

### Sources Of Complaints Year 2004

<b>No.</b>	<b>Mode Of Complaints</b>	<b>Total</b>	<b>(%)</b>
1	Letters	1,132	40.54
2	Walk-ins	413	14.79
3	Mobile Complaints Counter (MCC)	311	11.14
4	Websites and Emails	289	10.35
5	MESRA Programmes	254	9.10
6	Department Counters Complaints Form	146	5.23
7	Telephone	120	4.30
8	Facsimile	70	2.51
9	Prime Minister's Office	47	1.68
10	Minister's Office	6	0.21
11	KSN's Office	4	0.14
	<b>TOTAL</b>	<b>2,792</b>	<b>100</b>

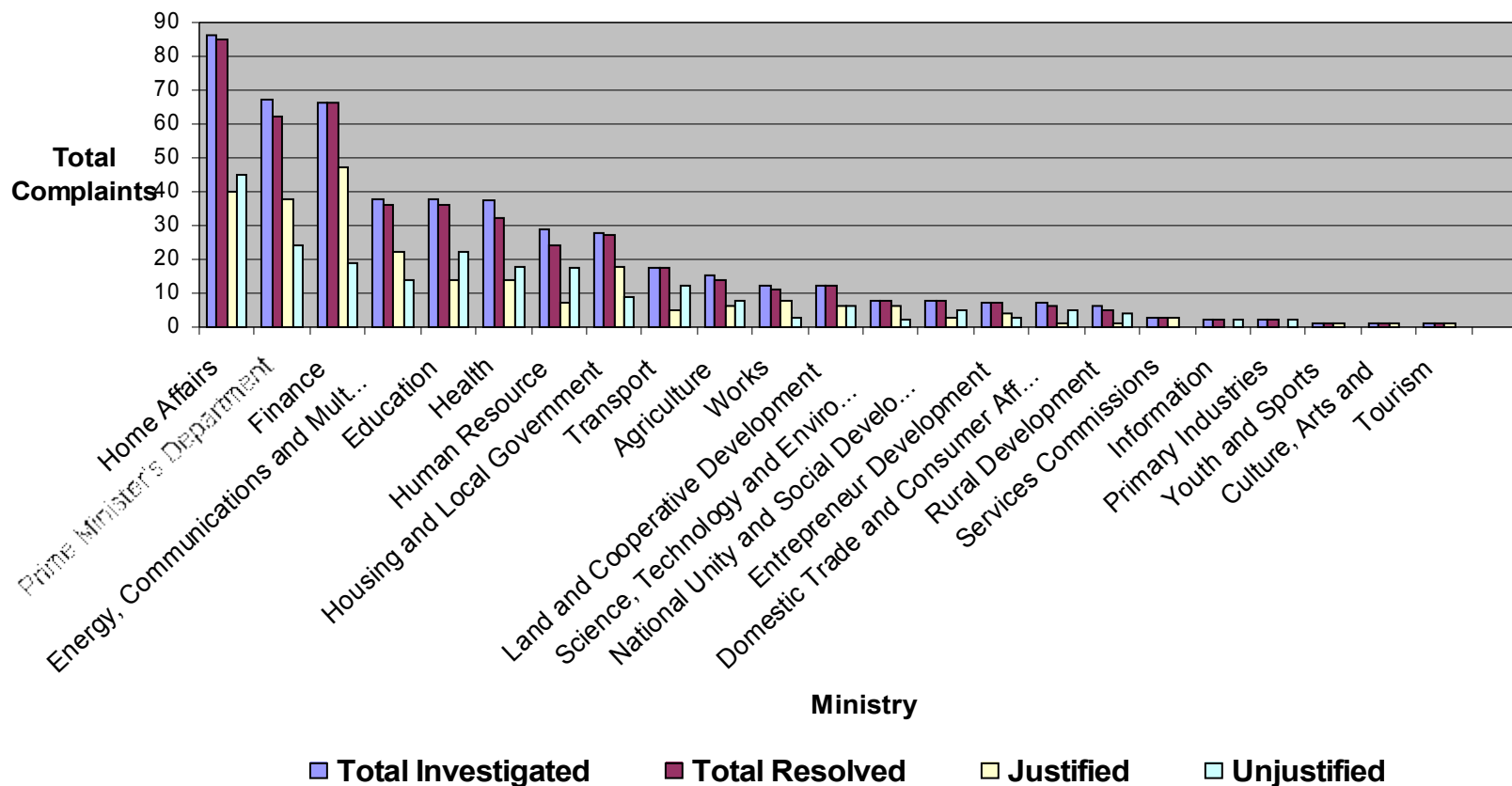
**Number Of Complaints Investigated Against Ministries  
From 1 January 2004 Until 31 March 2004**

