

DAP: What happened to DBKL's RM1 million KLCares app?

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Selayang municipal councillor Yew Jia Haur says that MPS paid only RM27,000 for a similar app which still works, compared with KLCares.

KUALA LUMPUR: Kuala Lumpur City Hall (DBKL) has to explain what has happened to its mobile app KLCares which cost RM1 million, but now appears to be defunct just one and a half years after it was launched.

DAP's Segambut MP Lim Lip Eng said he himself had tried since Wednesday to contact DBKL for information, but to no success.

"I want the mayor to come clean, and explain what happened to the app. Why was (cost of developing) the app so expensive, yet it is no longer working after just one and a half years?" he said in a press conference at his service centre here today.

The KLCares app was launched in July 2015, and was created to facilitate the management of public complaints. It was available for download on Apple's iOS app store and Google Play Store for Android users.

But according to Lim, checks he conducted revealed that the app is no longer available on Apple's iOS app store.

While Android users can still download the app, they have complained of difficulties logging in, he said.

Selayang municipal councillor Yew Jia Haur, who was also present, pointed that the cost to develop a similar app by the Selayang municipal council (MPS) was only RM27,000.

"The Selayang MPS app cost just about 3% of DBKL's KLCares. The functions are the same.

"The RM27,000 was a one-off payment. After two years, if we want to add anything else to the app, we only have to pay upon request," said Yew, who is also Taman Segambut DAP branch chairperson.

Yew added that despite the two apps being launched at around the same time, the MPS app is still functioning well.

KLCares was meant to allow users to lodge their complaints on the go.

“For example, while travelling they can simply take a snapshot of the issue, such as potholes, on their mobile phones, and submit it using the app,” DBKL Information Management Department acting director Tan Peng Heng had said during the launch event.

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