

Kuantan's cleanliness war room concept to be expanded across Pahang

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Pahang Housing and Local Government Committee chairman Abd Rahim Muda (2nd-right) shares a light moment with SWCorp personnel Che Normah Ismail during the Fly the Jalur Gemilang Campaign for cleaning services workers in Taman Gelora. -NSTP/FARIZUL HAFIZ AWANG

KUANTAN: The 'Kebersihan War Room' is a success in the Pahang capital and will be expanded across the state to ensure smooth coordination among government and private agencies at the district level.

The war room concept was mooted in 2019 to help address and streamline public complaints on various issues, including solid waste collection, water supply and road works.

Pahang Housing and Local Government Committee chairman Abd Rahim Muda said the war room comprised agencies involved in cleaning and maintenance — the Kuantan City Council, Public Works Department, Irrigation and Drainage Department, Roadcare and Alam Flora Sdn Bhd.

"A special meeting is held every Tuesday among the task force's members where they discuss complaints on cleanliness and maintenance and find solutions to problems.

"The war room helps coordinate duties and ensure the participating agencies work as a team.

"The war room also discusses public complaints received by the various agencies and identify the right agency to look into the matter instead of playing the blame game and ensures there is no overlap of duties," he said after launching the Fly the Jalur Gemilang Campaign for cleaning services workers in Taman Gelora here.

Rahim said following the war room's success in the state capital, the concept would be expanded to other districts so that all municipal and district councils could adopt similar methods to maintain a high level of cleanliness in areas under their jurisdiction.

"The war room model in Kuantan can be applied (across the state), where all complaints from the public will be shared in the war room WhatsApp group before the right agency is identified to take action during weekly meetings.

"When the war room started in Kuantan, the aim was to ensure a clean city. The concept has solved public complaints and it is time to expand it to other areas."