

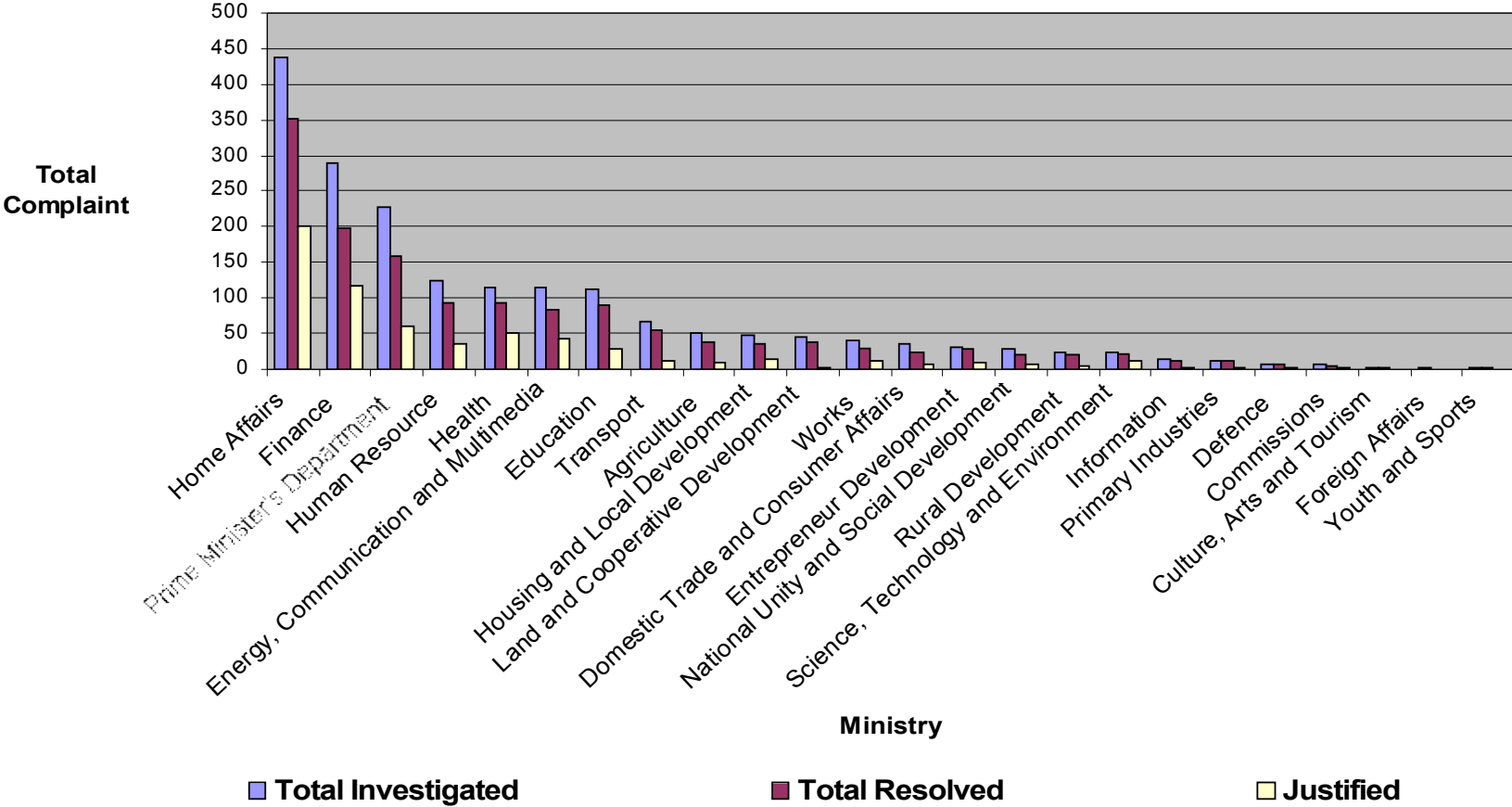
Sources Of Complaints Lodged 2000

No.	Mode Of Complaints	Total	(%)
1	Letters	2,328	62.56
2	Walk-ins	571	15.35
3	Mobile Complaints Counter	316	8.5
4	Emails	163	4.38
5	Telephone	162	4.35
6	Websites	108	2.9
7	Facsimile	53	1.42
8	Newspapers	9	0.24
9	KSN's Office	6	0.16
10	Minister's Office	3	0.08
11	Prime Minister's Office	2	0.05
	TOTAL	3,721	100%

Number Of Complaints Investigated Against Ministries

No.	Ministry	Total Investigated	Total Resolved	Justified	Under Investigation
1	Home Affairs	438	351	202	87
2	Finance	290	197	117	93
3	Prime Minister's Department	227	158	57	69
4	Human Resource	125	93	37	32
5	Health	115	94	51	21
6	Energy, Communication and Multimedia	115	83	42	32
7	Education	112	88	28	24
8	Transport	67	55	13	12
9	Agriculture	51	39	10	12
10	Housing and Local Development	49	37	15	12
11	Land and Cooperative Development	45	39	3	6
12	Works	40	26	12	14
13	Domestic Trade and Consumer Affairs	35	24	6	11
14	Entrepreneur Development	32	28	10	4
15	National Unity and Social Development	29	19	7	10
16	Rural Development	25	20	4	5
17	Science, Technology and Environment	24	22	12	2
18	Information	15	13	2	2
19	Primary Industries	13	12	3	1
20	Defence	8	7	2	1
21	Commissions	7	4	2	3
22	Culture, Arts and Tourism	3	2	1	1
23	Foreign Affairs	2	1	0	1
24	Youth and Sports	2	2	1	0
	TOTAL	1,869	1414	637	455