<b>No</b>	<b>Ministry</b>	<b>Total Investigated</b>	<b>Total Resolved</b>	<b>Justified</b>	<b>Unjustified</b>	<b>Rate Resolved (%)</b>
1	Home Affairs	86	85	40	45	98.84
2	Prime Minister's Department	67	62	38	24	92.54
3	Finance	66	66	47	19	100
4	Energy, Communications and Multimedia	38	37	23	14	97.37
5	Education	38	36	15	21	94.74
6	Health	37	32	14	18	86.49
7	Human Resource	29	24	7	17	82.76
8	Housing and Local Government	28	27	18	9	96.43
9	Transport	17	17	8	9	100
10	Agriculture	15	14	6	8	93.33
11	Works	12	12	10	2	100
12	Land and Cooperative Development	12	12	6	6	100
13	Science, Technology and Environment	8	8	6	2	100
14	National Unity and Social Development	8	8	3	5	100
15	Entrepreneur Development	7	7	4	3	100
16	Domestic Trade and Consumer Affairs	7	6	3	3	85.71
17	Rural Development	6	5	1	4	83.33
18	Services Commissions	3	3	3	0	100
19	Information	2	2	0	2	100
20	Primary Industries	2	2	0	2	100
21	Youth and Sports	1	1	1	0	100
22	Culture, Arts and Tourism	1	1	1	0	100
23	Defense	1	1	1	0	100
	<b>TOTAL</b>	<b>491</b>	<b>468</b>	<b>255</b>	<b>213</b>	<b>95.32</b>

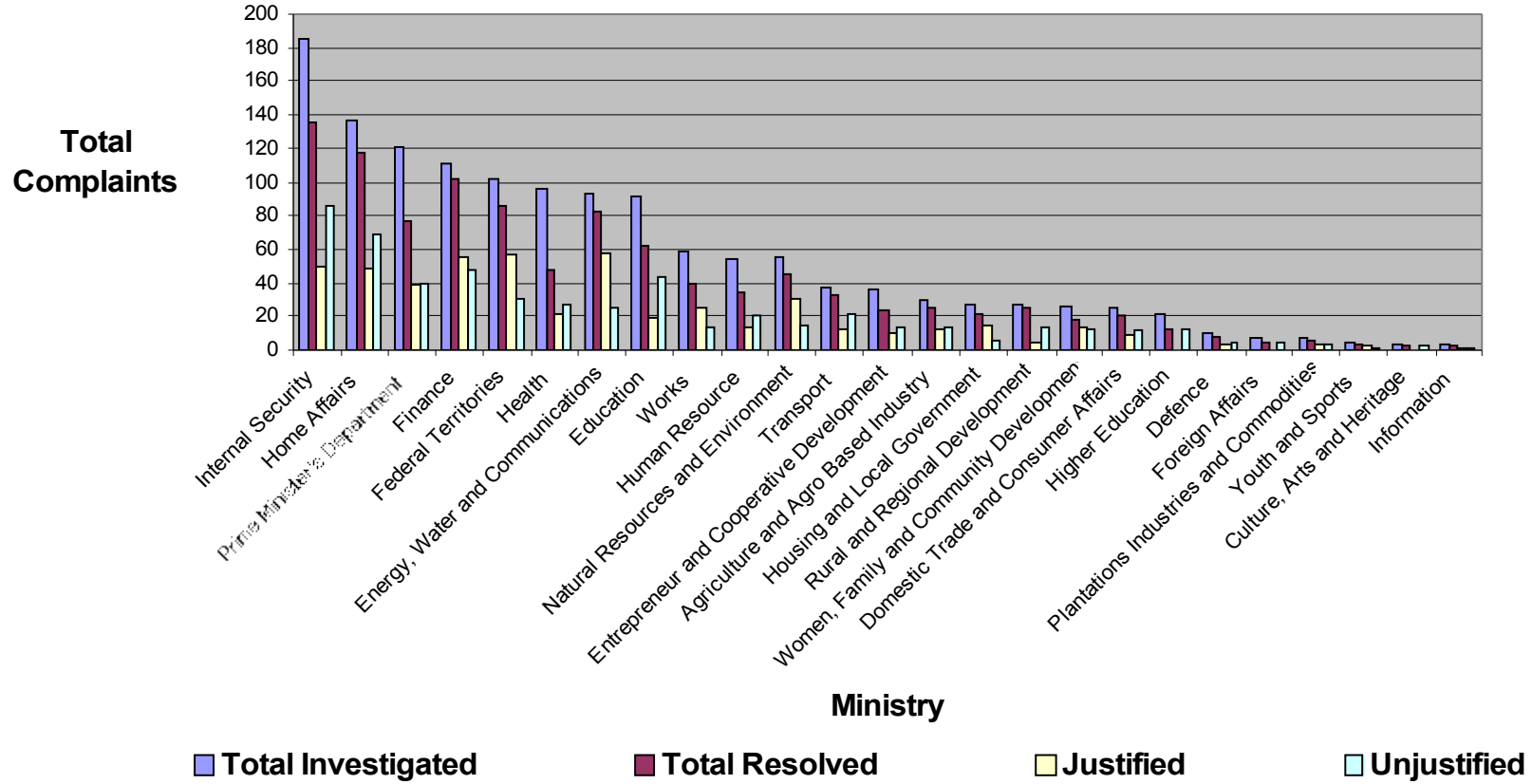
**Number Of Complaints Investigated Against Ministries  
From 1 April 2004 Until 31 December 2004**

