

**Government Agencies Should Place Multiracial Staff At Frontline - Subramaniam
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MELAKA, March 2 (Bernama) -- Government agencies need to place multiracial staff at the frontline to address the communication gap problem faced by members of the public seeking assistance from the agencies.

Human Resources Minister Datuk Seri Dr S.Subramaniam said he had suggested to the cabinet for agency staff at the frontline handling problems faced by the public should comprise those who could communicate with them.

"All government agencies that deal directly with the public like the Welfare Department and National Registration Department should have frontline officers and staff of different races to avoid any communication problem, hence providing efficient service."

Dr Subramaniam said this at a press conference after opening a government agencies-meet-the-public session at Dewan MBMB in Ujung Pasir, here, today.

He said most of the people who came with complaints to the service counters had low education, hence faced language difficulty and did not know the correct channel to forward their complaints or problems.

"We have raised this matter before; how to improve the existing service delivery system so that the public can just go to the relevant agencies to have their problems solved."

On today's meet-the-people session, Dr Subramaniam said the government had introduced the programme in 2010 and to date, 30,000 residents had come forward with their problems to the agencies involved.

"I wish to thank these agencies as 14,000 to 15,000 of the problems have been resolved," he said.

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