



MEET THE CUSTOMER'S DAY (ONLINE)

Every Thursday, End of the Month

8.30 am - 12.30pm



Ministry of Works

MEET THE CUSTOMERS DAY (ONLINE) PROGRAMME @ 'HARI BERTEMU PELANGGAN' (HBP), MINISTRY OF WORKS

The Ministry of Works would like to extend its highest appreciation and thanks to all customers, not to mention, Malaysian citizens that has personally contacted the ministry; sharing their opinions, thoughts and complaints through the Meet the Customers Day (HBP); held online on the 26th of March 2009. The Ministry is especially pleased that ordinary citizens are willing to cooperate in improving the efficiency and consistency of its delivery system.

The HBP Online Programme have been developed towards the end of 2008, followed by its full execution on the month of February 2009. This online initiative is in line with the recognition of the Ministry of Works as a five-star ministry. The aim of the programme is to be an enabler to the common people by giving them the space to communicate with ministry officers and together, solve their grievances online.

Through it, customers / citizens are able to interact with the ministry directly where action and decisions can be taken much faster. In addition, the programme is among the ministry's own efforts in realizing the e-government policy of the government. It has been the government's wish to ensure a much simpler delivery system which saves the time of customers / citizens from having to have a face to face meeting.

For all enquiries, complaints or problems that falls under the ministry's jurisdictions, they can visit the ministry's website at **www.kkr.gov.my** In it, they will find the guide in using the ministry's online system..

For the programme itself, it is scheduled to be carried out every month, as follows:-

SCHEDULE OF KKR'S MEET THE CUSTOMER'S DAY PROGRAMME

Bil	Meet the Customer Day @ HBP	Content of Programme
1	29 Jan 2009 Online	1. pro@kkr.gov.my 2. e-Aduan 3. e-Maklumbalas
2	26 Feb 2009 Online	HBP online Programme www.kkr.gov.my
3	26 Mac 2009 Online KKR	HBP online Programme www.kkr.gov.my
4	30 April 2009 Online KKR	HBP online Programme www.kkr.gov.my
5	28 May 2009 Online KKR	HBP online Programme www.kkr.gov.my
6	25 June 2009 Online KKR	HBP online Programme www.kkr.gov.my
7	30 July 2009 Online KKR	HBP online Programme www.kkr.gov.my
8	27 August 2009 Online KKR	HBP online Programme www.kkr.gov.my
9	17 Sept 2009 Online KKR	HBP online Programme www.kkr.gov.my
10	29 Oct 2009 Online KKR	HBP online Programme www.kkr.gov.my
11	19 Nov 2009 Online KKR	HBP online Programme www.kkr.gov.my
12	24 Dec 2009 Online KKR	HBP online Programme www.kkr.gov.my

Any complaints to KKR can be channelled via e-aduan system at **www.kkr.gov.my** or **pro@kkr.gov.my**

