

## DHL acts on customer's complaint

WE REFER to Mr John Yap Poon Ann's letter, "No call from DHL before deliveries" (*my paper*, Sept 2).

We are concerned that this incident has occurred, and we would like to assure our customers that we are looking into the matter to prevent future occurrences.

We have got in touch with Mr Yap directly, and all his outstanding purchases have been delivered promptly as of last Thursday.

**MS ANITA GUPTA**  
HEAD OF CORPORATE  
COMMUNICATIONS &  
SUSTAINABILITY  
DHL ASIA PACIFIC/EEMEA

WRITE TO US AT MY PAPER.

E-mail your opinions to  
myp@sph.com.sg

Please include your full name,  
address and a telephone  
contact number. We reserve the  
right to edit letters for clarity  
and length.

# Edusave funds should be used for students' own benefit



BY KWAN JIN YAO

I READ with considerable surprise the report, "Parents see red over Edusave use" (*my paper*, Aug 27).

The Edusave Scheme was implemented in 1993 to widen the assortment of programmes and activities available for Singaporean children.

In adherence to the principle of **meritocracy**, Edusave also rewards students for their excellence in schoolwork, sports or other co-curricular activities.

The scheme provides bursaries to individuals from less well-to-do households, so that they will not be deprived of academic or enrichment opportunities due to financial constraints.

Beyond the excuse of miscommunication, it seems obvious that the furore over the \$50 deduction from the Edusave funds of Yio Chu Kang Secondary School students can be attributed to the lack of proper documentation and explanation on the valid usage of funds from individual Edusave accounts.

This lack of transparency is further compounded by the **sketchy** information provided online by the Ministry of Education (MOE), which does not specify clearly what Edusave funds can or cannot be used for.

Parents and students from the school might be justified in feeling unhappy as the deductions would be used to pay for general infrastructure and manpower costs.

If the school is struggling to raise funds for its musical, it could consider ticket or prod-

uct sales, or even downsize the event.

Edusave funds should be used for the personal development of individual students through programmes beyond the classroom.

While reviewing the specifics of the scheme following this incident, it might also be constructive for MOE to review other aspects of the scheme to provide for more comprehensive opportunities for students and institutions.

Besides providing parents and schools with clearer information, it seems imperative for MOE to relook the amount of money that is **disbursed** through the scheme.

Given that the country has just emerged from a significant financial crisis, coupled with the fact that many are still struggling with the relentless rise in the cost of living, the authorities should consider increasing the amount of money made available for the children.

If possible, those from lower-income families should be given more by way of bursaries.

Education cannot be compromised and, given that the scheme plays a **pivotal** role in the equation, immediate action must be taken to reduce the confusion and empower students with more financially.

◆ The writer is a full-time national serviceman who blogs about current affairs at <http://guanyinmiao.wordpress.com>

## HELPDESK 我的字典

**Meritocracy:** 精英制度  
jīng yīng zhì dù

**Sketchy:** 粗略的 cū luè de

**Disbursed:** 支付款项  
zhī fù kuǎn xiàng

**Pivotal:** 关键的 guān jiàn de

eastern  
perspectives  
western  
VIEWS  
see the world from  
different angles

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