ORGANISATIONAL TRANSFORMATION OF LIBRARIES: 
SHOWCASE OF SABAH STATE LIBRARY*

By
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ABSTRAK
Di era digital penyebaran maklumat berkembang dengan pantas, maka perpustakaan tidak dapat memenuhi semua kehendak pelanggannya. Oleh itu, perpustakaan perlu meningkatkan fungsi bukan sahaja sebagai pusat penyerahan koleksi buku-buku tetapi peningkatan dalam aktiviti perolehan maklumat yang lebih menyeluruh selaras dengan kewujudan Teknologi Maklumat dan Komunikasi (Information Communication Technology). Kertas kerja ini membincangkan mengenai penggunaan Teknologi Maklumat dan Komunikasi di perpustakaan Negeri Sabah dan bagaimana menambah perkhidmatan perpustakaan yang seda ada serta menambah kualiti perkhidmatan yang baru untuk memenuhi cabaran dalam era digital dan memenuhi kepuasan pelanggan perpustakaan.

INTRODUCTION
Sabah, one of the thirteen states of Malaysia, occupies an area 76,115 sq km (29,388 sq miles) on the northern tip of the island of Borneo. It lies between 5 and 7 degrees north of the equator.

It is dominated by one grand feature, Mount Kinabalu, which stands at 4,101 metres (13,455 ft) and is the highest mountain in South East Asia. The capital of Sabah is Kota Kinabalu.

Sabah is generally mountainous, with central mountain ranges from about 3,000 feet to about 9,000 feet in height, with lower ranges of hills near the coasts. These mountains and hills are traversed by an extensive network of river valleys with occasional plains, and are in most cases covered with dense forests. It has a population of 2.45 million, with three quarters of the population inhabit the coastal plains.

2. COMPONENTS OF THE SABAHA STATE LIBRARY SYSTEM

The Sabah State information infrastructure lies in the Sabah State Library (SSL) system and also the libraries in the ministries, government departments and agencies. Being a public library it has an advantage over other types of libraries. Our network is widespread and located not only in the urban areas but also in the remote villages. SSL consists of a headquarters in Kota Kinabalu, 3 regional libraries, 18 branch libraries, 43 village libraries and 14 mobile libraries. (Appendix 1) In 1998 a library pool-service system was established whereby Sabah State Library is responsible for the posting and training of library staff in all government departments. The present staff strength is 530. In Appendix 2 there is an organizational chart for the library. This not only marks a further expansion of our network but also a significant increase in our information resources and services.

The state library has 139,000 active members and the book collection is 1,3 million. The book loan is 2.48 million per year. A member borrows an average of 17 books per year.

TRANS FORMATION
As we enter the new millennium, the emergence of the Information Age become more apparent, as Information Communication Technology (ICT) continue to change the way we live, work, play and communicate. Libraries all over the world recognize this global trend and seize the opportunities to harness ICT to enhance their library service. Developed countries like Canada, the United States of America, the United Kingdom, Australia and nearer home Singapore have established a network of libraries to provide access to the Internet, electronic resources and online information to the community.

The new concept is a library without walls, a digital library or a virtual library cum an information technology centre. Sabah State Library has always been aware of the importance of information technology for the delivery of quality services. As early as 1988 we...
were in the forefront of information technology when our library services were computerised. We were the first public library in Malaysia to be fully automated. Appendix 3-4 contains a list of hardware configurations and schedule of software. To keep abreast with technological advancement, Sabah State Library has to re-evaluate its role in the overall national context.

4. FACTORS LEADING TO CHANGE

The external factors such as the world trend and local factors have expedited transformation of the Sabah State Library services.

4.1. External factors

4.1.1 IFLA/UNESCO Public Library Manifesto (1994)

The missions of the public library as stated in the revised IFLA/UNESCO Manifesto is in Appendix 5. The Manifesto was adopted by the state library and the following action has been taken.

4.1.2 Redefining the Objectives and Role of Public Libraries.

As early as 1995, Sabah State Library engaged a consultant from INTAN (Malaysian Institute of Public Administration) to conduct a Corporate Identity Work shop. Consequently the vision and mission statements were formulated in line with the nation's aspiration of achieving the status of an industrialized and developed nation by the year 2020.

Vision

The department's vision is to become a customer-focused virtual library for the people of Sabah.

Mission

Sabah State Library’s mission is to build a knowledgeable society and to create a reading culture.

