



Johor Menteri Besar Datuk Onn Hafiz Ghazi (centre, in khaki jacket) speaking with motorcyclists during a visit to the Customs, Immigration and Quarantine Complex in Bangunan Sultan Iskandar, in Johor Baru, yesterday. PIC TAKEN FROM MY'S FB PAGE

SIXTH VISIT

JOHOR MB KEEPS TABS TO RESOLVE CIQ WOES

Short-term remedies drawn up after Onn Hafiz's pre-dawn spot check with department heads

JASMINE SHADIQE
JOHOR BARU
news@nst.com.my

JOHOR Menteri Besar Datuk Onn Hafiz Ghazi's "campaign" to improve service delivery at the Customs, Immigration and Quarantine (CIQ) Complex in Bangunan Sultan Iskandar here continued yesterday with another pre-dawn visit.

Accompanying him on his sixth visit to the complex were senior department heads, including Immigration Department deputy director-general (control) Tuan Datu Ken Anak Leben, State Public Works Department director Abu Bakar Abd Aziz and state

Transport and Infrastructure Committee chairman Mohamad Farli Mohamad Salleh.

Onn Hafiz and his entourage arrived at the facility at 5.30am and saw for themselves the issues plaguing the complex.

On his official Facebook page (Onn Hafiz Ghazi), the menteri besar said the two-hour visit was to highlight several issues and review the situation.

The delegation later held a meeting, where short-term solutions were discussed, to ensure that the operations at the CIQ ran smoothly and efficiently.

Among them was for all Immigration counters to operate optimally, especially during peak hours, with shift rotation carried out swiftly during non-peak periods.

Car lane clearance in Zones A, B, C and D will be merged, and the construction work to facilitate this to be completed by July.

Manpower and overtime issues, which have been blamed for the poor service delivery at the CIQ, are to be resolved immedi-

ately.

Onn Hafiz said the facilities, car lanes and infrastructure at both CIQs — Bangunan Sultan Iskandar and Sultan Abu Bakar Complex — should be in top condition.

He said the onus was on the Immigration Department and Public Works Department to monitor the appointed concession companies' employees and ensure that the buildings and facilities were well maintained.

"I am confident that with facilities in optimal condition, traffic congestion can be reduced, swift and efficient service can be delivered and the inconvenience to the rakyat can be minimised."

"I understand the constraints faced by the Immigration Department and Public Works Department, but that should not be an excuse as this has been a problem for far too long," he said, adding that with proper interagency coordination and cooperation, the perennial congestion issue involving the Johor and Singapore gateways could be resolved.