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Efficient service sorely lacking

Raden Kakung

PRIME Minister Datuk Seri Dr Mahathir Mohamad and his Cabinet colleagues have often stressed the importance of efficient, progressive and speedy service. However, it is regrettable to note that it has had scant effect on government departments.

For example, the service counters in government departments and agencies are often overcrowded with those waiting to be served - some with numbers exceeding 100.

Sometimes, it takes hours or even days to make payments or get endorsements from the department concerned.

If the Government introduced an appointment system, it would save time and would be less stressful for all concerned.

It can easily be done by calculating the time it takes to serve one person.

Another example is non-delegation of powers by the heads of departments that deal with large numbers of people such as the Immigration authorities.

Often the heads of departments leave office to attend meetings and for other reasons.

Since they are the only ones who are authorised to sign, the people have to wait until they return to their offices.

If they delegate their powers to their number two or three, it will save the public a lot of time.

Surely, number two and three can be trusted to do the job equally well because in reality, they are the ones doing the actual job.

If these officers are inefficient and cannot be trusted, then simply retire or sack them.

Surely, the intention of every civil servant, irrespective of his/her position and status, is to serve the public in the most efficient and friendly way.

Bear in mind that Malaysia and the Malaysian Government have received compliment after compliment from visiting dignitaries on their achievements and efficiency. Do not spoil that excellent image.