



DISCLAIMER: Complainants must give their full name, MyKad numbers, handphone numbers and email address before relating their complaints to Actionline. They must exhaust all avenues of redress before calling. Complainants can use a pseudonym and the New Straits Times reserves the right to publish the complaint and reply from the authorities

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Direct Line (8am - 6pm)

019 618 8822
Call (8am - 6pm) WhatsApp/SMS (24 hours)

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NO PARKING SPACE

RECYCLABLE COLLECTORS BLOCKING KL ALLEY

MOTORISTS are urging the authorities to take action against illegal recyclable collectors who use the alley between Jalan Thambipillay and Jalan Sultan Abdul Samad in Brickfields, Kuala Lumpur.

The illegal rubbish collectors have turned the alley into their collection centre for recyclable goods as they parked their lorries in public parking bays.

Checks by the Actionline team showed there were three illegal trucks seen picking up rubbish from the rubbish container, and the lane was filled with trash such as old clothes and recyclable items.

The lane near Wisma Harapan, Selangor and Federal Territory Association for the Mentally Handicapped (SAMH) and schools opposite the lane caused discomfort to parents

and students who frequented the area.

A resident, who wanted to be known only as Firdaus, complained the rubbish pile had deprived them of parking bays.

"The lanes have become an eyesore to the public and tourists. The illegal dumping site is filled with all kinds of rubbish.

"It is harder to find parking and motorists resort to parking illegally since the parking bays are occupied with trash.

"This is harder for parents to pick up their children and results in road congestion during peak hours," he added.

ACTIONLINE:

A Federal Territory division for Solid Waste and Public Cleansing Management Cor-



Illegal rubbish collectors have turned an alley in Brickfields, Kuala Lumpur, into their collection centre for recyclable goods. PIC BY MAHZIR MAT ISA

poration (SWCorp) spokesman told Actionline that it had received complaints about the lane and had taken action on July 18.

However, illegal operators have resumed their activities.

On Aug 21, SWCorp did a site review and informed the operators to clear the area with-

in two days, the spokesman said.

"The next check will be done this week.

"SWCorp will monitor the location from Aug 22 until the cleaning is done.

"If the area still isn't cleaned up, the items will be seized and a notice of error will be issued

to the employer."

She said the operators could be subjected to a fine under the Solid Waste Management and Public Cleansing Act Section 71 (Act 672) for causing nuisance to the public.

For location use, SWCorp will refer to City Hall for terms of permits and licenses.

SERVICE

Passenger raps KTM over delay announcements

A KERETAPI Tanah Melayu Bhd passenger has complained about how it made announcements on delays and dealt with queries.

Renard Siew said KTMB's response was poor and information given did not solve their complaints.

In his Facebook posting, Siew

said he encountered this on numerous occasions when there were delays to the train services.

ACTIONLINE:

A statement from KTMB said notices would be issued to all

stations and on its social media accounts.

KTMB users can find more information on its website, ktmb.com.my or call 03-2267-1200.

For social media accounts, passengers can check Twitter, @ktm_berhad or the Facebook

account, KTM Berhad," the statement said.

It added that the passengers should be patient as KTMB would respond to their inquiries.

Passengers are advised to plan their journey accordingly if delays are announced.

PHONE NUMBERS TO KEEP

MASS RAPID TRANSIT (MRT)
HOTLINE
1800-82-6868

MYRAPID CUSTOMER SERVICE
03 7885 2585

PRASARANA MALAYSIA BHD (PRASARANA)
03 2299 1999

LAND PUBLIC TRANSPORT
COMMISSION (SPAD)
1 800 88 7723