

**Those Always Belittling Public Service Are 'Thorns in The Flesh' - DPM
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HUTAN MELINTANG, Dec 5 (Bernama) -- Deputy Prime Minister Datuk Seri Dr Ahmad Zahid Hamidi has described those who always belittle the services of the ministries and government departments and agencies as "thorns in the flesh".

He said a study showed that over 85 per cent of the people were satisfied with the services they received through the transformation programmes of the ministries, departments and agencies.

"More can be improved but we hope that the government departments and agencies would not only better their services and delivery to the people, but should also consider the constraints that might be faced by the people.

"But there are thorns among the dissatisfied 15 per cent who might have a certain objective to belittle the best services given by the government departments and services."

Ahmad Zahid said this at a news conference after closing the One Community One RTD programme of the Bagan Datoh parliamentary constituency and launching of the "Jom JPJ Bersama Mu" drive at the grounds of Wisma UMNO, here, today.

He said if they wanted to criticise, the criticism should be constructive, not destructive, or just for the sake of criticising.

"We pray that the thorns among the (dissatisfied) 15 per cent will repent and accept the reality that we as ordinary human beings are not perfect, and there should be two-way communication for the services to be enhanced and the satisfaction optimised."

Ahmad Zahid said when the government departments and agencies went to the ground, it meant that they wanted to get close to the people and give the best services to the customers, the tax payers who expected the best services.

"In this matter, I hope there is understanding between both parties because at the government level, through the departments and agencies, they try to deliver the best services," he said.

Meanwhile, the deputy prime minister praised the Road Transport Department (RTD)'s effort of going to the ground in serving the people through the two programmes.

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