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( 38 )KPKT/BPK/19/3/6 Klt. 39

19<sup>th</sup> February 2010

Editor,

Sir,

**Media : News Straits Times**  
**Date : 18 February 2010**  
**Page : 7**  
**Title : Star Rating Motivates Councils**

With regards to the above subject matter, local authorities which fared poorly under the government's star-rating system are appealing to be reassessed. Housing and Local Government Minister Datuk Seri Kong Cho Ha said these councils had obtained up to two stars under the system, which gauges the performance and public delivery of local authorities. He said they wanted to know where they had gone wrong so that they could work towards rectifying their mistakes. "This means the rating system has motivated thee councils to want to work harder and perform better". "We will help them," he told a press conference at his ministry here yesterday.

On Tuesday, the *News Straits Times* front-paged a report that none of the 98 local authorities in the peninsula were considered up to the mark under the system. Only the local authorities in the cities came close to achieving top marks but even they fell short for failing to fulfil demanding expectations. These council scored four stars. The maximum they can obtain is five stars. Among them were Kuala Lumpur City Hall, Petaling Jaya City Council, Shah Alam City Council and Johor Baru City Council.

Kong also brushed aside comments by Petaling Jaya city councillor Derek Fernandez that civil servants in the public complaints department were not motivated to give their best because they had been working there for too long. Fernandez had also said that consultants should be hired to help the council deal with public complaints so that they would be able to serve the public better. “maybe the councillor has his reasons for saying this.” said Kong without elaborating.

**Prepared by,  
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