

Wednesday deadline to report complaints

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KUALA LUMPUR, Sat. — All Government departments must report public grouses received since January to the Public Complaints Bureau by Wednesday under a directive that aims to ensure all complaints are thoroughly investigated and resolved.

It is also to allow the authorities get a better picture of public satisfaction with the civil service.

Under the directive issued by the Chief Secretary to the Government, Tan Sri Samsudin Osman, Government departments and agencies must submit bi-annual reports to the PCB, detailing all complaints they received from the public.

The order also includes agencies which have been privatised such as Telekom Malaysia and Tenaga Nasional.

PCB director-general Datuk Wan Abdul Wahab Abdullah said while it received thousands of complaints of poor public services, delays and abuses in Government departments directly from the public, these were just the “tip of the iceberg”.