

SHAH ALAM  
ALIVE AND KICKING



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For  
**MAJLIS BANDARAYA SHAH ALAM @ MBSA**

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Shah Alam

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# SUMMARY

**The book, SHAH ALAM; ALIVE AND KICKING highlighted the proactive action implemented by Shah Alam City Council [Majlis Bandaraya Shah Alam] (MBSA) in managing post COVID-19 in its effort to restore the harmony, well-being whilst keeping the lives of Shah Alam residents active.**

Upholding its role as the actuator of Shah Alam city, MBSA has created various programmes, activities and innovations in its effort to provide the many facilities and amenities, relief and comfort for the people of Shah Alam, especially in ensuring city dwellers to adopt and adapt the current new norms in their daily lives.

Post COVID-19 is an opportunity for MBSA to carry out its social responsibility and moving factor for the residents of Shah Alam. Various programmes, activities, services and support has been planned and subsequently channelled to all vested parties that fall under the administration of MBSA.



With a residential capacity of over 700,000 thousand, MBSA has to be fast and proactive in ensuring its people are kept abreast and informed of new regulations and changes which needs to be incorporated into their daily life. In accordance with the objectives of the 12<sup>th</sup> Malaysia Plan, MBSA's main focus is to bring prosperity for all walks of life, embracing new technologies and providing sustainable development, in tandem with current needs.

Through this book, it is hoped that the efforts and assistance we rendered will be looked back on in the future, imparting knowledge and setting up precedence for MBSA's workforce. May all of us at MBSA always be full of enthusiasm, spirited and ready to face any challenges in the future.



COVID-19  
Kata Kunci



# PEMAKAIAN

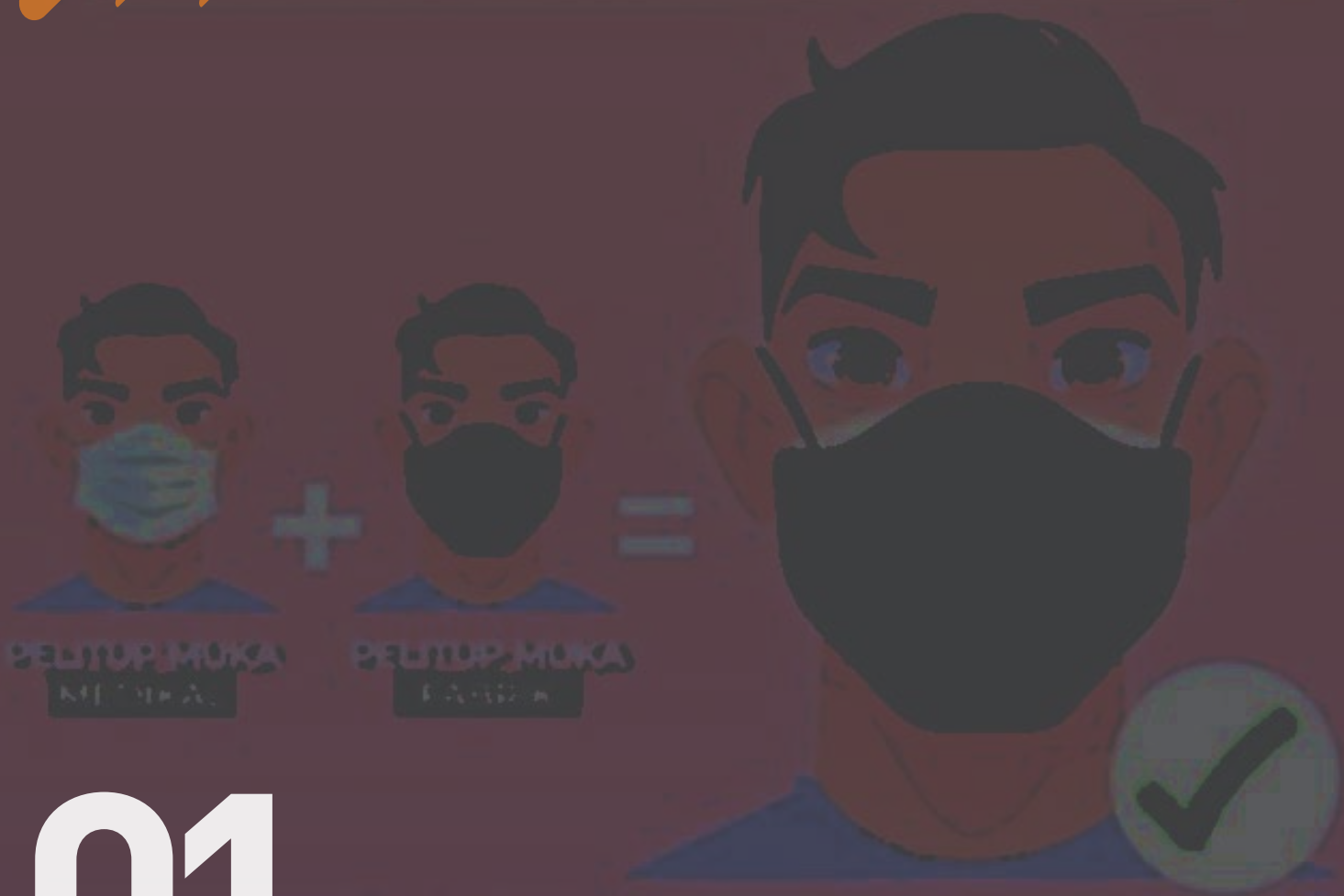
## PELITUP MUKA BERGANDA



112000000



04 | SHAH ALAM: ALIVE AND KICKING



# 01

# 2020 – THE YEAR

# CHAOS BEGAN

PUTUSKAN RANTAIAN COVID-19

In 2020, the world was shaken by the emergence of a dangerous, life-threatening disease known as COVID-19 or Coronavirus (CoV), a new virus that attacks the respiratory tract.





