

**Unpopular change by govt agency**

**QUESTION**

**THE STAR**

**JAN 10, 2010**

Recently, one of my family members went to the JPJ Senawang Office to renew his driving licence.

He gave a RM50 note to pay for the renewal of the driving licence, which costs RM30.

The woman at the counter said she did not have the change as they do not carry cash now.

This is puzzling. How could a government agency adopt such a policy?

It seems that the department has put up a notice at the counter informing customers to bring sufficient change for transactions.

But is it a good service practice? Please be fair to consumers, and stop creating rules that are not helpful to the rakyat.

**BULBIR SINGH,**

**Seremban.**

**FEEDBACK**

**THE STAR**

**MAC 05, 2010**

**PG N55**

**SKP : Negri RTD apologises for hassle**

***I REFER to the letter by Bulbir Singh, "Unpopular change by government agency" (The Star, Jan 10).***

***On behalf of the Negri Sembilan Road Transport Department, I would like to offer our***

***sincere apology to the writer. Such a trivial inconvenience should not have befallen him nor any other customer conducting a transaction at our offices.***

***His transaction should have been concluded without much hassle, and any miscommunication or a lack of small change could have been settled at the back office immediately.***

***It must be stressed that it is not our policy to force customers to be prepared with the exact change to do business. All counter staff are in fact equipped with small change in line with the rules of replenishing a counter upon opening with float monies of various denomination from office petty cash.***

***The floating amount will be returned at the end of the day and replenished the next day when we start operations. In any case, a supervisor can replenish any sum at the back office.***

***We have taken the necessary measures to ensure that others will not be faced with similar inconveniences at our counters.***

***Please be assured that the staff member involved has been dealt with and all the staff have been made aware of this.***

***MOHD KAMAL SAAD,  
Director, Negri Sembilan Road Transport Department.***