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Hard-working Dr M a model for civil service

O.M

I REFER to your report "Cuepacs: Make all Saturdays a holiday" (NST, May 2). Such a proposal has no merit. As a professional who has had day-to-day dealings with various governmental departments, I find civil servants are a pampered lot.

During the last 23 years, I have observed hundreds of civil servants doing fewer than four hours of work per day. Although they have to be in their offices by 8am because of the clock-in system, I often find that the male staff discuss politics and sports during the first half-hour while the female staff talk about family matters and personal affairs.

Coffee breaks that should take not more than 15 minutes can drag on for more than an hour.

Is it any wonder that letters go unanswered in spite of repeated reminders?

The Government should not be too charitable in accepting Cuepacs' call. The whole civil service has to be revamped, right from the office boys to the top.

If they can emulate the fine example set by Prime Minister Datuk Seri Dr Mahathir Mohamad, who continues giving sterling service to the country,