Objectives

To achieve its mission, the objectives of Sabah State Library are as follows:

- To promote and encourage the use of Sabah State Library's resources and services.
- To provide excellent customer-focused services.
- To develop a corps of highly-skilled staff committed to providing quality service.
- To provide electronic access not only to Sabah State Library's resources but also global resources.
- To provide information on Sabah through the Local History Collection and Government Publications Collection.
- To maintain close cooperation with the National Library of Malaysia and other state libraries.

4.1.3 Funding, Legislation and Networks

Funding

The Sabah State Library is a state department. It receives funding from both the state and federal governments.

Enactment

It was established through Cabinet Paper no. 29/71 and the Sabah Library Enactment No. 9, 1988.

4.2 Local factors

The present environment and condition in Sabah are favourable for change.

4.2.1 Leadership

The driving force for change in Sabah lies in the dynamic leadership of the new Slate Secretary YB Datuk KY Mustapha. He has set the directions for the state public service and introduced the necessary changes in work culture to fall in line with the implementation of Electronic Government and making the public sector more service oriented.

4.2.2 Sabah State Public Sector Information Technology Master Plan

The State Public Sector IT Master Plan undertakes to lay the foundation for transforming the operations of the public sector through the strategic deployment of information technology. It acts as a...
guide that charts the direction towards which the government can pursue in enhancing the efficiency and effectiveness of its delivery services, while at the same time strengthening the decision making process. This is aimed at enhancing the international competitiveness of the state and improving the standards of living of the people.

Under the Sabah State Public Sector IT Master Plan the mission of Sabah State Library is as follows:

- Acquiring, managing, providing, and managing access to information resources of value to the public.
- Publishing public information through the Internet.
- Assisting members of the public in gaining access to state information and services.
- Assessing and introducing new multimedia technologies such as Virtual Reality.

4.2.3 Sabah Electronic Government Network

The basis of an electronic government is necessarily an entirely new way of interacting with its stakeholders. The Sabah State Government website is www.sabah.gov.my (Appendix 6) It provides e-mail, Internet connectivity (dial-up and leased lines) and web hosting to departments and agencies of the State Government. The e-government packages which consist of e-circular, e-gazette, e-leave, application for e-seminar, e-courses, e-invitations and the Human Resource Information System (SM2) is available on the e-government intranet site www.sabah.gov.niv/intranetapps/default.asp (Appendix 7) Other packages are e-vouchers and e-inventory. Sabah.net is the information highway for all government departments and agencies. The implementation of the Electronic Government enables civil servants to communicate effectively and efficiently. It also provides essential services to the public efficiently and cost effectively. SSL is one of the top ten departments that have implemented all these packages.

4.2.4 Philosophy of Reinventing government

The state civil service was introduced to the philosophy of Reinventing Government (RG) by the renowned speaker, David Osborne, the author of "Reinventing Government: how the entrepreneurial spirit is transforming the public sector." He gave a Premiere Lecture on 4th November 1999 at the State Assembly Banquet Hall. The function was officiated by the former chief minister, YAB Datuk Osu Haji Sukam and attended by cabinet ministers and seven hundred state and federal heads of departments and senior officers.

As a follow up, awareness talks, seminars and workshop were conducted for facilitators and reinventors. This is necessary for building up a strong pool of experts that will carry on the Reinventing Programme on a continuous basis. Each department has to form its own RG team to look into issues of re-engineering. Our SSL team was formed this year. The bottom line is customer orientation.

4.5 MS ISO certification.

The Malaysian Government believes that the universally accepted ISO 9000 standard scan contribute significantly to improving quality, enhancing development of an excellent work culture, and lead to a more systematic management of quality, and providing a means of consolidating quality management systems in the Public Service.

In Sabah the entire Civil Service is expected to have adopted ISO 9000 by the year 2001. To ensure this, in 1999 top management were initially given awareness talks and training, by the National Institute of Public Administration (INTAN) and the Malaysian Administrative Modernisation and Management Planning Unit (MAMPU). The training cascaded to all levels of staff to enable them to fulfill the requirements of ISO 9000.

For the Sabah State Library, our core business is "Providing lending and reference services on information and library materials."
We complied with all the requirements of ISO 9000 and a Malaysian Civil Service ISO 9000 Certificate was issued by MAMPU on 19th December 2000. Getting the certificate is not the end of the journey but rather the beginning as the final test depends on whether there is an improvement in the efficiency and productivity of our departments and thereby satisfy the customers and stakeholders.

