

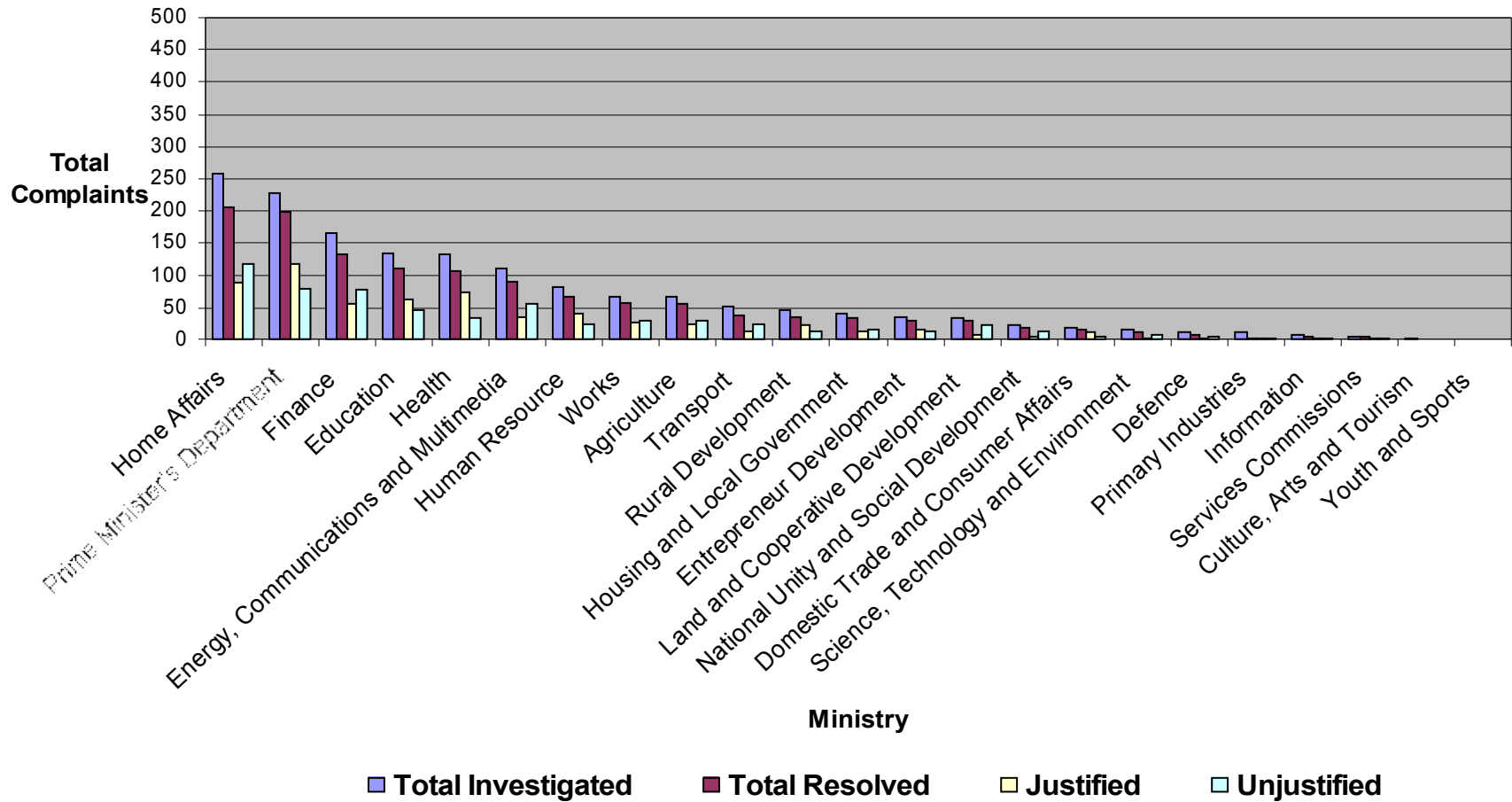
Sources Of Complaints Year 2003

No.	Mode Of Complaints	Total	%
1	Letters	1,892	46.50
2	Mobile Complaints Counter	604	14.84
3	Walk-ins	438	10.76
4	Websites and Emails	355	8.72
5	Department Counters Complaints Form	262	6.44
6	MESRA	205	5.04
7	Telephone	161	3.96
8	Prime Minister's Office	82	2.02
9	Fax	60	1.47
10	Minister's Office	8	0.20
11	Newspaper	1	0.02
12	Meet The Clients Day	1	0.02
	TOTAL	4,069	100

Number Of Complaints Investigated Against Ministries

No.	Ministry	Total Investigated	Total Resolved	Justified	Unjustified	Rate Resolved (%)
1	Home Affairs	492	394	143	251	80.08
2	Prime Minister's Department	257	206	89	117	80.16
3	Finance	230	199	119	80	86.52
4	Education	164	132	56	76	80.49
5	Health	135	110	63	47	81.48
6	Energy, Communications and Multimedia	133	106	73	33	79.70
7	Human Resource	108	91	35	56	84.26
8	Works	82	66	40	26	80.49
9	Agriculture	66	58	28	30	87.88
10	Transport	65	55	25	30	84.62
11	Rural Development	53	39	15	24	73.58
12	Housing and Local Government	45	35	21	14	77.78
13	Entrepreneur Development	41	32	15	17	78.05
14	Land and Cooperative Development	36	30	17	13	83.33
15	National Unity and Social Development	33	31	8	23	93.94
16	Domestic Trade and Consumer Affairs	21	20	5	15	95.24
17	Science, Technology and Environment	20	17	11	6	85.00
18	Defence	16	11	4	7	68.75
19	Primary Industries	11	8	2	6	72.73
20	Information	10	4	2	2	40.00
21	Services Commissions	7	6	2	4	85.71
22	Culture, Arts and Tourism	6	5	3	2	83.33
23	Foreign Affairs	2	1	0	1	50.00
24	Youth and Sports	1	1	1	0	100
	TOTAL	2,034	1,657	777	880	81.47