<b>No</b>	<b>Ministry</b>	<b>Total Investigated</b>	<b>Total Resolved</b>	<b>Justified</b>	<b>Unjustified</b>	<b>Rate Resolved (%)</b>
1	Internal Security	185	136	50	86	73.51
2	Home Affairs	137	118	49	69	86.13
3	Prime Minister's Department	121	77	38	39	63.64
4	Finance	111	102	55	47	91.89
5	Federal Territories	102	86	56	30	84.31
6	Health	96	48	21	27	50
7	Energy, Water and Communications	93	83	58	25	89.25
8	Education	92	62	19	43	68.48
9	Works	59	39	25	14	66.10
10	Human Resource	54	34	14	20	62.96
11	Natural Resources and Environment	55	45	30	15	81.82
12	Transport	37	33	12	21	89.19
13	Entrepreneur and Cooperative Development	36	24	10	14	66.67
14	Agriculture and Agro Based Industry	29	25	12	13	86.21
15	Housing and Local Government	27	21	15	6	77.78
16	Rural and Regional Development	27	18	5	13	69.23
17	Women, Family and Community Development	26	25	13	12	96.15
18	Domestic Trade and Consumer Affairs	25	20	9	11	80
19	Higher Education	21	12	0	12	57.14
20	Defence	10	8	3	5	80
21	Foreign Affairs	7	4	0	4	57.14
22	Plantations Industries and Commodities	7	6	3	3	85.71
23	Youth and Sports	4	3	2	1	75
24	Culture, Arts and Heritage	3	2	0	2	66.67
25	Information	3	2	1	1	66.67
	<b>TOTAL</b>	<b>1,367</b>	<b>1,033</b>	<b>500</b>	<b>533</b>	<b>75.57</b>
	<b>TOTAL (Table III + Table IV)</b>	<b>1,858</b>	<b>1,501</b>	<b>755</b>	<b>746</b>	<b>80.79</b>

