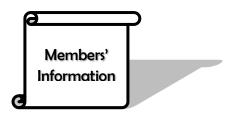




Making Malaysian Industries Globally Competitive Transparency • Integrity • Accountability



PB / 12 / 21

May 4, 2021

To: Managing Directors/CEOs/Managers of FMM Perak Members

## **Infrastructure Maintenance Work**

FMM Perak would like to inform members that **Puncak Emas Infra Sdn Bhd** is a concession company under 15 Local Authorities (PBT) that performs **road related maintenance work** in 12 districts throughout the State of Perak since its appointment by the Perak State Government effective August 1, 2019.

Members can contact Puncak Emas Infra's hotline to raise issues related to potholes, road shoulder grass cutting, fallen trees, signboards, street lights and clogged drains.



The Branch would also like to inform members that Perak State Government has reactivated the **e-complaint system** via **Sistem Pengurusan Aduan Awam (SISPAA)** effective <u>January 4, 2021</u> for complaints related to the delivery of agency / department services under the state government.



You are encouraged to channel your **complaints on poor infrastructure maintenance** to the state government via SISPAA at <a href="https://perak.spab.gov.my/eApps/system/index.do">https://perak.spab.gov.my/eApps/system/index.do</a>

All complaints can be referred via SISPAA such as delay/no action, lack of public facilities, enforcement failure and unsatisfactory quality of service etc. **except** complaints against government policy, matters under the jurisdiction of the Public Accounts Committee MACC, Legal Aid Bureau and Criminal cases.



For more information on SISPAA, please feel free to call me at telephone no: 05-548 8660 or fax no.: 05-548 8221/8331 or e-mail: mahinder@fmm.org.my or fmmperak@fmm.org.my.

Mahinder Singh Manager FMM Perak