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MPS urges better inter-agency complaint coordination

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GREATER coordination among government agencies is needed to ensure public complaints, including those outside the Selayang Municipal Council (MPS), are addressed.

Councillor Ananthan Raman@Ramaya said among key concerns were issues under the maintenance responsibility of the Public Works Department (JKR).

He said these included pothole roads, malfunctioning street lamps and road signs obscured by overgrown trees along Jalan

Bandar Rawang 2, Selangor.

Ananthan said the poor state of maintenance was a safety hazard to road users, particularly motorcyclists.

"Though occasionally patched up, the potholes keep reappearing.

"The same applies to the street lamps. Sometimes they work but at other times they fail completely," he said during the MPS full board meeting.

Ananthan also highlighted recurring problems with several street lamps at a parking area off Jalan Welman, Rawang which were under Tenaga Nasional Bhd

(TNB) maintenance.

"Whenever repairs are carried out, the lights function only temporarily.

"The latest complaint was lodged two weeks ago, but there has been little improvement.

"There needs to be a permanent solution to address this recurring problem," he said.

Another location affected by faulty lighting, he said, was the Indah Water Konsortium (IWK) retention pond area near SK Bukit Rawang Jaya.

"Not only are several street lamps faulty, but some poles and fixtures appear unstable and

could collapse, posing a safety hazard.

"This is worrying as the public frequently use the area, and it is located near a school," he said adding that IWK has been informed of the problem.

Ananthan hoped all relevant agencies would give serious consideration to the issues raised and work together to resolve them promptly.

He added that the safety, comfort and well-being of residents should be a priority.

MPS president Shahman Jalaludin said some pressing infrastructure concerns in

Rawang were beyond the jurisdiction of MPS.

He said such complaints were usually forwarded to the respective agencies immediately or discussed at the monthly infrastructure committee meeting which the government representatives attended.

"Once the complaints have been forwarded to the respective agencies, we assume that the matter will be attended to.

"If we get the same complaints again, we will go through the same cycle again," he said to *StarMetro* in response to the matters raised by Ananthan.