

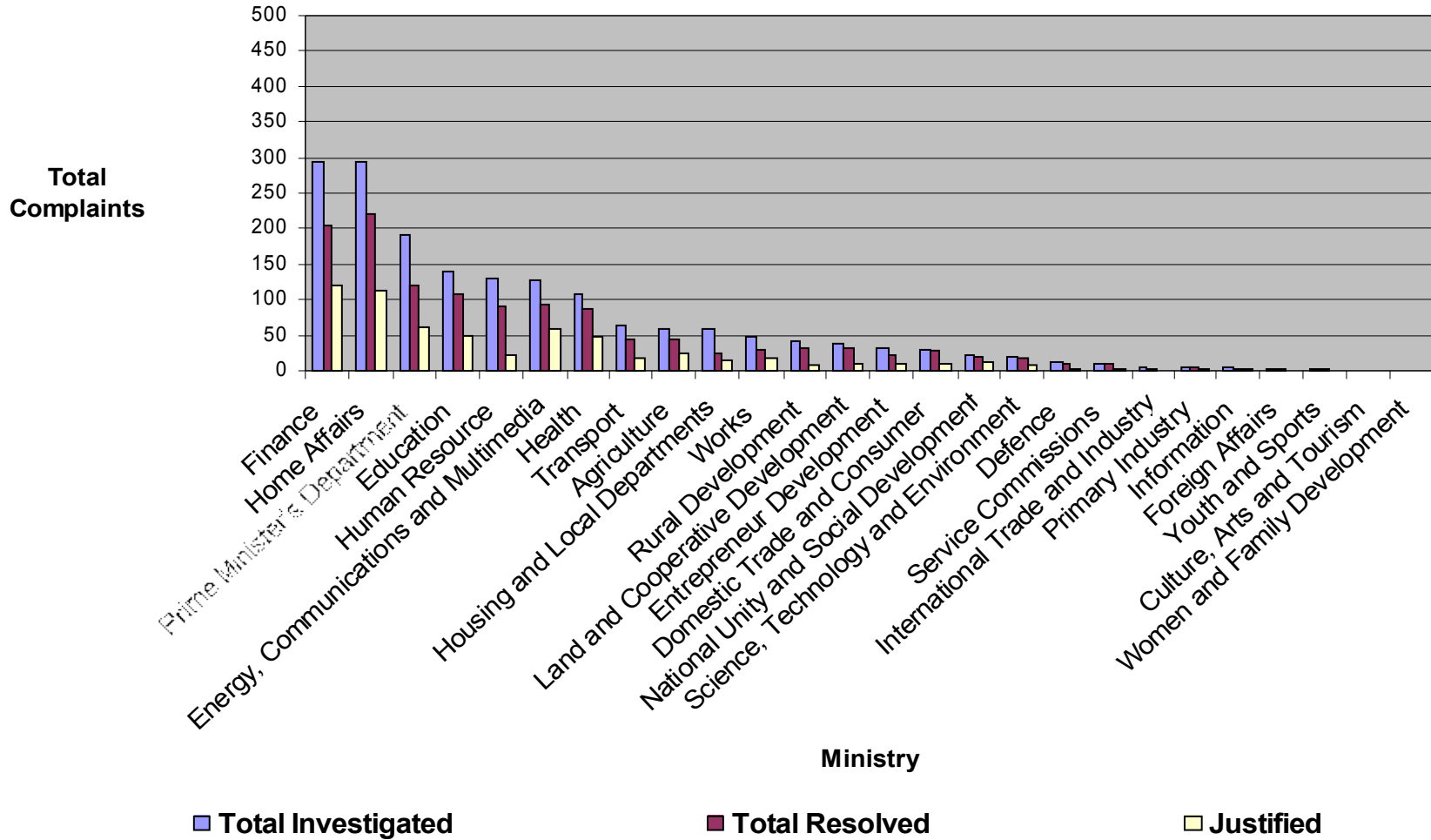
Sources Of Complaints Year 2001

No.	Mode Of Complaints	Total	(%)
1	Letters	1,446	52.22
2	Walks-ins	460	16.61
3	Mobile Complaints Counter	206	7.44
4	Emails	200	7.22
5	Telephone	187	6.75
6	Websites	164	5.92
7	Department Counters Complaints Form	61	2.20
8	Facsimile	35	1.26
9	Newspapers	5	0.18
10	KSN's Office	2	0.07
11	Minister's Office	2	0.07
12	Prime Minister's Office	1	0.04
	TOTAL	2,769	100

Number Of Complaints Investigated Against Ministries

No.	Ministry	Total Investigated	Total Resolved	Justified	Under Investigation
1	Finance	295	203	120	92
2	Home Affairs	295	220	112	75
3	Prime Minister's Department	190	120	61	70
4	Education	139	109	49	29
5	Human Resource	130	91	22	39
6	Energy, Communications and Multimedia	128	94	60	34
7	Health	108	87	47	21
8	Transport	64	45	17	19
9	Agriculture	60	43	24	17
10	Housing and Local Departments	60	25	14	35
11	Works	46	30	18	16
12	Rural Development	41	31	8	10
13	Land and Cooperative Development	37	33	11	4
14	Entrepreneur Development	33	22	11	11
15	Domestic Trade and Consumer	30	27	10	3
16	National Unity and Social Development	23	19	12	4
17	Science, Technology and Environment	20	16	8	4
18	Defence	12	9	2	3
19	Service Commissions	11	10	3	1
20	International Trade and Industry	5	3	0	2
21	Primary Industry	5	5	3	0
22	Information	4	3	2	1
23	Foreign Affairs	3	2	1	1
24	Youth and Sports	3	2	1	1
25	Culture, Arts and Tourism	1	1	0	0
26	Women and Family Development	1	1	0	0
	JUMLAH	1,744	1,251	616	492

