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PSD's do-it-yourself books make it easier for public

PUTRAJAYA, Sat. - To make dealings with government departments less of a chore, the Public Service Department today launched a series of guidebooks with step-by-step instructions on what people should do in any given situation.

This includes applications for scholarships, the repayment of loans, requests for salary schedules, disciplinary appeals, transfer requests, and applications for self-development courses and Public Service examinations.

There are telephone numbers and e-mail addresses in the guidebooks listing the specific people the public can call for certain matters.

Chief Secretary to the Government Tan Sri Samsudin Osman said the series of 33 guidebooks would help make public dealings with government departments more smooth.

"The guidebooks are available free at PSD.

"I hope the department continues to come up with more guidebooks on other areas of administration," Samsudin said after the launch at PSD headquarters.

Also present was PSD director-general Datuk Seri Jamaluddin Ahmad Damanhuri.

Samsudin said the guidebooks would also help prevent corruption.

"All the information the public needs is in the guidebooks. They no longer need to approach people who will ask them for money in return for favours or information."

Asked to comment on Prime Minister Datuk Seri Dr Mahathir Mohamad's statement yesterday that the Government needed an efficient and honest civil service, Samsudin said there was a Cabinet Committee on Management Integrity to ensure a corruption-free civil service.

Samsudin also urged department heads to organise seminars which would stress the importance of good values among government servants.

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