

23/01/1997

Bouquet for FT National Registration Department

Dr Milton Lum

I WOULD like to congratulate the Federal Territory National Registration Department for the excellent service they provide to the public.

While waiting to renew my identity card last month, I could not help but admire the professional manner in which the counter staff went about their duties.

Despite the large crowd, they were calm, cheerful, polite, patient and, most importantly, helpful to the applicants.

This is a paradigm shift from the scenario I witnessed two years ago when I accompanied my daughter to the same department for the same purpose. The simplified application form may have helped. But what was surprising was how the staff coped with the markedly increased workload from the public.

Counter service in Government departments influences the public's perception of Government significantly.

More Government departments should emulate the fine example set by the FT Registration Department.

When the quality of counter service in Government departments achieve such "gold standards", the ties between the Government and the public will be strengthened.

At the same time, the civil service would have taken a giant step towards realising the goal of excellence enunciated by Prime Minister Datuk Seri Dr Mahathir Mohamad recently.

Dr Milton Lum

Ipoh

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