

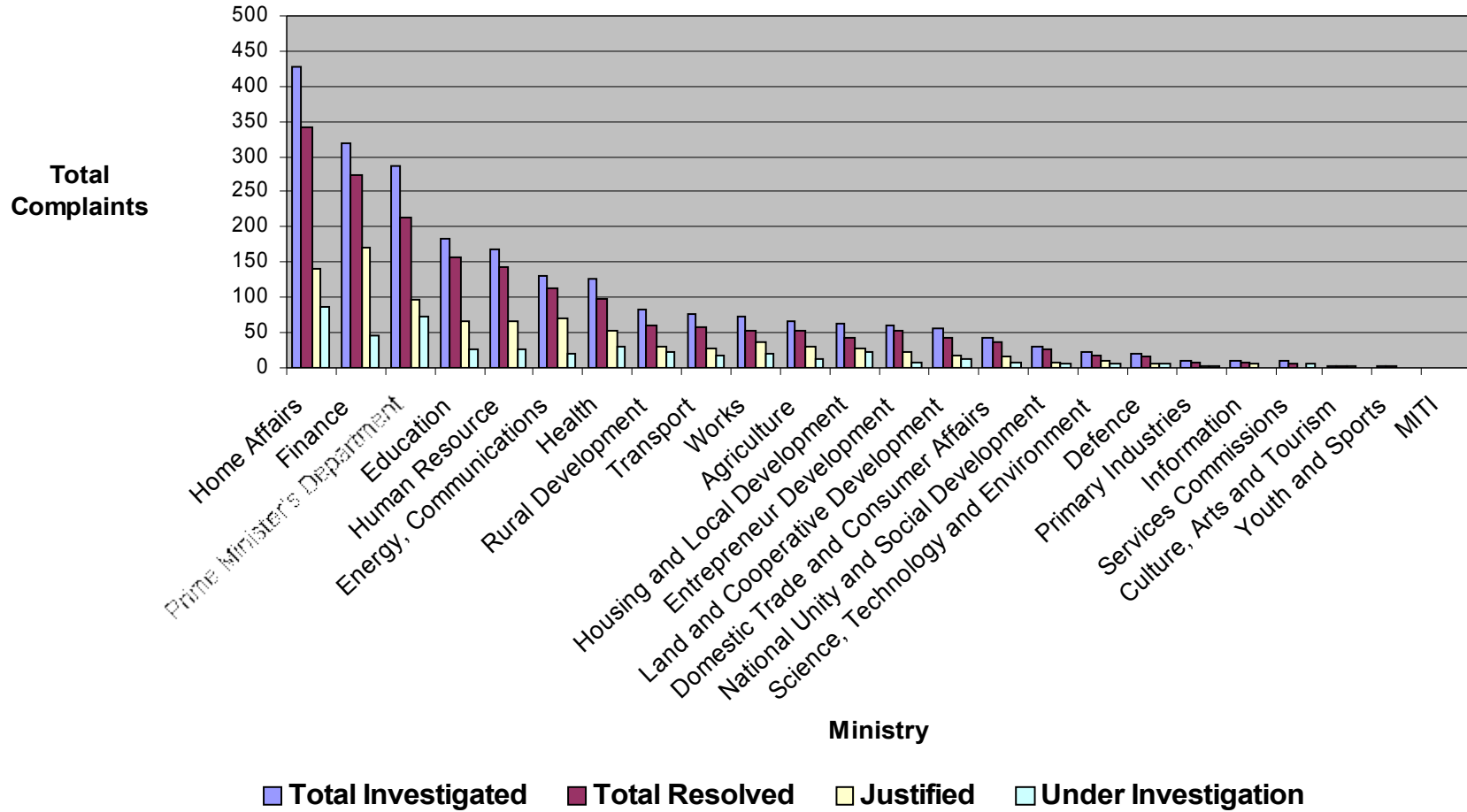
Sources Of Complaints 2002

No.	Mode Of Complaints	Total	%
1	Letters	1,612	38.36
2	Websites and Emails	576	13.71
3	Walk-ins	547	13.02
4	Mobile Complaints Counter	546	12.99
5	Departments	458	10.90
6	MESRA	206	4.90
7	Telephone	193	4.59
8	Fax	52	1.24
9	Meet The Clients Day	6	0.14
10	KSN's Office	4	0.10
11	Newspaper	1	0.02
12	Prime Minister's Office	1	0.02
	TOTAL	4,202	100

Number Of Complaints Investigated Against Ministries

No.	Ministry	Total Investigated	Total Resolved	Justified	Under Investigation
1	Home Affairs	428	342	141	86
2	Finance	320	275	170	45
3	Prime Minister's Department	287	213	95	74
4	Education	183	157	66	26
5	Human Resource	168	144	66	24
6	Energy, Communications and Multimedia	131	112	71	19
7	Health	126	97	52	29
8	Rural Development	84	61	30	23
9	Transport	76	59	27	17
10	Works	73	54	35	19
11	Agriculture	66	54	30	12
12	Housing and Local Development	64	42	28	22
13	Entrepreneur Development	60	53	22	7
14	Land and Cooperative Development	55	43	18	12
15	Domestic Trade and Consumer Affairs	43	36	15	7
16	National Unity and Social Development	30	26	7	4
17	Science, Technology and Environment	22	18	11	4
18	Defence	20	15	5	5
19	Primary Industries	10	8	2	2
20	Information	9	8	4	1
21	Services Commissions	9	4	1	5
22	Culture, Arts and Tourism	3	3	2	0
23	Youth and Sports	2	2	1	0
24	International Trade and Industry	1	1	1	0
25	Women and Family Development	1	1	0	0
26	Foreign Affairs	1	0	0	1
	TOTAL	2,272	1,828	900	444

