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Service, not excuses, should be the motto

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CONGRATULATIONS to Prime Minister Datuk Seri Abdullah Ahmad Badawi for his efforts to improve service in certain government departments, especially those that involve interaction with the public.

His visit to the Immigration Department in Pusat Bandar Damansara on Nov 13 was well received.

After 22 years of rapid development under Tun Dr Mahathir Mohamad, it is high time for us to get back to the simple things. For example, making sure the public is satisfied when dealing with certain departments.

This is necessary because the public often feels improperly attended to in their dealings with the Government.

Then, there are times when we are asked to see higher officials, but to our surprise they are not there. Usually by this time we are given the common excuse like, "he's not in", "out for lunch break", and you are asked to "Come back next week".

Such things happen in the private sector, too. The attitude of not caring about others is a practice we must learn to correct.

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