**Number Of Complaints Investigated Against Ministries  
From 1 January 2004 Hingga 31 March 2004**



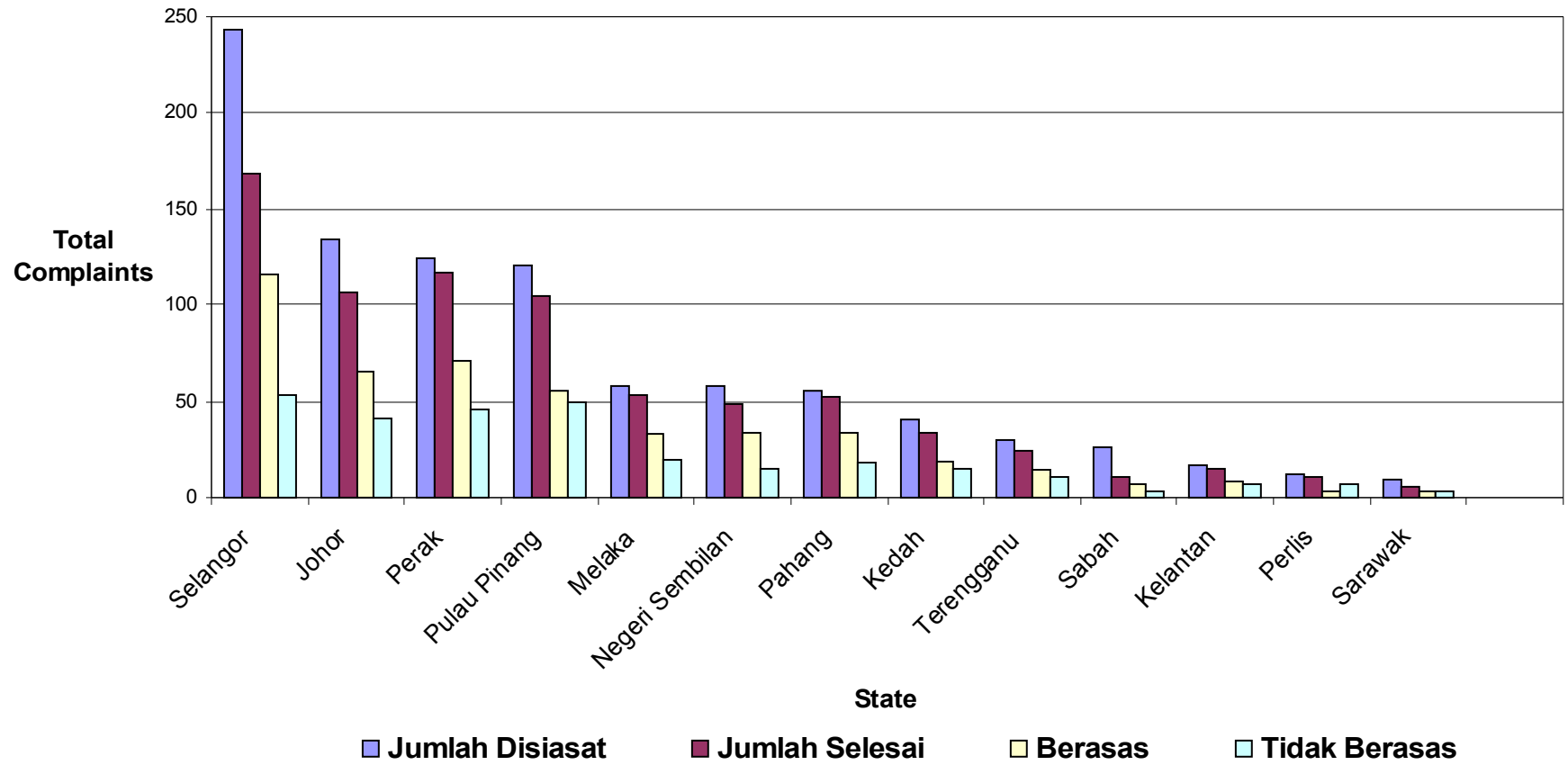
## Number Of Complaints Investigated Against Ministries From 1 April 2006 Until 31 December 2004



## Number Of Complaints Investigated Against State Administrations

No.	State	Total Investigated	Total Resolved	Justified	Unjustified	Rate Resolved (%)
1	Selangor	243	169	116	53	69.14
2	Johor	134	107	66	41	79.85
3	Perak	125	117	71	46	94.35
4	Pulau Pinang	121	105	55	50	86.78
5	Melaka	58	53	33	20	91.38
6	Negeri Sembilan	58	49	34	15	84.48
7	Pahang	55	52	34	18	94.55
8	Kedah	40	34	19	15	85
9	Terengganu	30	24	14	10	80
10	Sabah	26	10	7	3	36
11	Kelantan	17	15	8	7	83.33
12	Perlis	12	10	3	7	83.33
13	Sarawak	9	6	3	3	66.67
	<b>JUMLAH</b>	<b>928</b>	<b>751</b>	<b>463</b>	<b>288</b>	<b>80.93</b>

**Number Of Complaints Investigated Against State Administrations  
From 1 January 2004 Until 31 December 2004**



### Category Of Complaints' Statistics

No.	Category Of Complaints	Ministry		State	
		Total	%		
1	Delays / No Action	893	48.06	378	40.73
2	Unfair Action	215	11.57	122	13.15
3	Lack Of Public Amenities	108	5.82	80	8.62
4	Inadequacies Of Policy Implementation and Law	22	1.18	-	-
5	Abuse Of Power Misappropriation	89	4.79	43	4.63
6	Misconduct Of Civil Servants	84	4.52	19	2.05
7	Failure To Adhere To Set Procedures	70	3.77	31	3.34
8	Advisory Services	156	8.40	178	19.18
9	Failure To Enforce Regulations And Law	122	6.57	50	5.39
10	Unsatisfactory Services	99	5.33	27	2.91
	<b>TOTAL</b>	<b>1,858</b>	<b>100</b>	<b>928</b>	<b>100</b>