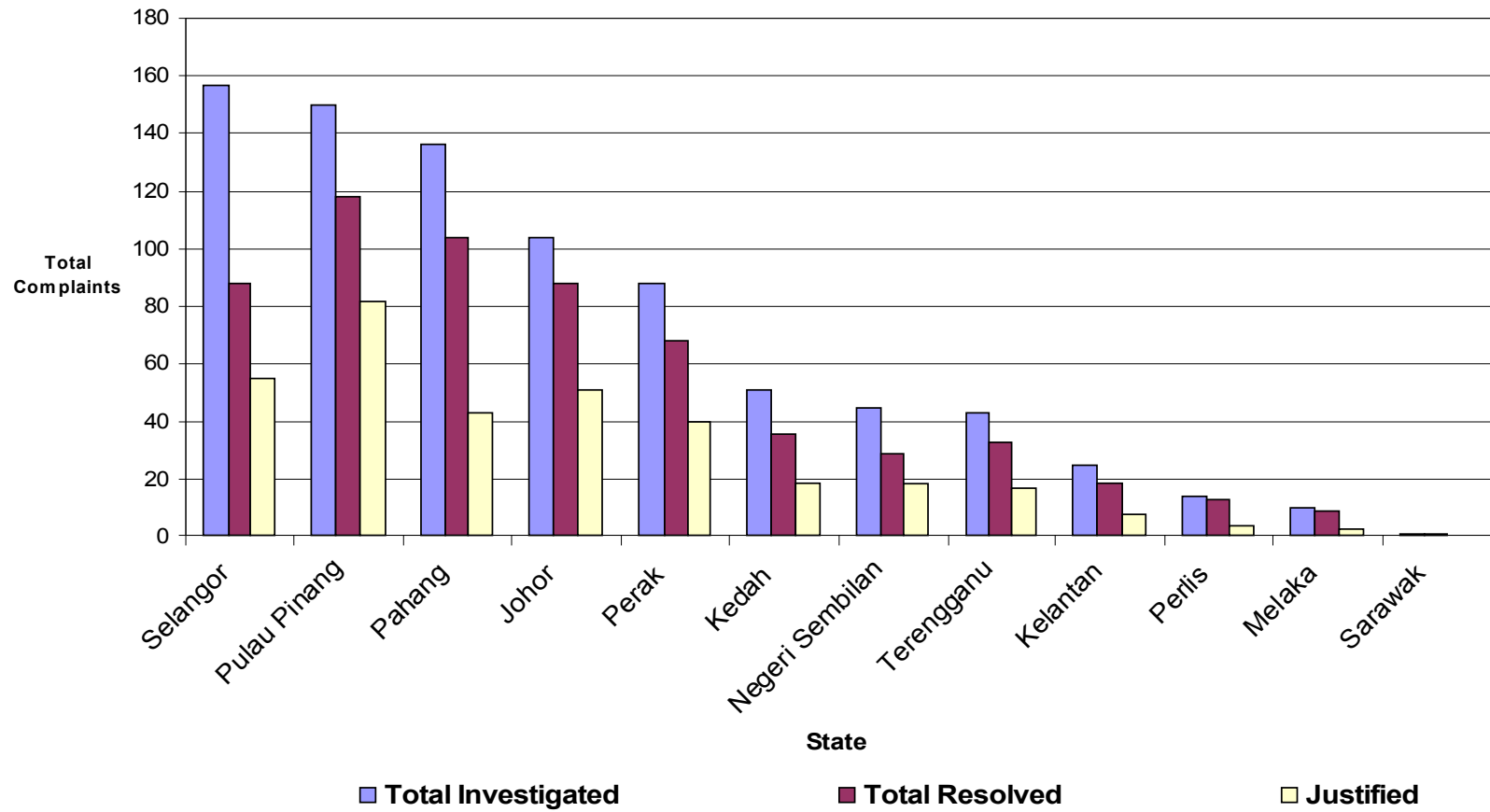
Number Of Complaints Investigated Against Ministries



Number Of Complaints Investigated Against State Department

No.	State	Total Investigated	Total Resolved	Justified	Under Investigation
1	Selangor	157	88	55	69
2	Pulau Pinang	150	118	82	32
3	Pahang	136	104	43	32
4	Johor	104	88	51	9
5	Perak	88	68	40	20
6	Kedah	51	36	19	15
7	Negeri Sembilan	45	29	18	16
8	Terengganu	43	33	17	10
9	Kelantan	25	19	8	6
10	Perlis	14	13	4	1
11	Melaka	10	9	3	1
12	Sabah	2	1	0	1
13	Sarawak	1	1	0	0
	TOTAL	826	614	340	212

Number Of Complaints Investigated Against State Administration



Category Of Complaints' Statistics

No	Category Of Complaints	Ministry		State	
		Total	%	Total	%
1	Delays / No Action	1,110	59.4	450	54.5
2	Unfair Action	336	18.0	112	13.6
3	Lack Of Public Amenities	56	3.0	70	8.4
4	Inadequacies Of Policy Implementation and Law	15	0.8	4	0.5
5	Abuse Of Power Misappropriation	26	1.4	7	0.8
6	Misconduct Of Civil Servants	58	3.1	17	2.1
7	Failure To Adhere To Set Procedures	51	2.7	27	3.3
8	Advisory Services	114	6.1	20	2.4
9	Failure To Enforce Regulations And Law	90	4.8	118	14.3
10	Unsatisfactory Services	13	0.7	1	0.1
	Total	1,869	100	826	100