

By **LEW GUAN XI**
lewguanxi@thestar.com.my

FOR weeks, Adu@KL, Kuala Lumpur City Hall's (DBKL) portal to manage complaints, suggestions and feedback was offline.

This was due to a disruption of its computerised system, said City Hall in a social media post.

Expressing his dissatisfaction, Kepong MP Lim Lip Eng told *StarMetro* that the disruption had "seriously affected" his team's ability to help the public.

"We can't even give complainants any answers because DBKL has completely failed to communicate or explain what is going on.

"There has been no official explanation from DBKL on the cause of this prolonged outage.

"To date, no interim measures or alternative communication channels have been announced

MP raps DBKL for non-functioning complaints portal



Lim says DBKL has not explained the cause of the prolonged outage.

to assist the public or reduce the inconvenience caused.

"I urge DBKL to clarify the nature of the disruption,

provide a timeline for full restoration and implement temporary solutions so the public can continue to access basic services without undue delay," he said.

Seputeh People's Representative Council (MPPWP) Zone 6 chairman Alvin T. Ariaratnam said the Adu@KL disruption made it harder for his team to help constituents channel their complaints.

Alvin claimed that Adu@KL was disrupted due to the "overwhelming number of complaints" from residents.

However, Taman City Timur Rukun Tetangga chairman Vincent Yap said dealing with the overwhelming number of complaints" was the very reason why Adu@KL

was established.

"DBKL's aspirations to make Kuala Lumpur a world-class city will not be achievable if it can't even make sure its portals are functioning properly."

In a statement, DBKL said Adu@KL was expected to be fully accessible tomorrow, along with some other systems such as e-Licensing, e-Housing, Tempah@KL and the Epayment Integrated Centre (EPIC) payment system which were also disrupted.

"Other systems will be restored in phases, with full restoration expected on May 23.

"DBKL has been collaborating closely with the Malaysian Communications and Multimedia Commission (MCMC) and National Cybersecurity Agency (Nacsa) to mitigate the issue

since the disruption was detected.

"The affected systems have started to recover in phases since May 1.

"To ensure continuity of service to the public, DBKL has provided several alternative measures, including assistance through DBKL's official social media channels, as well as regular dissemination of information.

The statement also said DBKL was carrying out a detailed investigation to determine the cause of the disruption to enable improvements and implement more effective prevention measures.

"Backup data has not been impacted and the data recovery process is being carried out carefully."