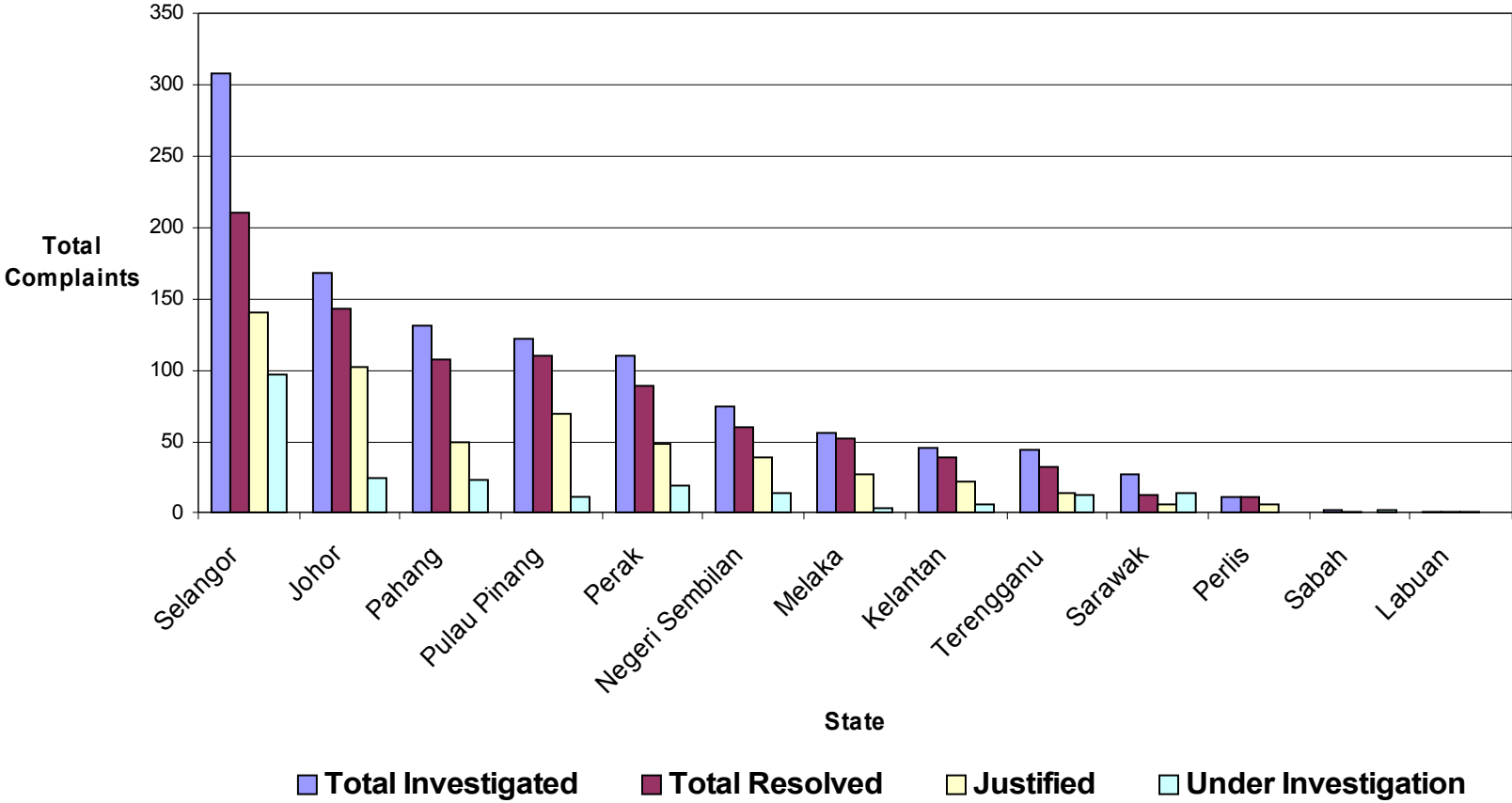
Number Of Complaints Investigated Against Ministries



Number Of complaints Investigated Against State Administrations

No.	State	Total Investigated	Total Resolved	Justified	Under Investigation
1	Selangor	308	211	141	97
2	Johor	169	144	103	25
3	Pahang	132	108	50	24
4	Pulau Pinang	122	110	68	12
5	Perak	110	90	47	20
6	Negeri Sembilan	75	61	39	14
7	Kedah	74	49	29	25
8	Melaka	57	53	28	4
9	Kelantan	46	40	21	6
10	Terengganu	45	32	14	13
11	Sarawak	27	13	7	14
12	Perlis	11	11	7	0
13	Sabah	3	1	0	2
14	Wilayah Persekutuan Labuan	1	1	1	0
	TOTAL	1,180	925	555	255

Number Of Complaints Investigated Against State Administrations



Category Of Complaints' Statistic

No.	Category Of Complaints	Ministry		State	
		Total	%	Total	%
1	Delays / No Action	1,141	50.2	473	40.1
2	Unfair Action	400	17.6	188	16.0
3	Lack Of Public Amenities	102	4.5	123	10.4
4	Inadequacies Of Policy Implementation and Law	18	0.8	6	0.5
5	Abuse Of Power Misappropriation	36	1.6	9	0.8
6	Misconduct Of Civil Servants	114	5.0	17	1.4
7	Failure To Adhere To Set Procedures	61	2.7	33	2.8
8	Advisory Services	204	9.0	214	18.1
9	Failure To Enforce Regulations And Law	130	5.7	86	7.3
10	Unsatisfactory Services	66	2.9	31	2.6
	TOTAL	2,272	100	1,180	100