When the city of Wuhan, China recorded a high number of similar cases affecting patients with high and rapid infection rates, the pandemic caught the attention of the World Health Organisation (WHO).







The first case was detected in January 2020. Meanwhile in Malaysia, on 4 February 2020 the Health Minister announced the first batch of COVID-19 cases in the country involving Malaysians.

MOH, together with the National Security Council (NSC) took the initiative to implement a Movement Control Order (MCO) across the nation to suppress the spread of infection among the people. The nationwide MCO was declared on 18 March 2020.





# COVID-19 Variants

The World Health Organisation (WHO) gave this Coronavirus variant a new name, COVID-19, for easier reference and to further identify the type of its mutations.

The virus has since spread in other countries and been classified as the Alpha variant in the United Kingdom, Beta in South Africa, Gamma in Brazil and Delta in India.

According to WHO, each variant is given a new name for easier reference as their scientific name is more complicated.





# The Delta Variant



Due to varying causes and factors, the COVID-19 virus mutated and evolved into these different variants.

World Health Organisation (WHO) issued a warning on Delta Variant which has the ability to spread faster and continuously mutate, putting the world at a higher risk.

As at 30 June 2021, 40 cases of COVID-19 infection in Malaysia were found to be of Delta Variant, traced via genome sequencing.

The Delta Variant has been reported to spread and infect close contacts within 5 seconds as compared to at least 15 minutes for other variants.



# MCO Chronology

2020

Mar

**18 Mar 2020**  
Movement Control Order (MCO) was declared for 14 days applicable to the whole country.



**25 Mar 2020**  
MCO extended to 12 May as positive cases continue to rise.

Jun

**7 Jun 2020**  
Recovery Movement Control Order (RMCO) was announced to replace CMCO, starting from 10 June to 31 Dec.



Nov

**7 Nov 2020**  
CMCO enforced on all states in Peninsular Malaysia except Perlis, Pahang and Kelantan from 9 Nov through 6 Dec.

May



**1 May 2020**  
The Malaysian Government announces the implementation of Conditional Movement Control Order (CMCO) where a large number of social and economic activities were allowed to operate from 4 to 9 June, restricting the cross-border movement between the states.

Oct

**12 Oct 2020**  
Malaysian Government re-implemented CMCO in Sabah (13 to 26 Oct 2020) while enforcing the same for Selangor, Kuala Lumpur and Putrajaya from 14 to 27 Oct.

**26 Oct 2020**  
CMCO extended till 9 Nov for Selangor, Kuala Lumpur and Putrajaya.



Dec

**18 Dec 2020**  
CMCO in Kuala Lumpur, Selangor, Sabah and a few selected localities in other state were again extended, this time till 14 Jan.



# 2021

Jan

1 Jan 2021

Starting 1 Jan to 31 March, CMCO continues for the whole country

13 Jan 2021

MCO 2.0 announced for Pulau Pinang, Selangor, Wilayah Persekutuan (Kuala Lumpur, Putrajaya and Labuan), Melaka, Johor and Sabah until 26 January.

22 Jan 2021

Except for Sarawak, MCO was further imposed on Kedah, Perak, Negeri Sembilan, Pahang, Terengganu and Perlis until 4 February.

May

6 May 2021

MCO announced for District of Klang, District of Petaling, District of Gombak, District of Hulu Langat, District of Kuala Langat and District of Sepang in the state of Selangor until 17 May.

12 May 2021

MCO 3.0 implemented across the nation until 28 June.

Mar

5 Mar 2021

Selangor, Kuala Lumpur, Johor and Pulau Pinang put under CMCO until 18 March.

16 Mar 2021

CMCO extended again, to 17 May.



Feb

5 Feb 2021  
MCO extended to 4 March.

Apr

15 Apr 2021  
MCO extended to 28 April.

27 Apr 2021  
MCO extended to 17 May.

Jun

29 Jun 2021  
National Recovery Plan Phase 1 began for MCO areas.

Jul

3 Jul 2021  
EMCO extension for District of Klang, District of Petaling, District of Gombak, District of Hulu Langat, District of Kuala Langat and District of Sepang in the state of Selangor until 16 July.

16 Jul 2021  
EMCO ended for 34 sub-district in Selangor, and Selangor moved to National Recovery Plan (NRP) Phase 1.

Aug

17 Aug 2021  
National Recovery Plan (NRP) Phase 1 continued with various sectors allowed to operate.

Sep

10 Sep 2021  
Selangor, Kuala Lumpur and Putrajaya progresses to NRP Phase 2.

Oct

1 Oct 2021  
Selangor, Kuala Lumpur and Putrajaya moved to NRP Phase 3.

18 Oct 2021  
NRP Phase 4 welcomes Selangor, Kuala Lumpur and Putrajaya.





# 02 OBSERVE AND EDUCATE





# MBSA Roaring to Go

As the Local Authority, MBSA is responsible to ensure the regulations and Standard Operation Procedure (SOP) for MCO as set by National Security Council (NSC) is strictly adhered to and that the information is disseminated to the residents of Shah Alam.