5. REENGINEERED SERVICE DELIVERY

For many years, SSL, has provided the Sabah public with a wide range of community information in the form of educational materials and relevant local, national and global materials on social, economic and legal issues through its 69 service points. Reference staff has referred library patrons to community organisations when appropriate. Branch and regional libraries have made their multipurpose rooms available to local associations and community-based organisations to hold their talks for the public. Notice boards in the various libraries display community information about forthcoming talks and conferences; information about government-run job training schemes; notices about current public health issues and the activities of the library’s "Teenage Club". Special exhibitions displaying local artistic endeavours or NGO’s activities are held regularly.

To meet the challenges of the digital era and the sophisticated needs of the library users, these more traditional means of disseminating community information by SSL have recently been augmented by several new initiatives in the area of community information through using ICT as an enabler in the creation of homepages.

5.1 The Sabah State Library homepage

The Sabah State Library website (www.ssl.sabah.gov.my) in Appendix 8 was created as early as 1996. It contains pertinent information on the library services. Sabah.Net users can access the online catalogue (OPAC). Other features are links to our SSL net (intranet) and other related websites. The homepage is maintained by our own IT team and is consistently updated.

5.2 eMas

eMas (electronic community) Sabah is one of the main applications mooted under the Sabah State Public Sector IT Master Plan. It is also one of the flagship application under the National Information Technology Agenda (NITA). Sabah State Library was appointed by the state government to carry out the project, which was subsequently launched in September 1999.

eMas Sabah is a community homepage that provides information and online services for Malaysians in Sabah. The project is aimed at contributing to the goals and objectives of the Sabah government as laid down in the State Public Sector IT Master Plan to:

- Create an information rich society
- Improve standard of Living
- Enable equal access to public services at "anytime, anywhere anyhow"
- Enable communications and interactions through ICT

Its objectives are to:

- Enable equal access to and sharing of information and knowledge
- Promote social harmony and unity

The website contains pertinent information for resolving the issues and problems that Malaysians in Sabah may encounter in life such as those involving the law, health, social and public services.

Internet users may visit the homepage (www.sabah.org.my) from anywhere, anytime. The homepage in Appendix 9 is in Bahasa Melayu and some parts of the English version are under construction.

Smart Partnership.

eMas is managed by the SSL with the IT Unit Chief Minister’s Department as Sabah.Net System Administrator and K.K.I.P Communications Sdn.Bhd, as Internet service provider.

Non-governmental organizations (NGOs) has taken the opportunity to reach a wider audience through eMas by posting their organizations on the website and will continue to take advantage of the free web page, free Internet access and free e-mail accounts.

eMas has indeed paved a way for the people of the state and Malaysia to realise the objective of sharing their knowledge and experience. In practise knowledge sharing we will thus be able to build an information rich society.
5.3 Electronic Corners

Electronic corners have evolved from the Internet service areas. The National Library of Malaysia gave SSL the necessary facilities such as a micro-computer, a scanner, a printer, a networked software and telecommunication lines to commence the internet service in 1995 under the Jaringan Ilmu (Knowledge Network) project. Since then all the regional libraries in Sandakan, Tawau and Keningau and branch libraries have been connected to the Internet which rides on Sabah.Net.

Educating the public on how to use the Internet has been a priority in SSL. Public seminars on the Internet have been organised by the library. The user education programme includes a component explaining what is the Internet and how to use it. This is done on a continuous basis, with the target audience being secondary school students, teachers and parents.

Electronic corners have recently become one-stop sources of information and entertainment. The electronic corners consist of Multimedia PCs, which can access the Internet and a wide variety of educational CD-ROMs. The fees chargeable is Rm6 per hour for an adult user and Rm2 for students and children. We intend to reduce the fees further in order to make it more affordable and also to bridge the digital divide.

5.4 Service for Visually Impaired People.

The driving force is the IFLA/UNESCO Public Library Manifesto:

"The Public Library is the local centre of information, making all kinds of knowledge and information readily available to its users. The services of the public library are provided on the basis of quality of access for all, regardless of age, race, sex, religion, nationality, language or social status. Specific services and materials must be provided for those users who cannot, for whatever reason, use the regular services and materials, for example linguistic minorities, people with disabilities, or people in hospital or prison."

