

## LODGING COMPLAINT PROCEDURE

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

<b>letter</b>	Pengarah Perkhidmatan Pengurusan Jabatan Perkhidmatan Pengurusan, Jabatan Perdana Menteri, Bangunan Bahirah, Jalan Menteri Besar, Bandar Seri Begawan, BB3910 Negara Brunei Darussalam
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<b>walk-in</b>	Level 3, Unit Pengaduan Awam, Bahagian Penyampaian Perkhidmatan, Jabatan Perkhidmatan Pengurusan
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<b>email</b>	aduan@msd.gov.bn
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<b>hotline</b>	(673) 2382072 (working hours)
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<b>fax</b>	(673) 2382062
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<b>complaint box</b>	District offices
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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) handles 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 policies 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	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