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Embargo on 15 July 1977
at 7.00 pm.

SPEECH AT THE LONG SERVICE AWARD CEREMONY
BY THE CHAIRMAN OF THE AUTHORITY

Ladies & Gentlemen,

Once again, it gives me great pleasure to be with you this evening on the occasion of the 4th presentation of Long Service Awards, Valedictory Letters and Scholarship/Bursary Awards. As you know, these occasions serve to commemorate the services of men and women working in the Authority, to honour them for giving years of the best part of their lives for public service.

From the time of merger to date we have awarded 1,508 Long Service Awards. Together with the 443 awards being presented today, a total of 1,951 staff will have been awarded for their dedicated service to the Authority. In addition to the awards under the Authority's Long Service Awards, we have also 47 awards presented under the National Day Awards since the time of merger.

This is also the occasion for the award of scholarships and bursaries; the bursaries being awarded to children of staff. A total of 28 scholarships and 73 bursaries have been given since merger and this evening we will be handing out additionally 4 scholarships and 30 bursaries. We have committed a total of about \$403,000 to date for scholarships and bursaries. This amount represents a well spent contribution by the Authority to our community.

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Before concluding, there is one aspect of Telecoms services I would like to mention. For some time now, like a good many utility services, Telecoms have maintained a record of complaints as well as appreciations from the public. In the first place the complaints are dealt with and remedied. They are also analysed and their numbers noted for comparison purposes. We don't spend as much time dwelling into the appreciations, anyway they normally come in smaller numbers than the complaints. In recent months, there has been an indication that the rate of complaints has been reducing. This could be due to many reasons, the courtesy campaign and the team spirit, the brain storming sessions and the plain slog and sweat, plus the recently commenced productivity campaign. All these, I would like to think, in fact I am certain, are taking a positive effect in improving service.

I have been a member of the Authority for over 5 years. Recently when a stranger discovers that I am the Chairman of Telecoms, they are more likely than a few years ago to compliment Telecoms on the standard, grade, and range of services. As I mentioned earlier, this favourable effect is due to your efforts and it makes me a little bit more proud to be associated with Telecoms.

I would now like to congratulate each and everyone of you who have earned their awards on this occasion. Well done, and I know you will continue to do well.

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