

Local



KUWAIT: An aerial view shows residential districts of Kuwait City and its suburbs. — Photos by Yasser Al-Zayyat



An aerial view shows residential buildings in Kuwait.

People explain why they prefer their areas of residence in Kuwait

Services, proximity to key locations main advantages

By Faten Omar

KUWAIT: Kuwait's areas are spread across six governorates, but what distinguishes one place from another? As part of our occasional series exploring various areas of the country, Kuwait Times interviewed citizens and residents to learn more about the reason for their preference for the areas they choose to live in.

Yousef Hashemi, a Kuwaiti who lives in Jaber Al-Ahmad, told Kuwait Times that his area, one of the largest areas in the country, has neat streets that people may not find in other areas, adding that in every block one can find a variety of services. "Jaber Al-Ahmad area provides a unique and progressive style of living for all its residents. Its streets are clean and tidy compared to roads that are in dire need of maintenance in other areas, in addition to easy access from the Fifth and Fourth Ring Roads. The area is very suitable for families, as it is almost free of any inconvenience," he noted.

Eissa Al-Mutoutah, a Kuwaiti who has been living in Salwa for the past 10 years,

said he has many good memories of the area. He said the area, located between Mishref and Bayan, is a trendy location among Kuwaitis. Regarding the disadvantages, he said the traffic congestion in the area is disastrous in the morning during school hours. Aya Ashkanani, a citizen who also lives in Salwa, agrees with Mutoutah on the benefits of the location of this area. She said she prefers this area

the seaside and have all services," he said. "I have been living in this area for 10 years. Unfortunately, the population is rising, which is taking away some of the advantages off the list." Sami Al-Eidan, who lives in Khalidiya, told Kuwait Times that this area is characterized by the fact that most of its houses are large, as well as the spaciousness of its internal streets. But what affects the area is the presence



Traffic jams common issue in most areas

because it is close to Kuwait City, and has all services, from clinics and supermarkets to restaurants. Also, it is close to where her grandparents live.

For Kuwaiti Hussain Al-Njadah, Rumathiya is the best area in Kuwait to live in. "We are five minutes away from

of Kuwait University, which makes it crowded with cars during official working hours.

Meanwhile, Ali Khader, a Jordanian who lives in Salmiya, affirmed that expats are social and keen on family visits and meeting friends, indicating that residing in faraway areas is tiring for social reasons, in addition to the distance of these areas from the family and workplace. He said Salmiya is the best area for those who seek a dynamic place full of life, as it is a hub for several commercial complexes, restaurants and cafes.

Ahmad Karam, a Lebanese who resides in Maidan Hawally, said: "Salmiya, Maidan Hawally and Hawally are suitable areas for expats and most of us choose these areas due to reasonable rentals and proximity to most areas. My area has great location, as it is a link between Salmiya and Hawally. Also, I have easy access to the Fourth Ring Road and the seaside." He added: "If I live in a faraway area, how can my daughter drive for more than an hour to go from home to university, work and other places with her friends? It is not easy."



Residential buildings seen along a main highway in Kuwait.



Residential buildings along the Arabian Gulf Road.

Zain launches annual 'Ramadan Machla' initiative

KUWAIT: Zain, the leading digital service provider in Kuwait, launched its annual charitable initiative to provide 'Ramadan Machla' (supplies). Zain's 'Machla' was delivered in collaboration with its strategic partners to underprivileged families in Kuwait to serve their needs during the holy month.

Zain's 'Ramadan Machla' initiative has kicked-off before the arrival of the holy month, and it is considered one of the main pillars of the company's annual Ramadan campaign, which stems from its Corporate Social Responsibility and Sustainability strategy to serve the needs of underprivileged families in the country.

This year, Zain delivered the 'Machla' to



KUWAIT: Musalam Al-Subaie welcomes Zain's team.

a number of non-profit organizations that are certified by the authorities, including the Social Care Centers represented by Assistant Undersecretary of the Ministry of Social Affairs and Community Development Musalam Al-Subaie, the Kuwait Red Crescent Society (KRCS), represented by Vice Chairman Anwar Al-Hasawi, the

Kuwait Food Bank, represented by Vice Chairman Meshal Al-Ansari, as well as the Patients Support Fund Society.

Zain's Machla was offered via vouchers to give each family the opportunity to choose specific supplies as per their different personal needs. The families are able to redeem them at a local megamarket that offers a large collection of food and other consumer supplies, catering to their needs before the arrival of the holy month.

Zain's distribution plan included the delivery of the vouchers to the biggest certified organizations across Kuwait to ensure their delivery to those in need before the arrival of the holy month in order to guarantee that families have enough quantities of the most basic supplies. The company hopes this initiative has a deep positive impact on the community's various segments, especially the most vulnerable ones, during such circumstances.

Zain's Corporate Sustainability and Social Responsibility campaign during the holy month of Ramadan aims at helping less fortunate people to enjoy Ramadan happily, as well as celebrating the true spirit the Holy month brings by supporting humanitarian and charitable campaigns.



Anwar Al-Hasawi receives the vouchers from Zain.

Hotline unresponsive as consumer complain of high Ramadan prices

By Nawara Fattahova

KUWAIT: Although inspectors of the Ministry of Commerce go on regular inspections in various areas and locations, prices of some products have still increased. At a cooperative society, the price of both local and imported tomatoes has risen by around 30 percent in two days. When Kuwait Times asked the director of the supermarket about the reason for the price hike, he said that it's the supplier that increased the price and not the co-op.

Kuwait Times tried to contact the Consumer Protection Department of the Ministry of Commerce to get information about the reason for this price increase and whether the supplier is controlled by the ministry, but was not able to get in contact with the ministry through any of its channels.

The popular channel for consumers to register a complaint or get information is by calling the hotline of the Consumer Protection Department on 135. But this number is not a hotline anymore, as its working hours are now limited to only four hours (9:00 am to 1:00 pm). When calling during these hours, nobody answers most of

the time. When someone does pick up the phone, they will usually direct the caller to file their complaint through their WhatsApp number.

The WhatsApp number 55135135 will not connect the consumer with any staff, but will automatically send a link for the complainant to fill in their personal information and verify it with the Kuwait Mobile ID app. If the consumer calls 135 out of working hours, the answering machine will lead the caller via a recorded message to register their complaint on their website: ccas.moci.gov.kw, which leads to the app that requires authenticating with the Kuwait Mobile ID and does not provide for a simple registration of a complaint or obtain information.

According to the call center on 135, there are consumer protection offices in different areas in all governorates that work for only three hours - from 3:00 pm to 6:00 pm (before Ramadan), that also receive complaints. The address of these centers is not mentioned on the ministry's website. It's hard for the consumer to receive assistance or help from the Ministry of Commerce and Industry if they face a problem with any store, product or service.



KUWAIT: Products stacked inside a co-op society in Kuwait. — Photo by Fouad Al-Shaikh