MBSA puts a strong emphasis on understanding the need for compliance of the SOP. Therefore, in an effort to ensure a full understanding by the citizens of Shah Alam and to comply with the rules and SOPs set by the government, MBSA has implemented various efforts, such as MCO Compliance Monitoring Operations, Premises Inspection, communication of information through social media and print media, and more.







“

Among the agencies we work with are:

- Royal Malaysian Police [Polis DiRaja Malaysia],
- Malaysian Fire and Rescue Department [Bomba dan Penyelamat Malaysia],
- Ministry of Domestic Trade and Consumer Affairs Malaysia,
- District and Land Office of Klang and Petaling,
- District Health Office of Klang and Petaling

”

# Reproach and Act

To ensure Shah Alam city dwellers understood and comply with the orders and instructions issued by NSC, MBSA took the necessary steps to carry out Operations regarding Notification of Business Hours During the Movement Control Order (MCO).



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SHAH ALAM: ALIVE AND KICKING





“

The operations to inform and notify business owners regarding the allowable operating hours during MCO were conducted, covering diverse premises and businesses such as petrol stations, sundry shops, food and beverage outlets, and other related industries.

”









The purpose of this operation was to disseminate the right information to premise owners regarding operational hours and to ensure they understood and comply with the instructions and SOPs during this period.









# Inform and Notify



MBSA believes in the importance of dissemination of information and that the latest details should be communicated to the public quickly and authentically through a medium that is easily accessible to the public, which is social media.





SACITYCOUNCIL Posts

sacitycouncil

3 likes

sacitycouncil Hari terakhir penyertaan Kempen Norma Baharu Shah Alam 2021 sebelum tarikh tutup pada 1 November 2021. Jom beramal-ramai sertai kempen ini untuk menangi hadiah wang tunai. Syarat penyertaan adalah seperti yang tertera.

#weloveshahalam  
#lindungdiri  
#lindungsemua

from:sacitycouncil covid-19

Tip Latest People Photos Videos

MBSA @sacitycouncil · 21/08/2021  
Sila patuhi SOP selepas divaksinasi kerana ia bertindak sebagai lapisan perlindungan tambahan terhadap COVID-19.

#weloveshahalam  
#lindungdiri  
#lindungsemua

MBSA @sacitycouncil · 23/08/2021  
[Makluman]  
Bermula 23 Ogos, warganegara Malaysia, Kuala Lumpur atau Putrajaya

from:sacitycouncil covid-19

Tip Latest People Photos Videos

MBSA @sacitycouncil · 01/09/2021  
[Makluman]  
Remisi Khas Covid-19 bagi cukai takirah pengal pertama (Januari - Jun 2021) kepada pemilik harta sektor ekonomi yang tidak dibenarkan beroperasi sepanjang tempoh PKP. Pemohonan boleh dikemukakan dengan memuat turun borang di Portal MBSA di [mbsa.gov.my](http://mbsa.gov.my)

Untuk maklumat lanjut hubungi: JABATAN PERKHIDMATAN PERKHIDMATAN

← Tweet

MBSA @sacitycouncil

Peringatan kepada semua warga Shah Alam. Virus **Covid-19** masih ada! Sentiasa amalkan norma baharu di dalam kehidupan seharian anda. Bersama kita berganding bahu memutuskan rantaian virus **Covid-19**.

#weloveshahalam  
#lindungdiri  
#lindungsemua

Translate Tweet

Tweet your reply

← Tweet

MBSA @sacitycouncil

Berikut adalah contoh gambar yang boleh digunakan sebagai rujukan bagi Kempen **Norma Baharu** Shah Alam 2021. Gambar juga boleh diambil di rumah, pejabat, pasaraya dan lain-lain lokasi yang beresuaian memaparkan suasana **norma baharu**.

Tarikh tutup penyertaan adalah 1 November 2021.



In addition, MBSA also took the initiative to set up banners in high volume areas such as markets and public parks.





MBSA also conducted public outreach activities by spreading public information through public address announcements.

### SOP PELAN PEMULIHAN NEGARA - FASA 1 BERMULA 17 JULAI 2021

<b>6.00 pagi - 10.00 malam</b> • Restoran, kedai / gerai makan, food truck, penyaji kopi jajan, medan selera dan kiosk. * Park & Drive, Drive-In <b>TIDAK DIBENARKAN</b>	<b>6.00 pagi - 2.00 petang</b> • Pasar harian • Pasar awam
<b>8.00 pagi - 8.00 malam</b> • Kedai runcit • Kedai sambilan • Kedai Luperluan harian • Kiosk / Kedai makanan bukaan	<b>24 jam</b> • Hospital dan klinik • Makmal perubatan * Mengikut lesen Kementerian Kesihatan
<b>8.00 pagi - 8.00 malam</b> • Kedai farmasi • Kedai kecantikan • Bengkel kenderaan / alat ganti • Kedai barangan bayi • Kedai barangan agama	<b>7.00 pagi - 8.00 malam</b> • Jajaja dan restoran sahaja hanya boleh dilakukan secara individu di kawasan luar dalaman yang berhadapan dengan bersekatkan fizikal dengan memastikan perjarakan sekurang-kurangnya 2 - 3 meter
<b>8.00 pagi - 8.00 malam</b> • Kedai cermin mata • Kedai buku dan alat tulis • Kedai komputer dan telekomunikasi • Kedai dobi / dobi layan diri * Pelanggan dobi layan diri perlu berada di premis dengan mematuhi SOP yang ditetapkan	<b>SEMUA TAMAN AWAM DI SHAH ALAM MASIH LAGI DITUTUP KEPADA SEMUA PENGUNJUNG</b>
<b>8.00 pagi - 8.00 malam</b> • Pasar raya • Pasar raya besar • Department Store * Sekiranya pakaian, perhiasan, kosmetik dan akses perhiasan boleh kiosk TIDAK DIBENARKAN	<b>PERINGATAN KEPADA SEMUA WARGA SHAH ALAM SENTIASA AMALKAN:</b> • MySejahtera • 1m • Masker • Elakkan bersentuhan fizikal
<b>6.00 pagi - 8.00 malam</b> • Drive in masjid (24 jam bagi ibu-brother)	<b>PERINGATAN KEPADA SEMUA WARGA SHAH ALAM SENTIASA AMALKAN:</b> • MySejahtera • 1m • Masker • Elakkan bersentuhan fizikal

