

# Ong: Serve with your conscience

## 'Exposing the cases but doing nothing not our way'

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**KUALA LUMPUR:** Highlighting a public complaint in the press does not mean that the problem is solved, said MCA president Datuk Seri Ong Ka Ting.

"This is not our way of handling complaints - expose the cases but do nothing," he said.

Ong said MCA leaders from all ranks were supposed to be sincere and honest to provide public service.

He reminded them to listen and handle public complaints with care, objectivity and responsibility.

"There will be occasions when the complainants reveal their problems involving their interests and money without any reservation while there will also be cases when the complaints are without basis," he said.

"Serve with your conscience and do a good job despite not being well treated," said Ong.

"There are always two sides to the story and you must be careful and fair when handling cases.

"Do your best to serve or the credibility of the party would be at stake," Ong said, adding that people came to seek help from the MCA due to the party's track record of 50 years.

Ong said this when launching the one-day MCA Public Services and Complaints Bureaus seminar held at Wisma MCA here yesterday.

It was attended by 620 MCA leaders and members comprising state elected representatives, Members of Parliament, councillors and staff working with vari-

»Be careful and fair when handling cases«

DATUK SERI ONG KA TING

ous public services and complaints bureaus under the MCA.

Datuk Michael Chong, head of the MCA Public Services and Complaints Department, shared his experience of 20 years of handling complaints while Dr Chua Hong Teck, director-general of the Public Complaints Bureau under the Prime Minister's Department, spoke on the roles and responsibilities of handling public complaints.

In addition, Gan Peng Siew gave a talk on defamation while guest speaker Federal CID director Comm Datuk Christopher Wan spoke on the role of the police.

Datuk Tang See Hang, chairman of Public Services and Complaints Bureau, said the purpose of the seminar was to create more "Michael Chongs" in the country under MCA with the existing network to serve the public.

"There is a public service and complaints bureau in each state and now MCA divisions are also setting up such bureaus," said Tang, adding that he would organise roadshows and visit state bureaus starting next month.