



UNIVERSITI KEBANGSAAN MALAYSIA
The National University of Malaysia

**LETTER TO EDITOR
NEW STRAITS TIMES MALAYSIA**

**REPLY TO THE LETTER OF COMPLAINT
PUBLISHED BY THE NEW STRAITS TIMES
(September 11, 2014, page 20)**

Universiti Kebangsaan Malaysia (UKM) would like to refer to a letter published on 11 Sept 2014 regarding the registration of students at KTSN Residential College and also students' transportation from KTSN to KL Campus. We looked upon this as a very serious matter and UKM Centre for Corporate Communications had immediately called for a meeting headed by Prof. Datin Noor Aziah Mohd Awal, Deputy Vice Chancellor, Students and Alumni Affairs, and KTSN Principal, Prof. Dr. Ruzita Abd. Talib, KL Campus Transport Management as well as the employee whose name was mentioned in the letter, to find the truth about the allegations made.

For your information UKM has three (3) campuses namely Bangi (main campus), Cheras Campus and Kuala Lumpur Campus which is situated in Jalan Raja Muda Abdul Aziz, Kuala Lumpur. Kolej Tun Syed Nasir (KTSN) is one of the 12 residential colleges in UKM and it is situated in KL Campus. KTSN housed students from three Faculties namely Pharmacy, Health Science and Dentistry. These faculties are in Jalan Temerloh dan di Kampung Baru, Kuala Lumpur.

We would like to clarify the followings based on the complainant's letter:

1. Registration of Students at KTSN
There was no new system of students placement introduced by KTSN. KTSN is still using the same system that it has put in place decades ago as rightly mentioned by the author of the letter. KTSN has not received any complaints about the system. The College admitted that three (3) days before registration, the system was updated with new information where there were rooms vacant as the number of new students registered on 1 Sept fell short of the number of rooms available. Hence senior students were relocated to fill in the vacant rooms. During the process students' names were rearranged but no students' names were missed or unlisted as alleged by the complainant. The new list was not uploaded in the *website* or *KTSN facebook* as the college management would like to inform students personally on the 7th Sept 2014, the day of the registration day. Students were informed that senior students can only register on the 7th Sept through *website* and *KTSN facebook*.
2. Regarding the rude attitude of a certain person named Amran, we would like to clarify that En Amran is our employee and currently KTSN college supervisor. He admitted receiving a telephone call from a student but he did not say what was alleged. Even

though 7th Sept is a Sunday, En Amran was not on leave as he was present at KTSN to help with student registration.

3. Transportation.

For decades KL Campus have not had any difficulties or problems relating to issue of transportation. UKM provides buses for students from KTSN to go to KL Campus according to schedules. (16 trips per day). We do not deny that there were occasions of delays due to traffic jams. These buses used the public roads namely Jalan Raja Muda Abdul Aziz, Jalan Tun Razak, Jalan Temerloh, Jalan Kuantan, Persiaran Titiwangsa, Jalan Pahang/ Bulatan Pahang (distance is approximately 11 kilometers). We continuously monitor this system and students may send their complaints or feedback through email or Facebook (Voices of UKMKL).

UKM has continuously upgraded all our facilities for the benefit and wellbeing of our students throughout their stay with us. It is hope that this letter has clarify some of the misunderstandings that had led JW Kuala Lumpur to write to NST. UKM as *The Guardian of the Nation* has always worked to be the best and making sure that our students interest is our main priority

Thank you,

Centre for Corporate Communications
Universiti Kebangsaan Malaysia
Tel: 03-89215053 Fax: 03-89214097
e-mail: zaini_rzh@ukm.edu.my