### PEMBERITAHUAN

ADALAH DIMAKLUMKAN BAHAWA

## PASAR MODEN, SEKSYEN 6 AKAN BEROPERASI

BERMULA  
**10 JULAI 2021 (SABTU)**

### PERINGATAN

KEPADA SEMUA WARGA SHAH ALAM SENTIASA AMALKAN:

- MySejahtera
- 1m
- Masker
- Elakkan bersentuhan fizikal

### KENYATAAN AKHBAR

BERMULA 10 JULAI 2021

BERMULA 10 JULAI 2021

BERMULA 10 JULAI 2021

BERMULA 10 JULAI 2021

### MAKLUMAH

## BENGKEL KENDERAAN

### TIDAK DIBENARKAN BEROPERASI SEPAMAJANG TEMPOR PKPD

PERINGATAN

KEPADA SEMUA WARGA SHAH ALAM SENTIASA AMALKAN:

- MySejahtera
- 1m
- Masker
- Elakkan bersentuhan fizikal

### MAKLUMAH

## KEDAI KOMPUTER, TELEKOMUNIKASI, BUKU DAN ALAT TULIS DIBENARKAN BEROPERASI

BERMULA 16 JULAI 2021

### PERINGATAN

KEPADA SEMUA WARGA SHAH ALAM SENTIASA AMALKAN:

- MySejahtera
- 1m
- Masker
- Elakkan bersentuhan fizikal

### PERKHIDMATAN BAS SMART SELANGOR

YANG MELALUI  
**PUSAT PEMBERIAN VAKSINASI (PPV)**

<b>PPV UiTM</b> SEKSYEN 1 <b>SA01</b>	<b>PPV MSU</b> SEKSYEN 13 <b>SA02</b>	<b>PPV DEWAN MBSA</b> SEKSYEN 19 <b>SA03</b>
---	---	--

WAKTU OPERASI SETIAP HARI DARI JAM

- 6.00 PAGI - 9.00 MALAM
- 7.00 PAGI - 7.00 PETANG (PPV IDCC SARAJA)

### PERINGATAN

KEPADA SEMUA WARGA SHAH ALAM SENTIASA AMALKAN:

- MySejahtera
- 1m
- Masker
- Elakkan bersentuhan fizikal

# Industrial Operations

The rising numbers of daily cases was truly worrying. The existence of clusters and the sporadic spread of COVID-19 outbreaks continued to increase like mushrooms blooming after the rain. MBSA had to act decisively and sternly by further broadening its monitoring and inspection activities in industrial areas under the jurisdiction of MBSA.











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The monitoring and inspection at these industrial areas were conducted with the cooperation from the Royal Malaysian Police. MBSA was very serious in attending to all complaints received by the residents of Shah Alam regarding factory operations during the implementation of MCO.







# MBSA Volunteers



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Malaysia opened its Vaccinations Administration Centres (PPV) across the country in February 2021 to provide vaccination service to all Malaysians.

“

**40 staff from MBSA's Department of Environmental Health were stationed at Sunway Convention Centre to facilitate the smooth running of the PPV there.**

”



Volunteers from MBSA were stationed there from 27 April 2021 to 25 June 2021, aiding in the smooth running of operations such as registration and directional assistance to all vaccine recipients at the PPV.







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# 03

## MBSA

# FRONTLINERS



# Screening Test

As a preventive and precautionary measure for all MBSA staff against the spread of COVID-19, the MBSA Management stipulates that every MBSA employee must perform a COVID-19 screening smear test to detect employees who are at risk and exposed to the virus.











Approximately 1,600 of MBSA employees have undertaken the COVID-19 screening test conducted at Dewan MBSA, Seksyen 19 and Wisma MBSA.



# Vaccination



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In an effort to strengthen the frontliner spirit among staff, MBSA joined forces with a few agencies namely the District Health Departments and MSU Medical Centre to ensure all employees received their vaccination.

# OUR HERO TODAY!

ICON OF THE SEASON

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Follow us on Facebook  
#SunwayCares  
#SunwayPyramid



**SUNWAY®**

**SAYA TELAH DIVAKSIN**

di Sunway Pyramid Convention Centre

**#KitaMestiMenang**





Being MBSA frontliners, our workforce must continue their monitoring of SOP compliance by business premises and their respective owners.

In fact, departments providing counter service have a higher potential of contracting the virus as this particular service requires face-to-face attendance.





# MBSA COVID-19 Prihatin Squad

The squad was set up to provide assistance to employees affected by the COVID-19 pandemic, especially those who were infected and required to undergo compulsory quarantine.