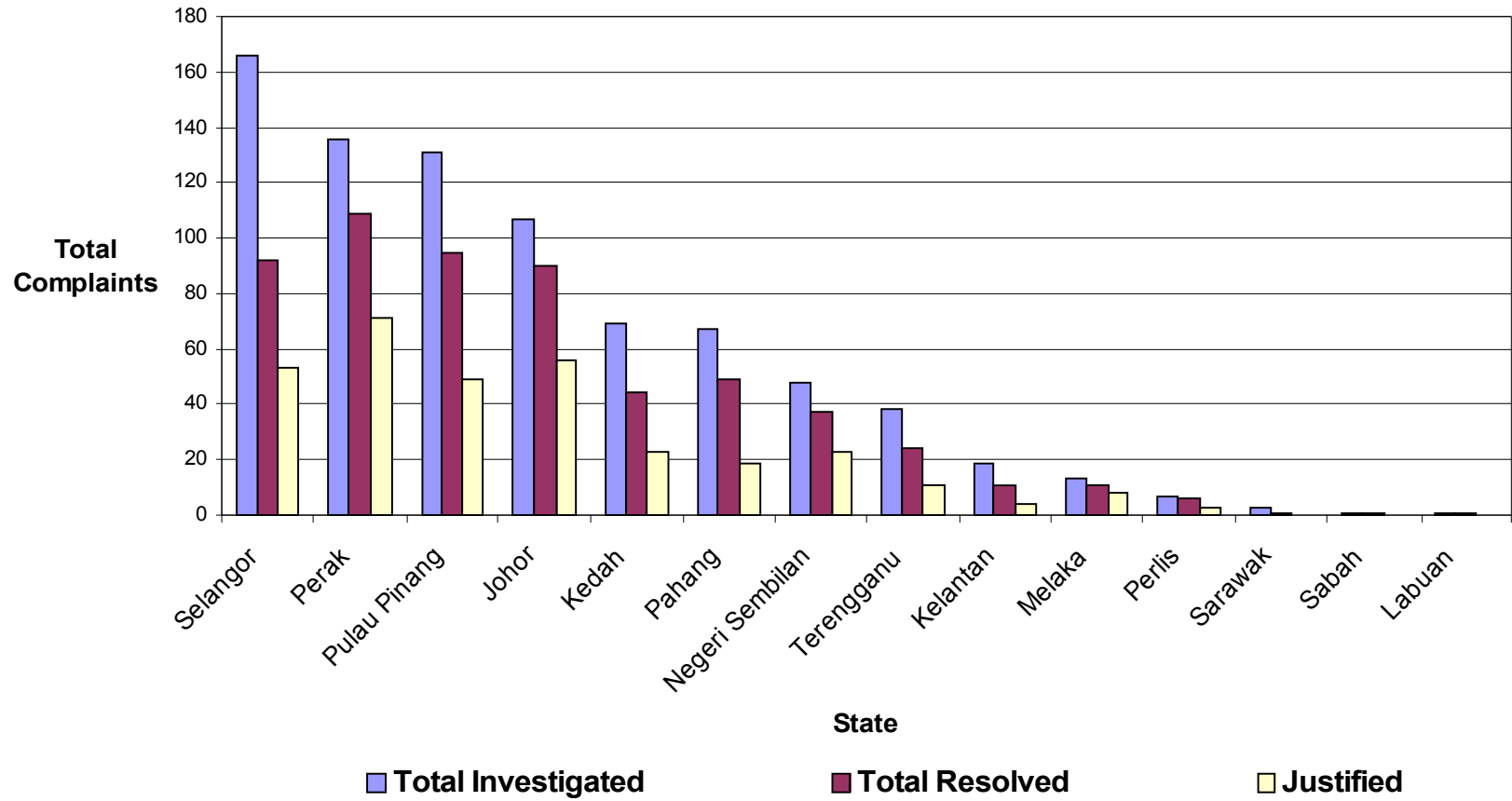
Number Of Complaints Investigated Against Ministries



Number Of Complaints Against State Administrations

No.	State	Total Investigated	Total Resolved	Justified	Under Investigation
1	Selangor	166	92	53	74
2	Perak	136	109	71	27
3	Pulau Pinang	131	95	49	36
4	Johor	107	90	56	17
5	Kedah	69	44	23	25
6	Pahang	67	49	18	18
7	Negeri Sembilan	48	37	23	11
8	Terengganu	38	24	10	14
9	Kelantan	18	11	4	7
10	Melaka	13	10	8	3
11	Perlis	7	6	3	1
12	Sarawak	3	1	0	2
13	Sabah	1	1	0	0
14	Wilayah Persekutuan Labuan	1	1	0	0
	TOTAL	805	570	318	235

Number Of Complaints Investigated Against State Administrations



Category Of Complaints' Statistics

No	Category Of Complaints	Ministry		State	
		Total	%	Total	%
1	Delays / No Action	931	53.4	390	48.4
2	Unfair Action	347	19.9	118	14.7
3	Lack Of Public Amenities	38	2.2	50	6.2
4	Inadequacies Of Policy Implementation and Law	2	0.1	-	0.0
5	Abuse Of Power Misappropriation	37	2.1	10	1.3
6	Misconduct Of Civil Servants	59	3.4	11	1.4
7	Failure To Adhere To Set Procedures	24	1.4	16	2.0
8	Advisory Services	73	4.2	24	3.0
9	Failure To Enforce Regulations And Law	148	8.5	149	18.5
10	Unsatisfactory Services	85	4.9	37	4.6
	TOTAL	1,744	100	805	100