This service to the Visually Impaired People (VIP) is free and made possible through the use of modern technology and the co-operation of non-governmental organizations.

The Japan Braille Library donated a Braille embosser and a microcomputer to SSL and the Secretary Association gave a voice synthesizer. To enhance the service, we purchased an Arkenstone "open book system". Through this system, the library's collection of printed materials can be "read" by VIPs. This augments the large print and Braille collections.

Pos Malaysia also participates in this community project by providing Free mailbag service.

SSL became the expert centre for the blind in September 2000, when it signed a memorandum of understanding with the FORCE Foundation (a charitable organization based in the Netherlands). It acts as the Secretariat for the Asia-Pacific Region. The Foundation will share its resources and transfer its expertise in providing training for the blind and the production of Braille reading materials using computers.

FORCE Foundation also donated to the state library 10 computers, an embosser, a heated tactile printer and 24 cassettes player. Under this programme, workshops on Braille production were conducted with facilitators from the Royal National Institute for the Blind (RNIB), United Kingdom. To date, there has been a transfer of technology and expertise. SSL has produced Braille materials and talking books for the visually impaired in Sabah and eventually to the enure Asia-Pacific region. Our secretariat staff has become competent facilitators for Braille workshops.

The State Library director has been appointed as a member of the IFLA Standing Committee-Section on Librarians for the Blind for the term 2001-2003. Participation in international meetings and networking would certainly benefit this service.

We hope that through this service the disadvantaged people would be able to face the challenges brought about by the digital era and harness the advantages of IT to improve their quality of life.

5.5 Business Information Service (BIS)

The Business Information Service is a "value added" library service to the business and industrial communities in Sabah. It was started in April 1996 and was able to take full advantage of the advances in information technology. Since information is no longer location based, BIS can access information world wide using on-line databases such as Lexis-Nexis and CD ROM's.
These electronic databases have allowed the clients of BIS to have access to a wide range of periodicals, market research reports and directories that they cannot afford to subscribe to on an individual basis.

Entrepreneurs and managers from small and medium industries and services make up more than half of the clientele of BIS. They have been advised to use ICT to compete in the global market.

The changing Sabah economy and the recent Asian economic crisis makes the development of "value added" in industries and the need for Sabah business to explore new export markets in a rapidly changing global environment more pressing. The necessity of external data to make informed decisions becomes very important to all sectors of the Sabah community.

The SSL business information service has been contributing to the local economy by helping businessmen to conduct research on new markets, find new customers and suppliers and obtain the latest technical information.

In 1997 a consultant from the Business Information Service of the British Library, Ms. Ann Peacock helped SSL to develop BIS's business, marketing and collection development plans. The British Council gave financial assistance in this project. Through BIS, SSL has reached out to another section of the Sabah community previously not making full use of the library's electronic resources.

5.6 Cybermobile library

Des@Net is a cybermobile library with a high tech computer center with 10 notebooks networked to access the Internet and equipped with word processing, spreadsheet and other useful software. It acts as a vehicle for electronic services to all. The cybermobile visits 10 secondary schools in the district of Papar and the target audience is the students in Form 1 and Form 4. Classes are conducted on basic computing and Internet skills. The goal is to ensure that each student gets a hands-on ICT experience on the notebooks. All classes are provided free of charge.

During school holidays, Des@Net will conduct road shows for rural communities in other districts of Sabah. In Appendix 10 is the website www.desanet.sabah.gov.my

The cybermobile has a small collection of books that can be borrowed by the students.

Objective

The primary purpose of Des@Net is to promote an awareness among the rural communities in Sabah about the wonders of the Internet and how ICT can help improve quality of life through life long learning. It is hoped that the Des@Net will also bridge the digital divide.

Smart Partnership

Des@Net is a joint project between Sabah State Library, State Computer Services Department Library, Unit Kemajuan IT Negeri (KIT), Chief Minister's Department, Sabah and K.K.I.P Communications Sdn. Bhd.

5.7 Work with Sabah IT Council (SITC).

SSL is a member of the Sabah Information Technology Council (SITC). The SITC is the State's highest body for the co-ordination and management of IT in Sabah. The council has four working committees, which are:

- Development of IT Industry,
- IT Deployment in the Public Sector,
- IT Deployment in the Private Sector,
- IT in Social Development.