SKUAD  
PRIHATIN  
COVID-19 MBSA

DENGAN KERJASAMA



SKUAD INI DITUBUHKAN BAGI MEMBANTU WARGA KERJA YANG TERKESAN AKIBAT PANDEMIK COVID-19. SUKARELAWAN KAMI SEDIA MEMBANTU SEKIRANYA ANDA INGIN SOKONGAN MORAL DAN KHIDMAT NASIHAT.



**PENAUNG**  
**YBHG. DATO' HJ. HARIS BIN KASIM**  
DATUK BANDAR



**PENASIHAT**  
**MOHD RASHIDI BIN RUSLAN**  
TIMB. DATUK BANDAR

### HUBUNGI SUKARELAWAN KAMI SEGERA

 <b>ASM AH BT. MOHD ZIN</b> 012 - 234 5133 JAB. KHIDMAT PENGURUSAN	 <b>FARAH SALWA BT. MUSTAFA</b> 012 - 382 8473 BHGN. PUSAT SETEMPAT	 <b>MOHD ZULFAHMEE B. ISMAIL</b> 013 - 350 7888 JAB. PEMBANGUNAN KOMUNITI	 <b>AZLAN B. DOLAH</b> 016 - 411 3160 JAB. PEMBANGUNAN KOMUNITI
 <b>NOR ASNANI BT. KARIM</b> 019 - 213 7065 JAB. KHIDMAT PENGURUSAN	 <b>MUHD. MUTTAKIN B. MOHD AMIN</b> 017 - 215 2521 BHGN. PESURUHJAYA BANGUNAN	 <b>SYAZA NADZEERA BT. MOHD SHAHIDI</b> 018 - 954 4128 JAB. KHIDMAT PENGURUSAN	 <b>NOR HAMINI BT. SHARIFF</b> 012 - 388 9235 JAB. PERANCANGAN
 <b>NORIAH BT. MOHAMAD</b> 012 - 334 2257 JAB. KHIDMAT PENGURUSAN	 <b>FAKHIZAH BT. AHMAD</b> 019 - 242 8252 JAB. KHIDMAT PENGURUSAN	 <b>SALWAH BT. SAMSUDIN</b> 017 - 650 2293 JAB. KEWANGAN	 <b>SITI RABIAH BT. MOHD ALI</b> 012 - 687 3742 JAB. KEWANGAN
 <b>NORHARISON BT. MOHD SHAFIAI</b> 018 - 243 7328 JAB. KHIDMAT PENGURUSAN	 <b>MOHD FAISAL B. ISMAIL</b> 017 - 243 0843 JAB. KHIDMAT PENGURUSAN	 <b>MOHD IRSHAD SYAFIQ B. ROJALI</b> 013 - 665 2147 JAB. KHIDMAT PENGURUSAN	 <b>NOR ZIAH BT. TERMIZI</b> 012 - 634 6120 JAB. KHIDMAT PENGURUSAN
 <b>ROSHANESMEDY B. A. RASHID</b> 011 - 6224 3262 JAB. KHIDMAT PENGURUSAN	 <b>MIRALIZA BT. MOHD IDRIS</b> 012 - 925 4698 JAB. KHIDMAT PENGURUSAN	 <b>RAMLAH BT. ABU BAKAR</b> 019 - 304 5004 JAB. KHIDMAT PENGURUSAN	 <b>THANGARAJU A/L SUNDARAJOO</b> 012 - 383 6475 JAB. KHIDMAT PENGURUSAN
 <b>SHAHARUL B. MOHAMED YUSOFF</b> 011 - 3636 8106 BHGN. KORPORAT DAN PERHUBUNGAN AWAM	 <b>MOHD. SYAZWAN B. MOHD NAPIAH</b> 018 - 904 2001 JAB. KHIDMAT PENGURUSAN	 <b>PRAKAASH A/L THIRUMOORTHY</b> 016 - 288 4439 JAB. KHIDMAT PENGURUSAN	

*Khidmat Santun Warga Kerja MBSA*









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The squad also lent a hand to staff who lost a substantial income due to the movement restriction on their partner thus limiting the chance of gaining daily pay.

In this case, the squad would provide daily essentials containing dry food stuff and pandemic prevention materials such as hand sanitizers to the affected employees.





“

A total of 23 members were responsible for coordinating the deliveries of aid to affected staff, with amazing help from MBSA Recreation Club, Puspanita MBSA and AKRAB MBSA.

”





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# 04 A HELPING HAND

# Prihatin Care Basket

During the MCO period, MBSA's main focus was not restricted to the strengthening and empowerment of staff only.

Realizing that many parties are affected by the implementation of the MCO, MBSA continued to implement its utmost efforts to assist the citizens of Shah Alam who were affected by the situation.







Via combined efforts with Residents Representative Council and frontliner groups, *Prihatin* Care Basket were given to target groups under MBSA administrated areas such as kindergarten/nursery operators, school bus operators, taxi drivers, food delivery riders as well as individuals and families who were badly affected.



“

Starting February 2021, a total of 7,844 *Prihatin Care Basket* worth RM250,930 have been donated through the purchase of MBSA *Prihatin Care Basket Coupons* at 80 Speedmart outlets across Shah Alam.

”



# Support & Contributions from Corporate Organisations



The moment MBSA introduced the *Prihatin* Care Basket Programme, it received strong support from corporate companies representing industry players and agencies, who worked hand in hand with MBSA in carrying out their social responsibility to the community.

