General

UMPSA activates Emergency Complaint System for Staff and Students affected by flood disaster

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PEKAN, 24 November 2025 – Universiti Malaysia Pahang Al-Sultan Abdullah (UMPSA) has begun activating the RES-Q Complaint System for staff and students affected by any disaster such as floods, landslides, or any other disaster-related needs to facilitate the delivery of aid channels under the coordination of the UMPSA Disaster Action Committee.

According to the UMPSA Vice-Chancellor, Professor Dr Yatimah Alias, the university is on alert for any possibility following the current weather conditions and heavy rainfall occurring in several states.

“Students must complete disaster information in the STUDENT RES-Q section to channel any assistance needed by those affected by disasters, especially those living off-campus or facing difficulties returning to campus due to disasters.

“The STUDENT RES-Q system can be accessed through the link: https://std-comm.ump.edu.my/ecommstudent/studentResQ/index.jsp.

“Meanwhile, the link for staff affected by flood must be completed for action by the UMPSA Staff Welfare Subcommittee, as stated in the link https://community.ump.edu.my/ecommstaff/cms/resQ/daftar.jsp,” she said.

In addition, UMPSA has begun mobilising the East Coast Flood Volunteer Mission to provide assistance, especially to flood victims in Kelantan where flooding has begun in the state.

Professor Dr Yatimah added that this UMPSA Volunteer Mission brings essential contributions of food bags and ‘Ready to Eat’ food packages through retort technology under the food@campus (UMPSA Campus Pantry) initiative and Yayasan UMPSA.



“At this first stage, a total of 1,000 ready-made food packs will be distributed in stages to help flood victims, especially students of Universiti Malaysia Kelantan (UMK) and nearby higher education institutions.

“With the aim of ‘Zero Hunger’, these retort or sterilised food items can last a long time without compromising their structure and taste.

“This initiative serves as preparation to provide emergency food so that students here can obtain healthy, ready-to-eat meals.

She added that this initiative is the result of collaboration between UMPSA and Yayasan UMPSA with the support of the Ministry of Higher Education (MOHE), enabling flood-affected students here to obtain meals cooked using retort technology including rice with ayam masak merah, daging masak kicap, fried rice, and others.

“Based on the Northeast Monsoon (MTL) 2025/2026 expected to begin this November and continue until March next year, and during this MTL period, continuous heavy rainfall episodes may trigger flood disasters,” she said.

She also advised the UMPSA community, especially those living in flood-risk areas, to remain alert to current information and obtain the latest warnings through the MyCuaca application, the official website and social media of MetMalaysia, as well as the university’s official channels on the UMPSA portal and UMPSA Malaysia social media.

UMPSA members who are stranded and require assistance may contact the UMPSA Disaster Hotline at 09-431 9999 / 09-431 5005 / 09-431 5065.

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