

Task force set to iron out kinks in system

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KUALA LUMPUR: Those in the high-powered 23-member task force to promote faster reform in the delivery system and enhance economic activity have pledged to do their best.

National Council of Commerce and Industry deputy president Pardip Kumar Kukreja described the appointment more as a responsibility than an honour.

"I will do my part to make sure the task force can bring about a change in our delivery system not only to benefit the citizens but also encourage foreign direct investment."

Pardip was glad that Prime Minister Datuk Seri Abdullah Ahmad Badawi was taking a personal interest in the matter.

"We will ensure that we carry out our duties without fear or favour."

American-Malaysian Chamber of Commerce past president Datuk Nicholas S. Zeffreys said committee members may have different ideas and views on the matter but eventually had to create a customer centric culture.

"You should treat government service as a business and the people who approach them are customers.

"This is the attitude we want to cultivate in government service. It is a matter of urgency. The longer we wait to improve the public delivery system, the worse the impact is going to be on economic development."

Zeffreys felt the government wanted a delivery system that met expectations of the international community.

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*Datuk Ahmad Pheisal Talib
Federal Territories Ministry secretary-general*



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National Council of Commerce and Industry deputy president*

Federal Territories Ministry secretary-general Datuk Ahmad Pheisal Talib was pleasantly surprised to see his name on the list of members in the task force.

"I will assist in any way necessary. I will provide complete input on the functions of government departments so that the task force can work on improving it."

He acknowledged that there were weaknesses in the delivery system but that it had to be improved using a holistic approach.

He said that the task force was the best platform to improve the public delivery system as it had a cross section of representatives from the private sector and government agencies.

Malaysian International Chamber of Commerce and Industry president Mike Krishnan said the group was task-oriented.

"We are going to pay serious attention to removing impediments to growth. We will be going from area to area and I am sure we will be able to achieve our objectives as everybody is committed to the task."

Federation of Malaysian Manufacturers president Datuk Yong Poh Kon wants to contribute as much as he can to the task force to see the civil service regain the edge it used to enjoy in the region.

He said it used to provide world-class services to facilitate business activities.

"The competitive environment in which the Malaysian

economy is currently operating leaves the public service no alternative but to move to a higher plane of efficiency. If not, we will lose the edge we have worked so long to build and maintain."

He said expectations were very high from the public and the prime minister of the task force with the priority being areas of weaknesses in the delivery service.

"We have a big task ahead. A frank appraisal of what works and what does not is timely. The private sector will be frank and candid about what needs to be done."

Yong was confident of addressing the immediate issues at hand with the help of senior government officials in the task force.