The *Prihatin* Care Basket Programme provided an opportunity for agencies and companies to join in and contribute back to the masses via a platform provided by MBSA in partnership with the local Residents Representative Council.



“

**Caring Companies & Agencies;**

- Selangor Branch of the Malaysian Real Estate & Housing Developers Association (REHDA)
- J&T Express Sdn. Bhd.
- Klang Group Holding Sdn. Bhd.
- GT Mart Sdn Bhd

”







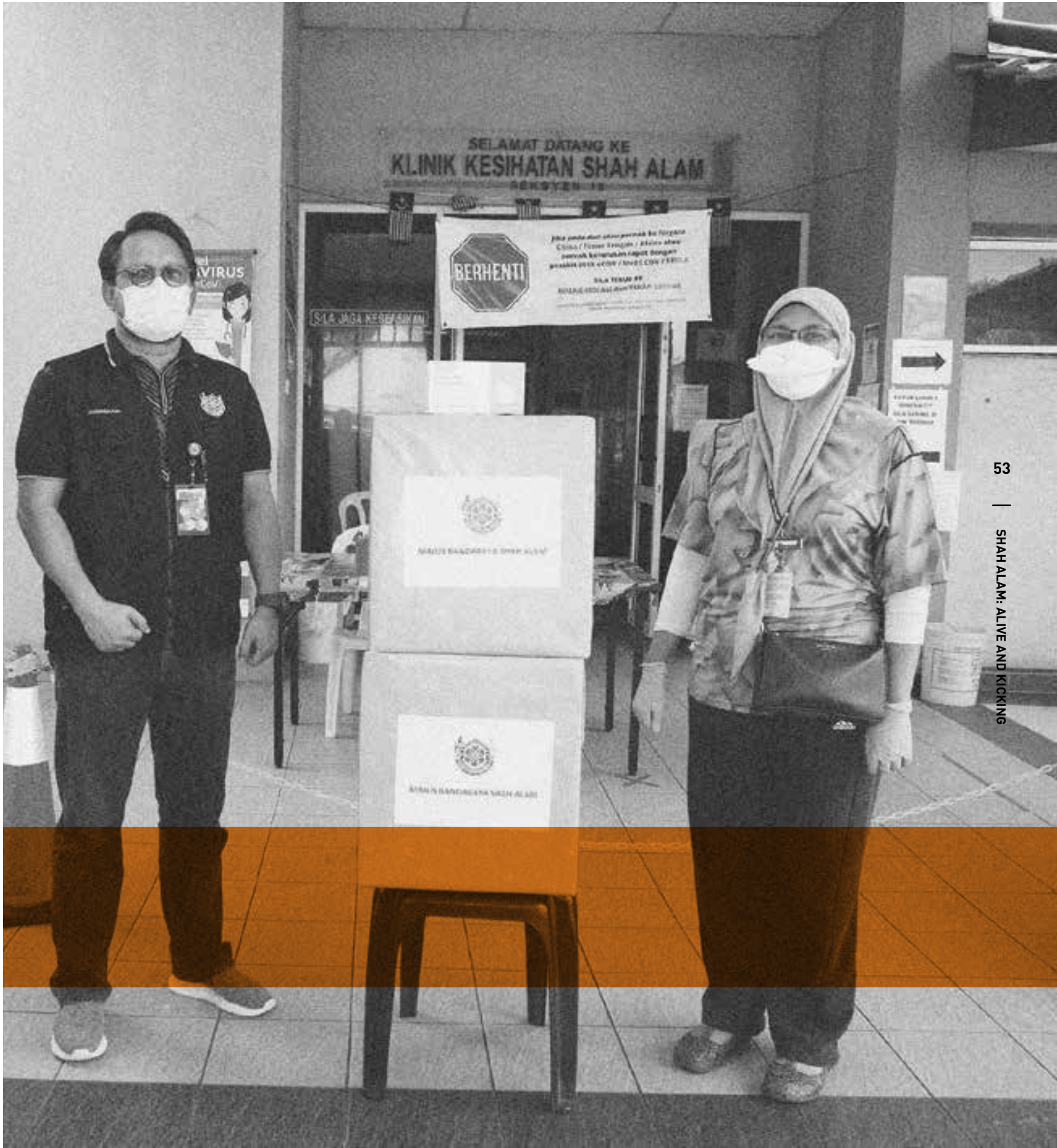




# Empowering The Nations' Frontliners



Assistance was not just limited to the residents of Shah Alam. MBSA provided additional help to other government agencies that were working as frontliners in the Shah Alam area.





“

**Logistic assistance:**

### **Klinik Kesihatan Seksyen 7**

- 2 unit canopies
- 50 unit benches
- 4 unit banquet tables
- Disposable face masks
- Personal Protective Equipment (PPE)
- Hand sanitizers

### **Klinik Kesihatan Seksyen 19**

- 1 unit canopy
- 30 unit plastic chairs
- 2 unit banquet tables
- Disposable face masks
- Personal Protective Equipment (PPE)
- Hand sanitizers

”



To a certain extent, the contribution and assistance of the logistical needs enables the facilitation in conducting COVID-19 screening tests on patients.

It is part of MBSA's social responsibility to the community to assist the local health institutions in providing a comfortable environment to health frontliners who are working hard in handling the COVID-19 infections among the residents of Shah Alam.





