

Self Assessment Report on Project Implementation

Malaysia:

Letter of undertaking

Pillar 1 – Developing effective and transparent systems for public service

Implementing agency/ contact: Public Service Department of Malaysia,
Director-General Public Service department Malaysia

Project budget: Cost of printing Letter of Undertaking for 950,000 government employees

Starting date: 30 October 2000

Closing date: 30 March 2002

Project description:

It is mandatory for all civil servants to sign the letter of undertaking

Project objectives and scope

The main objective is to create awareness among government servants of the importance of carrying out their tasks professionally in line with the government's efforts to have an efficient and credible civil service.

Project inputs (project components and implementation steps)

The letter of undertaking was drafted in line with the existing Public Officers (Conduct and Discipline) Regulations 1993 and code of conduct which govern all the civil servants.

Project outputs

To date about 99.9% of the civil servants had signed the letter of undertaking. The remaining 0.01 % who had not signed were those who were on medical board, no pay leave or study leave.

Project benefits & risks

There is no risks attached to this exercise but the benefits are that it is a booster towards achieving a certain standard in public service and towards creating a discipline, professional, efficient and credible civil service. It is seen that there was a lot of improvement in the service rendered by public officers much to the satisfaction of their clients.

Output evaluation

Even though there was a Public Officers (Conduct and Discipline) Regulations 1993 and code of conduct listing the do's and the don'ts which binds all civil servants but by having this exercise the government had shown their seriousness to make sure that every civil servants aware and making them liable for their actions if interpreted as a violation to the letter of undertaking. Until to date there had been no violation reported. However there are other tools which monitor the conduct of the civil servants such as Anti-Corruption Act 1997. This is a supplement to the letter. The punishment for the violation of the letter is administrative in accordance with the Public Officers (Conduct and discipline) Regulations 1993

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but if their act is interpreted as being an offence under this Act, they are not only subject to administrative action but will also be subject to court action.

Project overall assessment

Overall it is an effective project to ensure the conduct of the civil servants which will contribute to the efficient, effective and stable government economically, politically and socially.

Follow-up action and recommendation

Continues monitoring of good conduct of public servants
