

MANDATE

MSD as **focal point** for receiving public complaints on government services

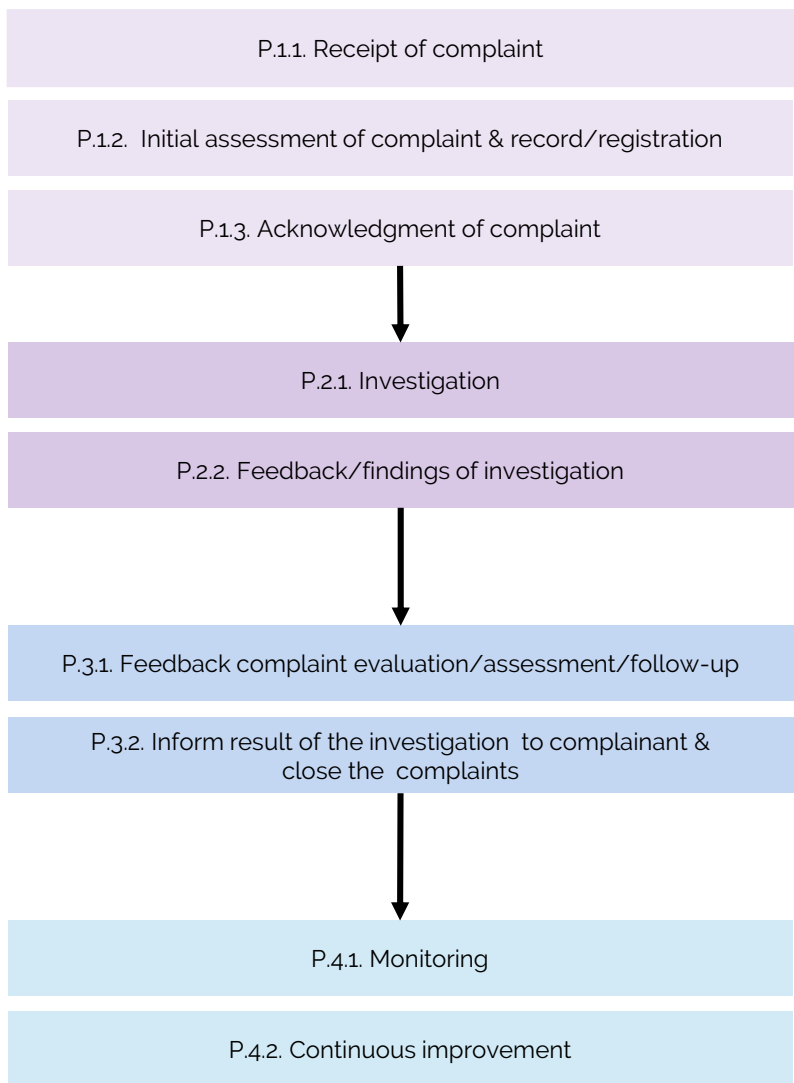
COMPLAINT DEFINITION

An expression of **public grievances regarding government service delivery** including non-compliance to meet Client's Charter (TPOR) in term of timeliness or quality of services.

SECOND RESPONDER

MSD acting as second responder, only accepts public complaints that have previously been submitted to the relevant agencies but have not been addressed or resolved.

PROCEDURE OF COMPLAINT HANDLING





CLIENT'S CHARTER

TEKAD PEMEDULIAN ORANG RAMAI (TPOR)

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

NO.	TYPES OF SERVICES	TPOR (DAYS)
1.	Issuance of acknowledgement letter	8
2.	Conduct investigation to concern agency	10
3.	Inform result of investigation to complainant	11

TYPES OF COMPLAINTS INVESTIGATED

- Services unable to meet their TPOR
- Delayed in providing feedback /no feedback/no action taken
- Inconsistency in action
- Weak implementation/enforcement of laws/policies
- Inconsistencies of information relayed from departments within the same ministry
- Rude/impolite/improper treatment/service rendered by public servants
- Poor quality service/dissatisfaction with service quality
- Absence/lack of facilities or infrastructures

TYPES OF UNATTENDED COMPLAINTS

Issues or matters related to:

- Judiciary or legislative
- Personal or family
- Crime enforcement and national security.
- Private or non-government agencies
- Government employees not bounded by General Order and Financial Regulation or under purview of other legislation/rules
- Claim for outstanding payments

COMPLAINT CHANNEL

TELEPHONE

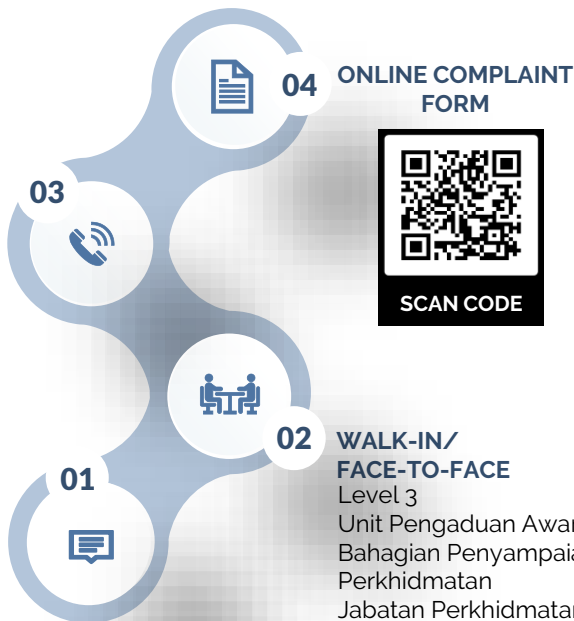
Direct Line :
(673) 2382072
MSD :
(673) 2382064/5/6
(working hours)

CORRESPONDENCE ADDRESS

Letter to :
Director of Management Services
Management Services Department
Prime Minister's Office
Banguan Bahirah
Jalan Menteri Besar, BB3910
Negara Brunei Darussalam

Email :
aduan@msd.gov.bn
info.msd@msd.gov.bn

Website :
www.msd.gov.bn



04 ONLINE COMPLAINT FORM



SCAN CODE

02 WALK-IN/ FACE-TO-FACE

Level 3
Unit Pengaduan Awam
Bahagian Penyampaian
Perkhidmatan
Jabatan Perkhidmatan
Pengurusan

WHEN SUBMITTING COMPLAINTS...

- Complaint must be written in detail. Attach supporting documents/evidences.
- Complainant must provide accurate and complete contact information for ease of communication.
- Incomplete complaint may not be entertained.