# MBSA Supports 3 PPV



*Jawatankuasa Khas Jaminan Akses Bekalan Vaksin COVID-19 (JKJAV)* took the initiative to open up more Vaccine Centres, especially in the State of Selangor to ensure that every individual receives the COVID-19 vaccine.



“

Three PPVs were put under MBSA administration, with operations starting on 26 July 2021.

- Dewan Meranti 2, Seksyen U20, Bandar Baru Sungai Buloh
- Dewan Kenanga, Seksyen 28, Shah Alam
- Dewan Kemuning Utama, Seksyen 32 ”





With the cooperation from the District and Land Office and District Health Office of Petaling and Klang, MBSA managed to carry out thorough preparations to ensure the smooth and excellent operation of the PPVs.

As the premise owner, MBSA took the necessary action to ensure venue preparation and logistical needs are good and provide directions to facilitate vaccine recipients with easy access and movement within the PPVs.







# Back to School



The impact of COVID-19 pandemic in 2020, particularly on sources of income for families due to the closure of economic sectors, has to some extent disrupted the preparations for schools reopening in 2021.



Considering this issue, MBSA took steps to provide assistance through the Back to School programme. A total of 83 schools under the jurisdiction of Petaling Perdana, Petaling Utama, Klang and Gombak District Education Office benefited from the programme and received RM3,000 each, to be divided among 30 selected needy students in the respective school.



“

**A contribution of RM249,000 was given to the students:**

- from household income B40,
- the poor,
- Persons with Disabilities (OKU), and
- those affected by the COVID-19 pandemic.

”



# Assistance for IPT Students



In an effort to make Shah Alam a sustainable city with zero hunger in a pandemic situation, MBSA also shifted its focus on students, paying full attention to their needs and providing assistance to ensure they have adequate food supply during the implementation of MCO.



Cheques for food aid contributions to school students and Institutes of Higher Learning (IPT) were handed over to the Selangor State Education Department, District Education Offices and MARA University of Technology (UiTM).

“

## Contribution:

- RM60,000 to 50 primary/secondary schools
- RM150,000 to UiTM via Rezeki Kasih Kupon *Prihatin* UiTM programme ”



MBSA took this initiative as part of its effort to ensure that the students received nutritious sustenance to stay strong during adversity and are able to undergo their daily life activities with ease.



# Career Choice During Pandemic – Food Rider

Food deliverer or food rider became the choice career for many who lost their jobs as the closure of many economic sectors affected their source of income.







“

300 food riders on bike from Foodpanda, Grabfood and others were give a safety jacket each.

”











MBSA lauded the efforts of bike riders who had to work extra hard in order to earn their daily income and endured safety risks to ensure food orders arrived to their customers on time despite the raising number of COVID-19 cases. A safety campaign for bike riders was launched.

This campaign came about with a strong support from the Royal Malaysian Police (PDRM) and Road Transport Department (JPJ) State of Selangor











It was hoped that this assistance would raise the affected traders' morale in encouraging them to return to normal operations and ensure their business continuity as a source of daily income.



“  
100 night market traders  
in Shah Alam area received  
the MBSA *Prihatin* Care  
Basket through the Shah  
Alam and Klang Bumiputera  
Night Market Traders  
Association.”





# COVID-19 Special Remission



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SHAH ALAM: ALIVE AND KICKING

The COVID-19 Special Remission programme is the reduction of assessment tax to assist economic sectors which were unable to operate due to the strict SOP compliance. These included the hospitality sector, shopping malls, manufacturing, and selected office service.

The Special Remission started in June 2020 and will be extended as long as the COVID-19 pandemic still looms. MBSA hopes that the Special Remission will be able to lessen the burden of industry players.









# Waiver and Reduction of Rent Payment



Waiver and reduction of rent payment was granted to leased-out council property involving premises such as offices, shop houses, kindergartens, restaurants, private car parks and halls.

The waiver and reduction of rent payments were made in stages beginning April 2020 to May 2021, with a total rent waiver of RM1.65 million. Rent reduction was only granted to lessees who applied for it from the Council.











# 05 SERVICE INNOVATION

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SHAH ALAM: ALIVE AND KICKING





# Speeding-up Funeral Arrangements

The rise in COVID-19 cases and the increasing number of deaths every day required MBSA to act proactively and quickly in managing the remains of COVID-19 victims.

In order to manage this situation, a funeral vehicle innovation was introduced by modifying the Isuzu Tail Lift 3 tonne truck to accommodate 12 corpses at anytime.





This modification is very timely as it allows the staff to expedite and facilitate the funeral arrangements in delivering the remains to the designated cemetery.









# Specific Burial Plot for COVID-19

Tanah Perkuburan Islam Seksyen 21, Shah Alam was selected as the assigned graveyard for Muslim victims of COVID-19. Besides that, Tanah Perkuburan Seksyen 21 also became the burial site for COVID-19 victims of other races as well.





“

As at 20 September 2021,  
burial data is as follows:

- Tanah Perkuburan Islam  
Seksyen 21: 950
- Tanah Perkuburan Kristian  
Seksyen 21: 29
- Tanah Perkuburan Hindu  
Seksyen 21: 21

Total: 1,000 ”



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SHAH ALAM: ALIVE AND KICKING



# MBSA Go Cashless



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SHAH ALAM: ALIVE AND KICKING

The COVID-19 pandemic, which can spread and infect easily through various ways, has urged the MBSA to be proactive by introducing cashless payment methods at MBSA payment counters without accepting physical transactions.