The Director of SSL is chairperson of IT in Social Development Committee and is also a member of the Working Committee for IT Deployment in the Public Sector.

Working Committee on IT in Social Development.

The objectives of the working committee on IT in Social Development are:

- To create public awareness and to promote IT literacy with the ultimate objective of creating an information-rich society.
- To encourage the use of IT as a strategic tool in social development at all levels of society.

A survey "Reading Profile of Malaysians 1996" conducted by the National Library of Malaysia revealed that the computer literacy rate of Malaysia is only 17%. To address this issue of IT literacy, the Working Committee on IT in Social Development formed two task forces:
Task Force 1 - Creation of Local Digital Content.

The task force has successfully created 21 homepages for non-governmental organizations (NGOs). They can be found at http://www.sabah.org.my/scss/. Training on how to update the homepages was also given to these organizations by members of the task force, which comprises of professional staff from SSL.

Task Force 2 - IT Awareness and Literacy.

Several IT seminars and exhibitions were organized in the districts of Keningau, Kudat, Ranau, Kota Kinabalu and Sipitang by this task force. Such awareness programmes will continue in the future to prepare the rural population for the arrival of the Internet and Sabah.Net in the outlying regions.

5.8 New Sabah State Library Headquarters and Information Technology Centre.

Sabah State Library is constructing a new Headquarters and Information Centre building that will provide state-of-the-art IT services. In line with its objective of making information accessible to all, the new building will be equipped with 100 multimedia PCs which will provide access to the library's OPAC seamless, the Internet, CD-ROMs, video CD and other databases. In addition the building will house a computer training room where the public can be trained to use the latest software and the Internet. This is one way the library can contribute to improving the IT literacy of the community and in turn enables them to search for information more efficiently. An IT gallery will be provided for computer vendors to exhibit the latest development in hardware and software technology. A hypermedia library will be created for children to improve their computer skills. Realizing the importance of news as a vital component of a community information service, the newspaper area will not only contain local and foreign newspapers (both hard copy as well as on-line) but will also have television sets installed in strategic places providing multiple channels and news from countries in the ASEAN region and worldwide.

The RM34 million building will be eight storeys high and will have a reference library containing special collections such as the Sabah Collection, Malaysiana Collection, Government Publication Collection and Legal Depository Collection of the National Library of Malaysia. The modern looking building with its glass atrium will be a landmark in Kota Kinabalu when completed.

6. PROPOSED FUTURE SERVICE DELIVERY

- A fully networked library system riding on Sabah.Net
- Access from home to electronic books, electronic magazines, electronic journals and databases, CD-ROM and video on demand
- Digitization of library materials
- Loan of e-books
- Use of smart card
- Home delivery service using motor cycle
- Book drops in strategic places such as shopping malls and banks

7. ISSUED AND LESSONS LEARNED

- Smart partnership - Limited manpower, resources, skills and expertise in SSL. There is a need to form a partnership with government, business, non-government organisations (NGO's) and international organizations.
- Resourcefulness - Draw on strengths and available staff, hardware, software and online databases.
- Support and commitment from top management.
- Human resource development - Shortage of IT and multimedia experts.
- Staff training - All level of staff will be trained on the latest cutting edge technology.

8. CONCLUSION

Sabah State library will continue to seek challenges, take advantage to new technological developments to improve and enhance library services, the printed resources of the library will remain the core resource complemented by the growing electronic resources that will be accessed by the Sabah community, even in remote areas. The vision of achieving an information rich society is within our grasp. As information is considered to be a strategic resources in national development, the library will expand its role to be an information provider by cooperating with government departments, agencies and non-governmental organizations in developing databases on Sabah for the information super highway. This rich information resources will also support life long learning and it will accelerate Sabah's successful transformation towards an industrialised and prosperous state within the context and time frame of Malaysia's Vision 2020.
REFERENCES


Appendix 1

PNS Network

- HQ
- 3 Regional libraries
- 18 Branch libraries
- 13 Mobile libraries
- 43 Village libraries
SSL Organisation Chart
Appendix 3  

TAWAU & SANDAKAN REGIONAL LIBRARY

HARDWARE CONFIGURATION

SABAH STATE LIBRARY, KOTA KINABALU

Hardware Specification

Compaq Prosignia 200
Intel Pentium II 233 MHz
128MB RAM, 1.44MB Floppy
4.3GB SCSI (put in 4 partitions) root, /usr /usr1 /usr2 /usr3
16X CD-ROM drive
3Com EtherLinkIII
Digital TLZ06 (4GB DAT Tape)

