

Your Ref :
Our Ref : CIR5/2-05



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The Editor
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Forum Page

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Dear Editor

We thank your writers and readers for their recent comments on the service quality of the Public Service, including suggestions to improve it.

We recognise that there have been occasions when service delivery did not meet customer expectations and instances where our officers could have done better. We will strive to reduce service lapses, and improve the coordination between agencies to help members of the public address their queries and resolve issues.

Ongoing efforts to improve

Through the years, we have put in much effort to improve our service quality. For example, we have increased the avenues to deliver our service, from counters to telephone hotlines to electronic and mobile channels.

We have set service standards on response time to queries and feedback. We have been training public officers and frontline staff on various aspects of service excellence.

We have senior officers in each ministry and statutory board as Quality Service Managers (QSMs) to oversee and drive improvement in service quality. The names and contact information of the QSMs are available on the Singapore Government Directory Interactive (<http://www.sgdi.gov.sg>).

In fact, the names and contact information of most public officers, including Permanent Secretaries, CEOs, department heads are also listed in the online directory. Few public services in the world, and few private sector organisations, publish contact information of their staff like we do.

All this notwithstanding, we will continue to improve on our service delivery. This is our commitment. Since 1995, all public officers are asked to observe CARE, which stands for Courtesy, Accessibility, Responsiveness and Effectiveness, in our interactions with the public. In fact, many public officers have done more than that, going out of their way to help members of the public resolve issues.

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While we work on improving service quality, we also seek the public's understanding that the Public Service has to balance serving the needs of individual customers against the collective needs of the public. We need to provide the greatest amount of good to the greatest number of people, with the best service level possible, within the resources that we have available.

Taking in feedback

Some writers also called on the Public Service to be more open and respond to feedback. We assure your readers that the Public Service is open to feedback. We actively canvass public feedback on policies.

We welcome good suggestions and will not hesitate to adopt or adapt them for implementation. However, we cannot accept all ideas; sometimes the ideas are not suitable for implementation.

We hope that the public will understand that this does not mean we are not open to suggestions. People who have worked with the Public Service to study issues would recognise and attest to our openness to feedback.

Over the years, we have done more to engage the public by explaining our policies and the considerations that go into them. We will work harder at closing the loop on public feedback, including explaining the reasons for our decisions.

We look forward to working with our customers and the public as we continue to improve on our service and take in their feedback.

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