

Online Specialist Dispatch Project for Kuala Lumpur City Hall

J.CLAIR Singapore

With the collaboration from Kuala Lumpur City Hall, J.CLAIR Singapore implemented the Online Specialist Dispatch Project on 17 and 31 January 2023 respectively.

1 Regarding the Specialist Dispatch Project

The Specialist Dispatch Project is implemented with the objective to leverage the administrative capabilities of overseas local governments, as well as to cultivate the human resources needed to further develop overseas local governments. In addition, this project also aims to strengthen the cordial and cooperative ties between Japanese and overseas local governments. Under the project, selected Japanese local government officials are assigned to various overseas local governments so as to conduct lectures and practical trainings on the requested field of expertise. Due to the overwhelming response from Kuala Lumpur City Hall, J.CLAIR Singapore has decided to implement the Specialist Dispatch Project in the online format, so as to accommodate more specialists in various fields to cater to Kuala Lumpur City Hall's needs. This Online Specialist Dispatch Project features 4 specialists from Japan who have conducted a series of online lectures to the local participants in Kuala Lumpur.

2 Outline of the Online Specialist Dispatch Project

(1) Public Engagement

Methods of promoting public engagement among local residents so as to ensure the smooth implementation of urban development

(Specialist : Mr. KAKUMA Yutaka from Greening and Parks Division, Urban Planning Department, Mitaka City Hall, Tokyo)

(2) Sports Facilities Management

Operation and management of public sports facilities, in particular improving the existing management system as well as attracting international scale events.

(Specialist : Mr. TAKEMOTO Ayumu from Urban Parks Section, Housing and Urban Planning Department, Fukuoka City)

(3) Public Complaint Management

Methods to leverage the public complaint management system so as to fulfil the needs of local residents, especially in terms of improve the efficiency and reduce the overlapping of functions across departments.

(Specialist : Mr. FUJIWARA Hiroki from Corporate Communications Section of Kyoto City)

(Specialist : Mr. ISHIZUKA Tsuyoshi from the Civil Engineering Bureau of Construction Department, Kyoto City)

(4) Corporate Promotion

Effective mechanisms as well as systems of disseminating information concerning the efforts and initiatives of the city administration to local residents, so as to garner the local citizens' understanding and support.

(Specialist : Mr. FUJIWARA Hiroki from the Corporate Communications Section of Kyoto City)

3 Online lectures by the specialists

Officers from the various related departments in Kuala Lumpur City Hall, as well as representatives from the Malaysia Association of Local Authorities (MALA) participated in a series of online lectures. The lecture on public engagement showcased Mitaka City's initiative of 'Machikoe (Voices of Local Residents)', whereas the lecture on sports facilities management featured a case study on the Designated Manager System adopted by Fukuoka City's Higashi Hirao Park. On the

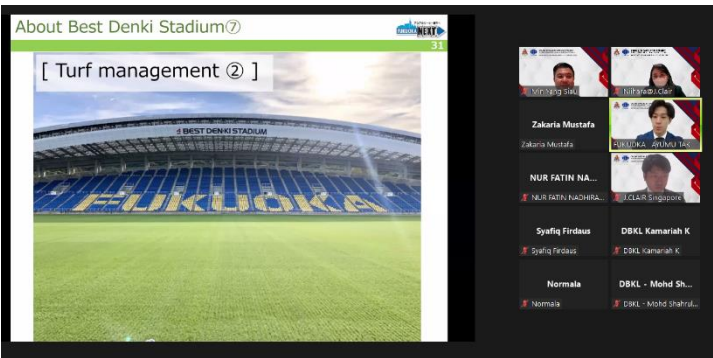


Lecture on public engagement (Mitaka City)

other hand, the lecture on public complaint management showcased the management of an integrated call center as well as an app for lodging reports on road damages entitled ‘Mikketai’. Finally, the lecture on corporate promotion saw the specialist showcasing the ‘Public Comment System’ in Japan.

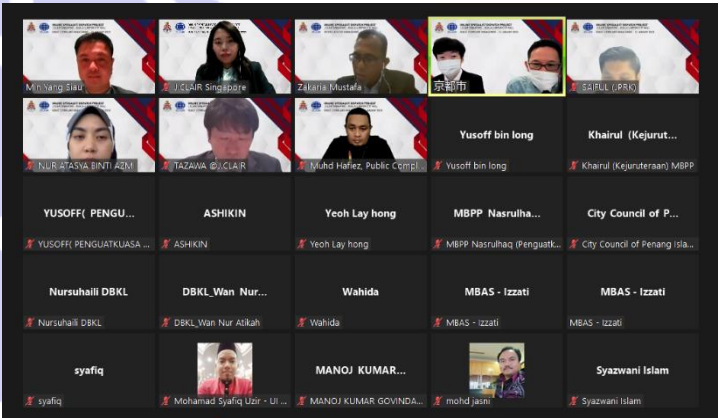
4 Conclusion

Even though the Specialist Dispatch Project was conducted in the online format this time, there was an overwhelming response from Kuala Lumpur City Hall, whereby around 50 ~ 100 local participants attended each of the online lectures. The local participants were very attentive, and listened to the lecture contents with great enthusiasm. In addition, there was many questions from the local participants, which saw the Q&A session exceeding the 1-hour mark. This is evident of the significance of the project, and both specialists as well as the local participants have expressed their wish to conduct onsite visits in each other’s local governments in the future



Lecture on sports facilities management (Fukuoka City)

J.CLAIR Singapore dispatches specialists in 32 fields of expertise including agriculture, environmental conservation as well as urban planning from Japan to the 10 ASEAN countries, India and Sri Lanka. The Specialist Dispatch Project not only aims to transfer knowledge and skills to overseas local governments, but it also aims to establish a platform of communication and meaningful exchange between Japanese and overseas local governments.



Q & A session (Kyoto City)

