

## LODGING COMPLAINTS PROCEDURE

1. The public may lodge a complaint through one of the following channels:

---

**Postal Address** Director of Management Services  
Department  
Prime Minister's Office,  
Bangunan Bahirah,  
Jalan Menteri Besar  
Bandar Seri Begawan BB3910  
Negara Brunei Darussalam

---

**In person at (walk-in)** Level 3,  
Public Complaints Unit  
Service Delivery Division  
Management Services Department

---

**email** aduan@msd.gov.bn

---

**hotline** (673) 2382072 (working hours)

---

**fax** (673) 2382062

---

**complaint box** District offices

---

2. Complaint must be clear and detailed which includes the possibility of attaching any documents supporting the complaint such as:

- ◆ Copies of documents from concerned agencies (example: certificates, receipts, etc);
- ◆ Any relevant printed images

3. Complainant must provide accurate and complete personal details such as:

- ◆ Name;
- ◆ Identity card number and colour;
- ◆ Contact address;
- ◆ Contact number (home / mobile / office);
- ◆ Age;
- ◆ Gender;
- ◆ Occupation; and
- ◆ Date of complaint

4. **Complainant who fail to provide an accurate and complete personal details will not be entertained;**

5. MSD's Complaint Form is downloadable at its official website at [www.msd.gov.bn](http://www.msd.gov.bn)

**Management Services Department,  
Prime Minister's Office,  
Bangunan Bahirah,  
Jalan Menteri Besar  
Bandar Seri Begawan BB3910  
Negara Brunei Darussalam**

**Tel : (673) 2 382063 / 4 / 5 / 6  
Fax : (673) 2 382062  
E-mail : [info.msd@msd.gov.bn](mailto:info.msd@msd.gov.bn)**



MANAGEMENT SERVICES DEPARTMENT  
PRIME MINISTER'S OFFICE  
NEGARA BRUNEI DARUSSALAM

**GUIDE TO  
LODGING A COMPLAINT ON  
GOVERNMENT  
SERVICE DELIVERY**

## OBJECTIVES

1. To ease the public in channeling complaints on services delivered by Government agencies;
2. To enable the public to evaluate the effectiveness of Government's service recovery and complaint handling system;
3. To ensure accountability of public services contribution towards enhancement of integrity, credibility and Government's image.

## DEFINITION OF COMPLAINT

Complaint is an expression of public grievances towards Government service delivery including those unable to meet the Client's Charter Standard (Tekad Pemedulian Orang Ramai-TPOR) either in term of timeliness or quality of services.

## TYPES OF COMPLAINTS

Management Services Department (MSD) handled various types of complaints on Government service delivery which include:

1. Services unable to meet their TPOR;
2. Late responses or no actions taken by Government agencies;
3. Inconsistent actions taken by Government agencies;
4. Poor implementation / enforcement of polices or laws;
5. Lack of coordination among departments of the same ministry;
6. Improper treatment / services rendered by public servants;
7. Poor quality services;
8. Lack of facilities or infrastructure; and
9. Other services-related complaints.

## TYPES OF UNATTENDED COMPLAINTS

MSD **WILL NOT** entertain the following type of complaints

1. Matters related to judiciary or legislative;
2. Personal or family issues;
3. Matters related to private or non-government agencies.

### CLIENT'S CHARTER (TEKAD PEMEDULIAN ORANG RAMAI) MANAGEMENT SERVICES DEPARTMENT PRIME MINISTER'S OFFICE

*With the help and guidance of Allah Subhanahu Wata'ala, this Department pledges to provide / deliver customer-friendly, caring, efficient, precise, quality and safety services*

No.	Type of Service	TPOR (Days)
1.	To issue feedback to the complainant from the date of receiving the complaint	
	i. Acknowledgement of Complaint	1
	ii. Letter of Investigation / Letter of Unattended Complaint	8
2.	To conduct investigation / contact the concerned agency after issuing Letter of Investigation to complainant	7
3.	To inform complainant about the completion of investigation after the final decision is made	7