



29 October 2010

The Editor
The Straits Times Forum

100 High Street
#07-01 The Treasury
Singapore 179434
www.psd.gov.sg

Dear Editor,

Work hand-in-hand for solutions

We thank Mr Kwan Jin Yao and Mr Derrick D'Souza ("Understand the public better" and "The only communication I receive is that my letter is 'receiving attention'. We deserve closure.") for their feedback last Wednesday (ST, 27 Oct 2010).

We assure your readers that we do take constructive suggestions seriously so that we can improve and serve the public better.

Over the years, our agencies and officers have worked at better engaging the public. Our officers have received compliments for good work done; some of these have appeared in the Forum pages. Sometimes, it may not be that things are not being done or that problems are not solved. Sometimes, it may be a case of us needing to close the loop or explain the situation better. We are training our officers on these soft skills.

Indeed, the bar for service excellence is higher as public expectations rise. But this need not be a one-way street. Even as we work on improving ourselves in service delivery and connecting with the public, we believe the outcomes would be even better when citizens and customers work with us to find solutions.

We have seen many fruitful instances of such collective action. For example, working collaboratively with a resident of the Tessarina condominium, Dr Audrey Tan, the PUB was able to take concrete steps to mitigate flooding there.

So we look forward to more of such collaboration with members of the public to help make Singapore a better home for all.

Ms Agnes Kwek
Director, PS21 Office
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