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Tuesday February 13, 2007

## Ideas, please

Government wants suggestions on improving delivery system

By ELIZABETH LOOI

PETALING JAYA: The Government is inviting Malaysians from all walks of life to give suggestions on how to improve the public service delivery system.

You can e-mail your suggestions to [improve@mampu.gov.my](mailto:improve@mampu.gov.my) from now until Monday.

The Malaysian Administrative Modernisation and Management Planning Unit (Mampu), under the Prime Minister's Department, will compile your feedback and submit it to the department.

Mampu, in a statement forwarded by the Prime Minister's Department yesterday, said it was drawing up a plan to produce a "modern, responsive and effective" public service.

"Mampu invites all Malaysians to submit proposals or suggest improvements which can be implemented in the short, medium and long term.

"The civil service should redouble efforts to elevate the nation's position to the Top 10 in any global competency report, as suggested by Prime Minister Datuk Seri Abdullah Ahmad Badawi," it said.

"The efforts have to be stepped up through administrative improvement towards producing services with speed, volume and accuracy."

The effort will start with the Klang Valley before being expanded to the rest of the country.

A Mampu spokesman said the unit would prepare a working paper based on the suggestions received and present it to the Prime Minister's Department on Feb 27.

"This (the feedback and suggestions) is a service from the people to the nation. We also want to provide better services to the people," he said.

The spokesman said Mampu hoped to hear from the business community and the public about the services that required enhancement.

"They can tell us their requirements. We would like to let them know that we are serious in improving the public delivery system," he said.

"We want to do it quickly."

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