

Selangor BN to launch complaints hotline
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PETALING JAYA: Selangor Barisan Nasional will soon launch the Selangor Service Centre (Pakar) hotline to address people's grouses in a more speedy and efficient manner, said the coalition's state coordinator Datuk Seri Mohd Zin Mohamed.

He said Pakar will act as a one-stop centre for the Selangor public to call in with their complaints and issues to Selangor Barisan.

He said that a monitoring unit would also be set up to ensure that complaints were promptly dealt with, adding that information gathered via the hotline would be channelled through an integrated system to the relevant agencies, including those in the private sector, for action.

"The move is to enhance the state's delivery system while also strengthening the concept of putting the people of Selangor first in line with the vision of Loving Selangor Confidence in BN," he told *The Malay-sian Times* yesterday.

He said the 1300-22-2626 hotline is scheduled to be officially launched by Prime Minister Datuk Seri Najib Tun Razak, who is also Selangor Barisan chief, but it has started receiving complaints ahead of the launch.

"The hotline will initially operate between 9am and 6pm from Monday to Friday and will be extended to cover the weekends to make it more convenient for members of the public to lodge their complaints," he said.

Mohd Zin said the system would complement the Pakar mobile one-stop centre, which also allows members of the public to raise complaints.

It is believed that the system is the first of its kind to be employed in the country, particularly by a political party to address complaints from members of the public.

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