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## Good response to feedback call

PETALING JAYA: Malaysians are definitely keen to see major changes and improvement in the public service delivery system.

The Malaysian Administrative Modernisation and Management Planning Unit (Mampu) received nearly 300 e-mail messages from the public yesterday after they announced that the Government wanted suggestions from everyone on improving the delivery system.

As at 5pm, the unit received 281 e-mail, most of which commented about the Immigration Department and the National Registration Department. Other comments involved the public transport system, human resources and the administration of land and districts.

Among the suggestions were to increase passport validity from five to 10 years, enable passports to be renewed online and notify people through phone or SMS to collect their passports and other documents.

There were also suggestions to allow passport applicants to check their application status by phone and to use birth certificates as references for all identity card applications.

Some people also called for government departments to give immediate replies to enquiries through post or e-mail and to set up customer call centres to improve efficiency.

Other suggestions were for the Government to provide an effective mechanism to receive feedback from the public, update ministries' websites with the latest information, provide free Government forms online, provide half-day services on Saturdays and ensure that all departments are fully computerised.

A spokesman for Mampu said they hoped to hear more from the business sector.

"They can tell us how to improve the procedures for business registration, obtaining licences and starting a business, and also whether the taxes and labour laws are too rigid," he said.

He also said the public could continue to give their feedback about any department.

“It can be on anything such as the payment system for assessment or any utility, passport processes or even registration of children for school,” he added.

The public can e-mail their comments and suggestions to [improve@mampu.gov.my](mailto:improve@mampu.gov.my) until Monday.

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