Currently, the Council has 3 main channels managing the receipts for all services, namely payment via the counters, kiosks and online (Internet Banking) with payment mode using credit card, debit card, electronic fund transfer, JomPAY, EPS and SnapNPay using FPX payment gateway.



# TANPA TUNAI LEBIH BAIK



Among the cashless payment platforms with e-wallet top-up payment facility via MBSA payment counter are e-TnG, Grab Pay, Maybank QR Pay, Boost, visa paywave, my debit and others.





# Restaurant Evaluation i-GRED

MBSA provides an opportunity to customers and premise owners to do a self-check and evaluation regarding the cleanliness level of the premise as well as the safety of food and beverages through i-GRED application.

i-GRED application was introduced as one of the food premise cleanliness monitoring method involving three parties, which are the premise owner, customer, and MBSA inspecting officer.

Strong emphasis is given on hygiene, to ensure the level of personal health is maintained and infectious diseases avoided. With this in mind, the i-GRED evaluation system was created to make certain all parties are satisfied with the level of hygiene, and that the safety of food served at the premises meet customer expectations.






**SISTEM PEMERIKSAAN KEBERSIHAN KENDIRI PREMIS MAKANAN** merupakan sistem pemeriksaan yang mengkehendaki pemilik premis atau pengusaha premis makanan menjalankan pemeriksaan dan membuat penilaian tahap kebersihan premis serta keselamatan makanan di premis masing-masing.

Bagi pelaksanaan sistem ini, setiap premis makanan perlu membuat permohonan dan menggunakan sistem MBSA i-GRED mulai tahun 2020.

**SYARAT PERMOHONAN**

- PREMIS MAKANAN YANG BERLESEN
- PREMIS MAKANAN GRED A

**KELEBIHAN SISTEM PEMERIKSAAN KEBERSIHAN KENDIRI PREMIS MAKANAN BERBANDING SISTEM AUDIT SEMULA**

- ❖ Tempoh masa GRED A lebih panjang iaitu **SETAHUN**
- ❖ **PENJIMATAN BAYARAN** penggunaan sistem sebanyak RM50 setahun jika dibandingkan dengan bayaran permohonan Audit Semula sebanyak RM200 setahun yang dilaksanakan sebelum ini.

❖ **TAHAP KEBERSIHAN** premis makanan di kawasan MBSA dapat **DIPERTINGKATKAN** dan **PENILAIAN KEBERSIHAN** dapat dibuat dari pelbagai pihak iaitu

- **PELANGGAN**
- **PEMILIK PREMIS**
- **PEGAWAI MAJLIS**

❖ Penggunaan teknologi masa kini dengan menggunakan **TELEFON PINTAR** bagi pelaksanaan penggunaan sistem dapat **MEMUDAHKAN URUSAN PENGGUNA** serta anggota penguatkuasa kesihatan.

❖ Premis makanan yang mengekalkan tahap kebersihan GRED A secara konsistensi akan dipromosikan di **LAMAN WEB RASMI MAJLIS BANDARAYA SHAH ALAM, FACEBOOK MBSA** atau billboard MBSA




**web MBSA**



**QR Code**

**PELAKSANAAN PERMOHONAN DAN PENDAFTARAN**

**CARTA ALIR PERMOHONAN SISTEM PEMERIKSAAN KEBERSIHAN KENDIRI PREMIS MAKANAN**



```

graph TD
    Mula((Mula)) --> 1[1. Permohonan dan bayaran]
    1 --> 2[2. Pendaftaran dan latihan penggunaan sistem MBSA i-GRED]
    2 --> 3[3. Menjalankan pemeriksaan sendiri  
- Melalui aplikasi Penggredan Premis  
- Periksa dan hantar laporan oleh pemilik/pengusaha premis kepada jabatan setiap bulan sebelum/pada tarikh akhir bulan tersebut.]
    3 --> 4{4. Maklumbalas pelanggan  
- Melalui aplikasi Maklumbalas Pelanggan minima 30 responden dalam tempoh sebulan}
    4 --> 4a[4a. Tidak Patuh / Tidak Mencukupi  
- Tindakan audit pemeriksaan]
    4 --> 5[5. Penghantaran laporan bulanan  
- Melalui aplikasi Sistem Kendiri]
    4a --> 3
    5 --> Tamat((Tamat))
  
```



# Drive-Thru Counter for Easier Payment Method

With the opening of the drive-thru counter, the public now has an easier and smoother option of settling various services and payments, such as paying for their assessment tax, which must be paid between 1 July to 31 August every year; license renewals, parking summons and many more.







# Entrepreneur @ Shah Alam

The Entrepreneur Development Programme @ Shah Alam is MBSA's new strategy in empowering entrepreneurs in Shah Alam, and was designed to help affected hawkers and traders.

It also provides an avenue for the masses who lost their jobs due to the COVID-19 pandemic, to explore new business ideas.











The Entrepreneur Development Programme @ Shah Alam is a smart partnership programme between MBSA and other state agencies under the Selangor State Government.

“

**MBSA has established a strong collaborative relationship with strategic partners namely;**


- **Yayasan Hijrah Selangor**
- **Perbadanan Kemajuan dan Pertanian Selangor**
- **Koperasi Warga Hijrah Selangor Berhad (KOHIJRAH), and**
- **Selangor Industrial Corporation Sdn. Bhd.** ”

This programme supports the entrepreneurship development plan by the State of Selangor. It includes entrepreneurship culture and training programmes, possible financing facility, product coaching, professional marketing strategies, new ideas and opportunities, and more.



# MBSA

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