

# Tardiness No. 1 complaint against civil servants

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**POKOK SENA:** Tardiness in carrying out duties or in taking action form the bulk of complaints received by the Public Complaints Bureau of the Prime Minister's Department against federal departments and state agencies.

The bureau's deputy director-general, Isbah Idrus, said the second most common complaint was on unsatisfactory quality of service, including counter service and failure to answer telephone calls.

Launching the integrated mobile complaints counter at Sekolah

Menengah Sains Pokok Sena here yesterday, he said the five common complaints received by the bureau came under five categories out of the 10 stipulated.

The mobile programme, organised by the bureau with the cooperation of the Kedah Institute of Management and Integrity, was launched by parliamentary secretary to the Home Affairs Ministry Datuk Paduka Abdul Rahman Ibrahim.

Isbah said unfair action fell under the third category, followed by lack of

public facilities, while the fifth comprised miscellaneous complaints.

He said last year, the bureau received 764 complaints against government departments and agencies, of which 715 were solved through 15 mobile complaint counters throughout the country.

"Based on these five categories of common complaints, the bureau has advised the department and agency heads to make efforts to improve the image of the public service in the country," he added. - Bernama