



Hidayah Amin <hidayah.amin@gmail.com>

Feedback received on The Malay Heritage Foundation Ltd

Hidayah Amin <hidayah.amin@gmail.com>

Thu, Apr 28, 2016 at 2:58 AM

To: "Hwee Min CHUNG (MCCY)" <CHUNG_Hwee_Min@mccy.gov.sg>

Cc: "Mei Chen ONG (MCCY)" <ONG_Mei_Chen@mccy.gov.sg>, "MCI Yaacob IBRAHIM (MCI)" <yaacob_ibrahim@mci.gov.sg>

Dear Hwee Min,

Thank you for the email.

A four-paragraph reply is grossly inadequate after taking **more than a year** to investigate. Furthermore, it **does not answer the questions** that my uncle and I had raised in our complaint letter.

In our letter of 8 February 2015, we stated:

8. Sometime in **May 2011**, the MHF met our family and wanted to return all the donated items, including those that were broken during the time the items were in the MHF's custody and possession. Mr Abdullah Joffri was present at the meeting in 2011 with the MHF. All he wanted then (and now) was:

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- a) to have a list of the inventory stating all the items that are in the MHF's custody and possession (whether broken or otherwise);
- b) the long-overdue acknowledgement plaques to be put up on the artefacts that are still on loan to reflect the contributions of our family;
- c) a letter of transfer to affect the return, since the MHF had wanted to return the items back to our family; and
- d) to have a face-to-face meeting to facilitate the resolution of the above.

The MHF has not responded to those issues raised **from 2011**. When we complained to COC, your reply instead focussed on:

1. "... acknowledgement tags have been put up for those artefacts that are on display at the MHC's permanent galleries"

If you had referred to Annex A (timeline of events) attached with the complaint letter:

21 May 2013

Mr Alvin Ng, Director of Heritage Institutions wrote that "Under our loan agreement with the family of Haji Yusoff, there are six items under the custody of MHC and they are as follows...

23 May 2013

Hidayah replied and asked if the rest of the items are kept at Mamanda Restaurant. She asked Julina to give a breakdown of the items under the care of the MHF as per the example given by Alvin.

Upon personal visits to the museum at MHC, we noted that the acknowledgements tags have indeed been placed for our artefacts displayed in the museum but not in Gedung Kuning (Mamanda Restaurant). Julina has continuously refused (and still is) to give us an updated inventory list. Thus, we are still unaware of the items displayed in Gedung Kuning or in storage at Gedung Kuning. Visitors to Mamanda have informed us that they did not see any acknowledgements tags on items such as the grand mirror that belongs to our family.

2. "... the list of returned artefacts have been resolved between MHF and Mr Zhulkeflee Bin Hj Ismail's appointed liaison."

Again, the MHF is skirting the issue. Zhulkeflee Bin Hj Ismail was **not present at the May 2011** meeting. Who is his 'appointed liaison' whom the MHF dealt with? My uncle Abdullah Joffri (one of the legal trustees of the estate of Haji Yusoff) was present with some other family members who inquired among other things, the inventory list and a letter of transfer. Surely the MHF had recorded their requests in their minutes of meetings (if any)? Why is it so difficult for the MHF to show us the inventory list and give us the letter of transfer?

My uncle Abdullah Joffri and I are very disappointed and dissatisfied with the 'result' of the COC's investigation as the **issues at hand are still not resolved**. The issue is the aftermath of the 2011 meeting and not the 1999 loan procedures. Julina had informed us (via email) on 6 April 2012 that the mirrors were broken (under their care). Surely, this matter must to be addressed and restitution (if any) must be made to the family. How could the MHF plainly ignore an important matter regarding the care of artefacts on loan?

We have many a time asked for a face-to-face meeting with the MHF. However **the MHF did not want to meet us**; they gave the excuse of being busy and not having time to spare. We had sought the NHB's assistance who asked Shaun Phua, Deputy Director of Heritage Institutions Division to facilitate the meeting. I had emailed Shaun from NHB on 6 March 2014, 10 April 2014, 13 May 2014 and 2 June 2014 to ask him when the meeting would take place. According to Shaun, the MHF was "still trying to find some dates for a meeting." Why is the MHF so afraid to meet us? Or do they think that they do not owe any duty of care towards us?

As the COC had stated that it "will not be taking further action", it leaves us to conclude that the COC believes that the MHF has been showing exemplary, conscionable and fitting behaviour of a Charity and IPC, and that the MHF has been responsible in discharging their duties (since the MHF has not been ordered to make any restitution or even apologise to the family for causing us undue prolonged distress). Hence, we have no choice but to seek legal advice and put forth our complaint to a much higher authority. We hope that it would not be necessary to put the COC as joint defendant.

Thank you.

Yours sincerely,

Hidayah

On Wed, Apr 27, 2016 at 4:15 PM, Hwee Min CHUNG (MCCY) <CHUNG_Hwee_Min@mccy.gov.sg> wrote:

Message Classification: Confidential

Dear Hidayah

We refer to your feedback dated 12 January 2015 and our subsequent follow-up emails on the subject matter.

2 We have looked into the issues raised in your feedback and noted that there were gaps in prevailing procedures at the time when the artefacts were donated to MHF in 1999. Procedures have since improved as the heritage institutions are now guided by NHB's processes on the management of donated/on-loan artefacts.

3 In addition, we understand that acknowledgement tags have been put up for those artefacts that are on display at the MHC's permanent galleries and the matters relating to the donation receipts issued in 1999 and the list of returned artefacts have been resolved between MHF and Mr Zhulkeflee Bin Hj Ismail's appointed liaison.

4 Given the above, we will not be taking further action.