

# More ways civil servants can listen actively

Letter from Kwan Jin Yao

Deputy Prime Minister and Minister in-charge of the Civil Service Teo Chee Hean hit the nail on the head in asserting that the public service should review its engagement approaches and introduce strategies to solicit feedback or recommendations for future policies (“Public service must connect with those it serves: DPM Teo” (May 14).

For instance, besides engaging with traditional stakeholders from the academic and political fields, ministries or agencies should take more proactive approaches to reach out to individuals in the corporate sector and on the ground.

Channels include issue-specific policy study workgroups and studies conducted to gauge receptivity to proposals.

The biggest problems with the status quo lies in the over-reliance upon the national feedback unit, Reaching Everyone for Active Citizenry @ Home (REACH) and the inability to consolidate the sponta-

neous views or commentaries published on the Internet.

First, given the sheer number of statutory boards and government agencies, REACH has to significantly heighten its manpower and resource capacity to fulfil its responsibilities more productively.

In the meantime, the public service must strive to independently reach out to societies and its target audience – to constantly hear them out, to address the dissatisfactions and to credit those who have contributed.

Second, with the proliferation of the Internet and social media, the Civil Service must be more adept with utilising digital platforms to communicate with Singaporeans.

Besides using these elements to have dialogues with tech-savvy individuals, it is imperative for some resources to be committed to surfing local blogs and websites – otherwise known as “echo chambers” – to get a feel of any general unhappiness bubbling.

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# So can I pay with Medisave or not?

Letter from Wee Choong Seng

After nine years of receiving treatment at Tan Tock Seng Hospital, I was referred to a polyclinic for my periodic check-ups from November last year.

While at TTSH, I was able to use my Medisave to pay for my medication. Last November, I was issued a prescription for six months. When I asked for a three-month supply at the TTSH pharmacy, I could not use my Medisave and it was explained to me that this was because I had been referred to a polyclinic.

I went to a polyclinic in Yishun last week and was told that

I could not use my Medisave since the prescription was issued by a TTSH doctor. I called TTSH to enquire and was told that I could use my Medisave and collect the medication at the TTSH pharmacy.

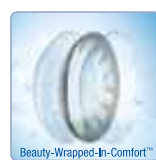
But after going through all their procedures, I was again told that I could not tap it to pay for the medication.

I wonder why it is so difficult to use Medisave and whether procedures can be more streamlined.

It is very tiring to run around and end up having to pay cash for my medication which could have been paid out from Medisave.

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