Terminal Server: DECserver 90TL
Terminals: Digital VT510

Operating System

sco UNIX Release 3.2 V 4 2

Application System

Digital UNIX ver 4.0
C compiler (together with the Digital Unix ver 4)

SPYDUS Library System ver 5.1 b

Application System

SPYDUS Library System ver 6.0
Appendix 4

SCHEDULE OF SOFTWARE MODULES

SPYDUS MODULE:

1. Acquisitions
2. Cataloguing
3. Circulation
4. Enquiry
5. OPAC
6. Operations
7. System Supervisor
8. Utilities

IFLA/UNESCO PUBLIC Library Manifesto

The Public Library

The public library is the local centre of information, making all kinds of knowledge and information readily available to its users.

The services of the public library are provided on the basis of equality of access for all, regardless of age, race, sex, religion, nationality, language or social status. Specific services and materials must be provided for those users who cannot, for whatever reason, use the regular services and materials, for example linguistic minorities, people with disabilities or people in hospital or prison.

All age groups must find material relevant to their needs. Collections and services have to include all types of appropriate media and modern technologies as well as traditional materials. High quality and relevance to local needs and conditions are fundamental. Material must reflect current trends and the evolution of society, as well as the memory of human endeavour and imagination.

Collections and services should not be subject to any form of ideological, political or religious censorship, nor commercial pressures.

Missions of the Public Library

Missions of the public library. The following key missions which relate to information, literacy, education and culture should be at the core of public library services:

1. creating and strengthening reading habits in children from any early age;
2. supporting both individual and self conducted education as well as formal education at all levels;
3. providing opportunities for personal creative development;
4. stimulating the imagination and creativity of children and young people;
5. promoting awareness of cultural heritage, appreciation of the arts, scientific achievements and innovations;
6. providing access to cultural expression of all performing arts;
7. fostering inter-cultural dialogue and favouring cultural diversity;
8. supporting the oral tradition;
9. ensuring access for citizens to all sorts of community information;
10. providing adequate information services to local enterprises, associations and interest groups;
11. facilitating the development of information and computer literacy skills;
12. supporting and participating in literacy activities and programmes for age groups, and initiating such activities if necessary.
Appendix 7

Sabah Electronic Government: Intranet Application
Sabah State Library Website

About us:
- Opening Hours
- History & Chronology
- HQ
- Regional
- Branch
- Village
- Mobile

Services:
- Membership Application
- Reference Enquiry
- Business Enquiry
- Penampang renewal
- OPAC, and others

Resources:
- New books
  - Adult
  - Popular Paperbacks
  - Teenage
  - Children
- Magazine

Online Catalogue
Accessible for Sabah.Net users only. (Get your free Sabah.Net account here.)

Survey on library opening hours, venue and collections...Tell us what you think so we can serve you better...

Seri Menqasih Centre - Visit their new homepage and celebrate with them their 20th Anniversary with an International Conference on Learning and the Brain!

In response to the National Library's directive, the Sabah State Library will be organising the Family Library Competition again this year, in conjunction with the Reading Month 2001... details

Win Free Membership?
Tell us how the library has helped you. Maybe a certain book or magazine helped you in making an important decision, provided study tips to pass an exam or even learned a new hobby. Whatever the significance, we would like to hear about it. Send us stories about your experiences and if your story is put up in our website, you will win a two-year free library membership.
To submit your story, please use our entry form.
e-Mas Website

Terbaru

Sabah Women Entrepreneurs & Professional Association

Pusat Sri Mengasih • Lawatilah hompej baru dan raikan Ulangtahun mereka yang 20 bersamaan dengan persidangan bertajuk " International Conference an Learning and the Brain"

Adakah anda membayar harga yang berpatutan? Dapatkan harga barangan di sini.

Des@Net akan dilancarkan tidak lama lagi.

Anda mempunyai persoalan mengenai pengguna? Kongsilah bersama dengan Menteri Pembangunan Masyarakat dan Hal Ehwal Pengguna YB Datuk Raymond Ian Shu Kiah melalui

Tribunal Tuntutan

Bas ini juga menyediakan rakan-ramai yang boleh dipinjam.

Sila klik sini untuk mendapatkan gambar-gambar lain DesaNet.