



JABATAN PENDAFTARAN NEGARA MALAYSIA

No 20, Persiaran Perdana, Presint 2
Pusat Pentadbiran Kerajaan Persekutuan
62551 WP PUTRAJAYA
MALAYSIA

Tel: 603-8000 8000
Faks: 603-8880 8288
Laman Web: www.jpn.gov.my
E-mel: pro@jpn.gov.my



SEGERA DENGAN FAKS

Ruj. Kami : JPN.PT:163/2/3 Klt.34 (3)

Tarikh : 19 Ogos 2015

**Ketua Pengarang
The Star**

Telah difakskan pada: **19 AUG 2015**

Tuan,

MAKLUM BALAS ADUAN AKHBAR THE STAR BERTAJUK "OFFICE IN SHABBY CONDITION" BERTARIKH 17 OGOS 2015, ISNIN – M.S: 37

Dengan segala hormatnya saya merujuk kepada aduan mengenai perkara di atas.

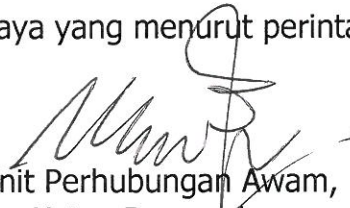
2. Pihak Jabatan Pendaftaran Negara (JPN) ingin menjelaskan isu yang dibangkitkan oleh Encik S. Sundareson berkenaan fasiliti di JPN Petaling Jaya yang kurang memuaskan.

3. Jabatan ini menghargai maklum balas yang diberikan oleh Encik S. Sundareson atas prestasi penyampaian perkhidmatan Jabatan dan kini tindakan penyelenggaraan dan baik pulih telah pun dilaksanakan.

Sekian, terima kasih.

"BERKHIDMAT UNTUK NEGARA"

Saya yang menurut perintah.


Unit Perhubungan Awam,
b.p Ketua Pengarah,
Jabatan Pendaftaran Negara,
Malaysia.

☎ : 03-88807077

☎ : 03-88808288

✉ : pro@jpn.gov.my

s.k.:

1. YBhg. Dato' KPPN
2. YBhg. Datin Seri TKPPN (P)
3. YBr. Tuan TKPPN (O)
4. YBr. Tuan TKPPN (ICT)

RAKYAT DI HATI JPN



CERTIFIED TO ISO 9001:2008
CERT. NO.: AR 6090



CERTIFIED TO ISO 9001:2008
CERT. NO.: AR 6090



CERTIFIED TO ISO 9001:2008
CERT. NO.: AR 6090



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CERT. NO.: AR 4763

Office in shabby condition

ON my recent visit to the Identity Card office of the National Registration Department at Jalan Sultan, Petaling Jaya, I observed that the seating facilities for the public are adequate.

However, the padding on many of the chairs and benches are worn out.

The top layer of the PVC padding had large white patches, making them look awful and certainly didn't suit the office.

Civil servants have state-of-the-art buildings, equipment, furniture and fittings but a poor maintenance culture that mars efforts to project a good image of the Government.

It is hoped the NRD will ensure efficient housekeeping in line with government's initiatives to

instil a strong maintenance culture.

S. SUNDARESON
Petaling Jaya



EMAIL editor@thestar.com.my

MAIL The Editor,
Menara Star, 15,
Jalan 16/11, Section 16,
46350 Petaling Jaya.

Letters must carry the sender's full name, address and telephone number. A pseudonym may be included.