

# Service with a smile, Dr M tells govt staff

PETALING JAYA, Tues.  
— Datuk Seri Dr Mahathir Mohamad has directed civil servants to be more courteous when dealing with the public.

He said civil servants should serve with a smile even when attending to rude people.

"We should regard every customer as a courteous person and treat him well," he said when launching the new Malaysian identity card at the National Registration Department here.

The Prime Minister said every government officer and staff should remember that they were also customers.

"Just as they do not wish to be treated rudely when they are customers, likewise, they should not give rude treatment to people who come to them for service," he added.

Dr Mahathir said that when members of the public and civil servants interacted, many prob-

lems would crop up with each side blaming the other.

"Actually, in situations such as this, both sides are to blame. Even if the civil servants are in the wrong, they are not wrong in all cases. Likewise, if members of the public are in the wrong, they are not wrong in all cases," he said.

Dr Mahathir said Malaysians as a whole should be considerate and respect the feelings of each other.

He said a society which strived to be progressive and developed should be courteous and considerate, adding that in such a society, they would enjoy a calm and pleasant life.

Dr Mahathir warned that the nation's development and income would be affected if Malaysia became a nation of unsmiling people who were unable to speak courteously.