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Cuepacs-Kayveas

CUEPACS UNHAPPY OVER KAYVEAS' CLAIM ABOUT RED TAPE

KUALA LUMPUR, Oct 27 (Bernama) -- Cuepacs today expressed disappointment over the claim by Deputy Minister in the Prime Minister's Department Datuk M.Kayveas that government departments, agencies and civil servants practised red tape and were not customer-friendly.

Speaking at the Peoples Progressive Party (PPP) 50th General Assembly yesterday, Kayveas had said that elected representatives had failed to get effective cooperation from civil servants and due to this the MPs and state assemblymen and the parties they represented had been condemned as useless.

Cuepacs Secretary-General Datuk Abdul Rahman Manan in a statement today said that Kayveas's statement was inaccurate as such red tape was only found among a small number of government agencies and staff and this had been acknowledged by Prime Minister Datuk Seri Dr Mahathir Mohamad.

"Government departments and agencies had their respective clients charters which they have to follow. Government departments and agencies also have suggestion boxes and special days for clients so that people with problems can resolve them and also obtain the services of the elected representatives themselves," he said.

Abdul Rahman said Cuepacs had found that cooperation among officers and staff and the various departments and the people was close.

Civil servants also helped the MPs and assemblymen who needed advisory service, he added.

He said the government had also further improved work procedures so that efficient and speedy service was provided.

Abdul Rahman said Cuepacs had always cooperated with the government to ensure officers and staff provided the best service in line with the clients charter.

-- BERNAMA  
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