

**Speech by YB Datuk Tiong Thai King
Member of Parliament for Lanang
& Chairman of Sibu Municipal Council
during Launching of SMC SMS HOTLINE**

Mr. Daniel Ngieng, Deputy Chairman of Sibu Municipal Council,
Councillors, Staff and Press.

Council has the pleasure to announce that we have provided another alternative for public to lodge requests and complaints on issues under the jurisdiction of Sibu Municipal Council. This initiative is to provide a faster, friendlier, and more transparent channel for managing public requests.

While we acknowledge that there are numerous requests from the general public, we hope to have the kind understanding from the general public that not all requests could be resolved immediately.

Basically, there are three types of complaints which we receive :

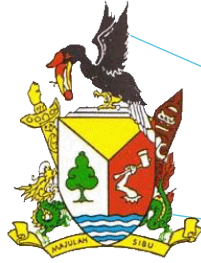
- a. Complaints that can be solved immediately which includes potholes, dead animals, grass cutting, uncollected rubbish bins, illegal dumping, missing manhole cover, traffic lights, etc.
- b. Complaints that requires time to resolve due to requirement of legal procedures which includes illegal extension, noise and smell nuisance, derelict private properties, etc.
- c. Complaints that requires funding to resolve which include raising and upgrading of sinking roads, collapsed drains, landscaping, etc. Council has only less than RM7 million for road maintenance annually. The amount will not be enough to cover all the requests, which we gather from public requests and complaints. To upgrade all roads, which were recorded in our list of request, and raise them above flood level we would require more than RM100 million.

Public can send text messages with a prefix 'smc<space>' to 39993. The text messages can be in either English or Bahasa Malaysia. All genuine requests will be acknowledged by a reply through SMS.

We hope that public could channel their request and complaints through the SMC SMS Hotline starting today and we assure you that all genuine requests and complaints will be resolved in accordance with their priority and within our means.

With that, I have the pleasure to launch the SMC SMS HOTLINE.

Thank you.



27 OCTOBER 2011



The Launching of SMC SMS Hotline

What is SMC SMS Hotline?

SMC SMS Hotline is an additional channel for public to reach SMC Helpdesk by using Short Message Service (SMS).

How SMC SMS Hotline Works?

1. You SMS requests/complaints to SMC Helpdesk via shortcode “39993” or Mobile No. +60168543000.
2. SMC Helpdesk will process your requests/complaints and response to you with a Reference Number (RN) by next working day. Please quote your RN to SMC Helpdesk for any further correspondence and enquiry.
3. You will be informed on the status of your requests/complaints via SMS or E-mail.

Why SMC SMS Hotline?

Public can now reach SMC Helpdesk anytime by sending SMS and be able to follow up on the progress with the given reference number.

**SMS your Request/Complaint via shortcode 39993
or Mobile No. +60168543000.**

<SMC>Space<Request/Complaint Message>

Send to 39993 or +60168543000



helpdesk



Majlis Perbandaran Sib

Tingkat 19 - 24, Wisma Sanyan, No. 1, Jalan Sanyan, Peti Surat 557, 96007, Sib, Sarawak.

Tel. : 6084-333411 Faks. : 6084-320240 E-Mel : SMC@smc.gov.my