate factors crucial to the success of an organisation. It is a key performance indicator to gauge business strengths and advise, and action for a compa-

ny.

Navaratnam, however, praises City Hall's move, and said: "It's better late than never for City Hall to start its integrity and quality programme".

He said city folks would like to see changes in the public delivery system by reducing red tape.

"The only way for City Hall to win back the confidence of the rakyat, is by being trans-

parent and by enhancing the quality of its service," he said.

For changes to take place, Navaratnam said City Hall should weed out bad apples from the organisation. One of his suggestions is to sack those found taking bribes or breaking regulations.

"The rot starts at the head of a bad fish. So City Hall should take action against anyone

found flaunting the law regardless of their positions," he said.

Navaratnam said City Hall should set an example for other local authorities by reducing corruption.

"They have the budget. Since they have the means, they should also be the flagship for integrity and quality. But I'm doubtful until I see results," he said.