

MANDATE

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

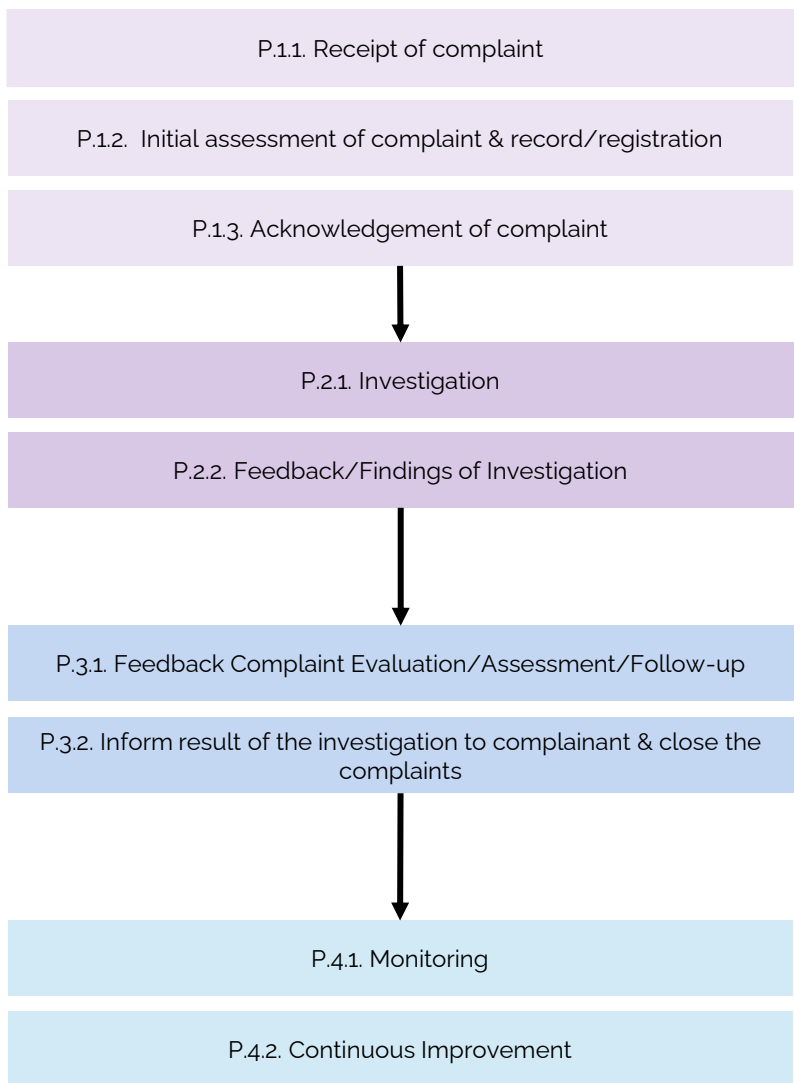
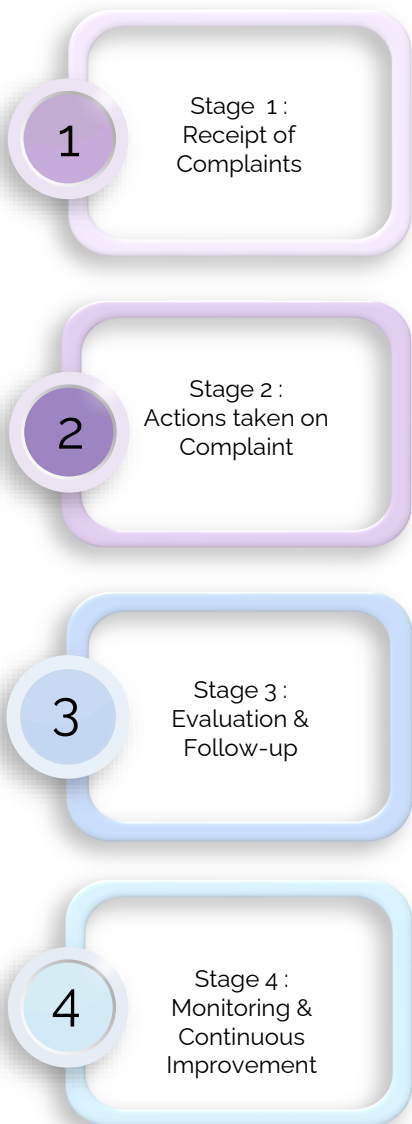
COMPLAINT DEFINITION

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

SECOND RESPONDER

MSD acting as a 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)

NO	SERVICES	TPOR
1.	Issuance of acknowledgement letter	8 days
2.	Conduct investigation after issuance of acknowledgement letter	7 days
3.	Inform result of investigation to complainant	7 days

Types of Complaints Investigated

- Services unable to meet their TPOR
- Delay in providing feedback/no feedback/no action taken
- Inconsistency in action
- Weak implementation/enforcement of laws/policies
- Inconsistencies information relayed from departments under 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
- Claim for outstanding payments

COMPLAINT CHANNELS

TELEPHONE

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

CORRESPONDENCE ADDRESS

Letter to:
Director of Management Services
Department
Prime Minister's Office
Bangunan Bahirah
Jalan Menteri Besar, BB3g10
Negara Brunei Darussalam

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



WHEN SUBMITTING COMPLAINTS...

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