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PM: Civil servants must improve work

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LANGKAWI, Sun. - The Government will take measures to further improve efficiency and ensure better services by civil servants, Prime Minister Datuk Seri Dr Mahathir Mohamad said today.

He said civil servants needed to improve their work attitude and efficiency.

Dr Mahathir was speaking to reporters at the end of a one-day working visit to Langkawi at the Langkawi International Airport.

Asked to comment on a statement by the Chief Secretary to the Government Datuk Abdul Halim Ali that he was disappointed with the performance of the civil service because of the numerous complaints from the public, Dr Mahathir said:

"He (Abdul Halim) knows best. I'll have to find out from him what are the complaints and, if there are, we will try to bring improvements."

Asked if the Clients Charter adopted by most government departments had failed, Dr Mahathir said:

"Well, not exactly. There has been some improvement but not enough. I have to find out from Abdul Halim more about this."

The Clients Charter lays down broad guidelines for Government staff to follow on providing service and improving productivity.

Abdul Halim said in Penang yesterday that the Government could not ignore the many complaints and urged heads of departments to monitor the performance of their staff.

He said the letters complained about poor and unsatisfactory service by government officers.

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