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App for complaints

RAKYAT RESPONZ: Ministries, agencies, depts given 15 days to fix problems

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THE public can channel complaints, suggestions or queries to government ministries, departments or agencies through a mobile application called Rakyat Responz.

The ministry, department or agency has 15 days to resolve issues or complaints raised.

The app will allow people to communicate with ministries, departments, state governments, local authorities and government-linked utility companies.

Minister in the Prime Minister's Department Datuk Paul Low Seng Kuan, who launched the app here, said it was introduced by the Public Complaints Bureau (PCB) to allow real-time response to complaints from people.

*Minister in the Prime Minister's Department **Datuk Paul Low Seng Kuan** (second from left) shaking hands with Public Complaints Bureau (PCB) chairman **Tan Sri Abdul Halim Ali** at the Putrajaya International Convention Centre yesterday. With them are Prime Minister's Department senior deputy secretary-general **Datuk Seri Othman Mahmood** (right) and PCB director-general **Datuk Harjeet Singh**.* **Bernama pic**

"This will allow better delivery of service to the people.

"Ministries, agencies and departments are given 15 days to resolve issues or complaints.

"This will be part of their key performance indicators.

"However, agencies or local councils must fix problems, such as drainage or pipe works, in 24 hours."

Low said PCB received 6,388 complaints last year, of which 99 per cent were resolved.

Low said the delay or lack of action by the authorities remained the top complaint lodged by the public to the bureau, with 2,561 (39 per cent) recorded last year.

This is followed by complaints on enforcement failure (14.7 per cent), failure to adhere to procedures (13.1 per cent), unsatisfactory services (9.7 per cent) and lack of public facilities (7.4 per cent).

Complaints were lodged via the public complaints management system known as Sistem Pengurusan Aduan Awam (Sispaa).

"The resolution rate for settlement of complaints in 15 working days was 66.5 per cent last year, compared with 62.3 per cent in 2014 and 53.1 per cent in 2013.

"This shows that we have improved in solving complaints within the time limit," Low said, adding that the number of complaints had also dropped.

Present were Prime Minister's Department senior deputy secretary-general Datuk Seri Othman Mahmood, PCB chairman Tan Sri Abdul Halim Ali and PCB director-general Datuk Harjeet Singh.

The application can be downloaded from https://i.diawi.com/qQixQv.

It will be made available at App Store, Google Play and Gallery of Malaysian Government Mobile Applications (Gamma).