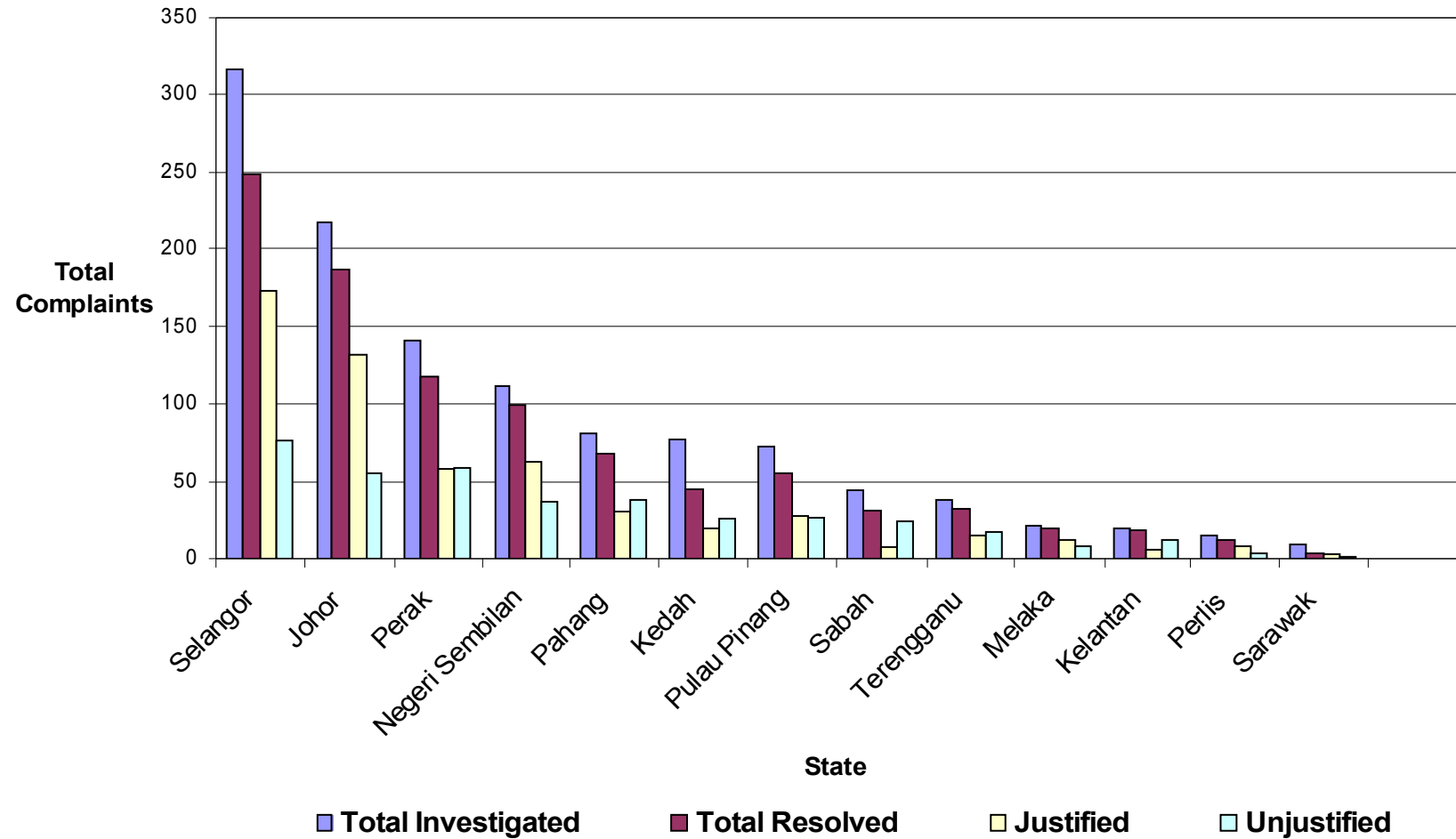
Number Of Complaints Investigated Against Ministries



Number Of Complaints Investigated Against State Administrations

No.	State	Total Investigated	Total Resolved	Justified	Unjustified	Rate Resolved (%)
1	Selangor	317	249	173	76	78.55
2	Johor	218	186	131	55	85.32
3	Perak	141	117	58	59	82.98
4	Negeri Sembilan	112	99	62	37	88.40
5	Pahang	81	68	30	38	83.95
6	Kedah	77	45	20	25	58.44
7	Pulau Pinang	72	55	28	27	76.39
8	Sabah	44	31	7	24	70.45
9	Terengganu	38	32	15	17	84.21
10	Melaka	21	20	12	8	95.24
11	Kelantan	20	18	6	12	90.00
12	Perlis	15	11	8	3	73.33
13	Sarawak	9	3	2	1	33.33
	TOTAL	1,165	934	552	382	80.17

Number Of Complaints Investigated Against State Administrations



Category Of Complaints' Statistics

No.	Category Of Complaints	Ministry		State	
		Total	%	Total	%
1	Delays / No Action	1,060	52.1	473	47.7
2	Unfair Action	258	12.7	188	10.9
3	Lack Of Public Amenities	93	4.6	123	9.8
4	Inadequacies Of Policy Implementation and Law	10	0.5	6	0.3
5	Abuse Of Power Misappropriation	57	2.8	9	3.4
6	Misconduct Of Civil Servants	104	5.1	17	1.2
7	Failure To Adhere To Set Procedures	49	2.4	33	1.8
8	Advisory Services	138	6.8	214	15.2
9	Failure To Enforce Regulations And Law	114	5.6	86	6.1
10	Unsatisfactory Services	151	7.4	31	3.6
	TOTAL	2,034	100	1,180	100