

Sources Of Complaints Year 2005

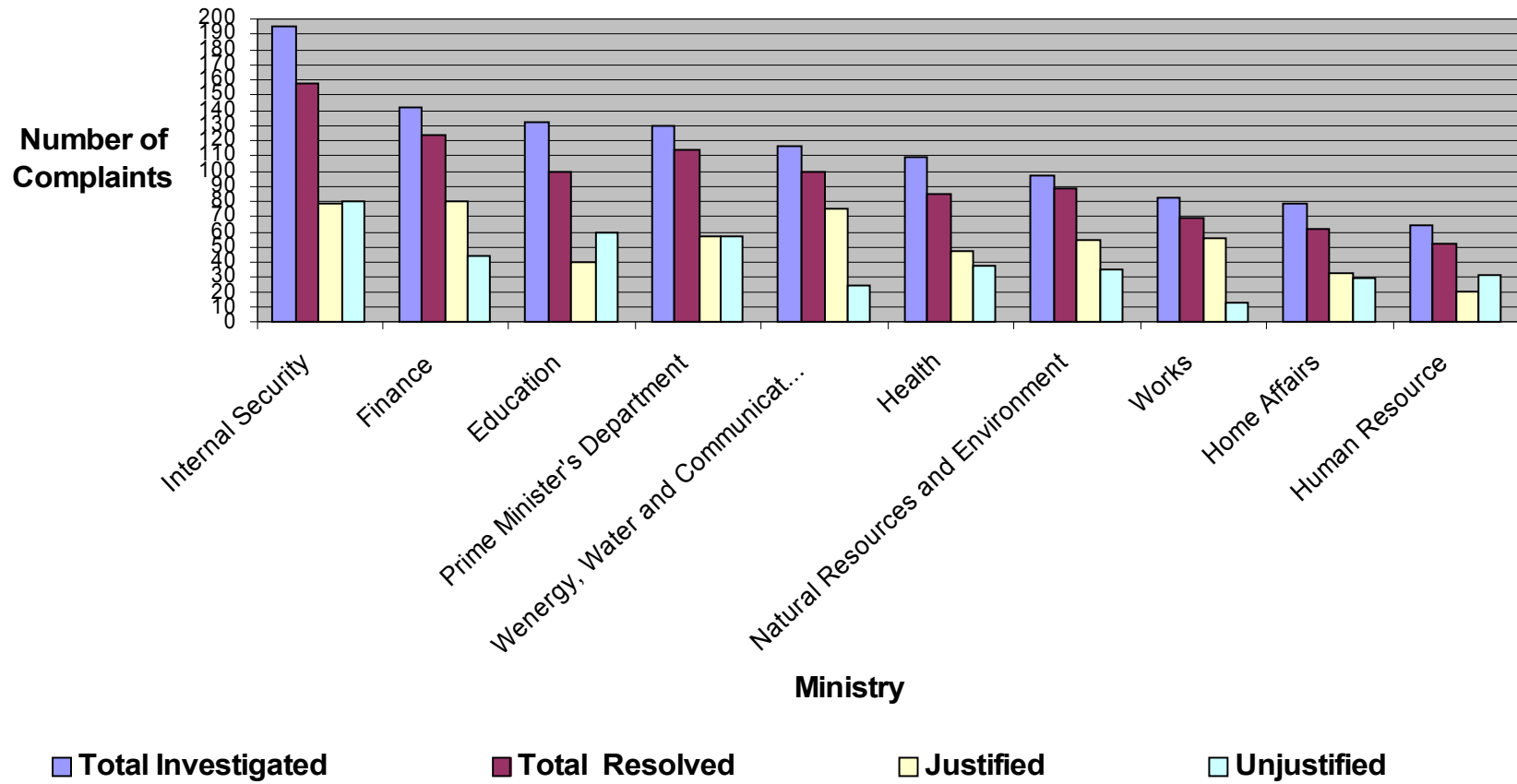
No.	Mode Of Complaints	Total	(%)
1	Letters	951	35.13
2	Website and e-mails	423	15.63
3	Integrated Mobile Complaints Counter Programmes	337	12.45
4	Walk-ins	291	10.75
5	Integrated Mobile Complaints Programmes	271	10.01
6	Programmes MESRA	151	5.58
7	Telephone	137	5.06
8	Department Counters Complaints Form	67	2.48
9	Facsimile	55	2.03
10	Meet The Clients Day	11	0.41
11	KSN's Office	8	0.30
12	Minister's Office	3	0.11
13	Prime Minster's Office	2	0.07
	TOTAL	2,707	100

Number of Complaints Investigated Against Ministries

No.	Ministry	Total Investigated	Total Resolved	Justified	Unjustified	Rate Resolved (%)
1	Internal Security	195	158	78	80	81.03
2	Finance	142	124	80	44	87.32
3	Education	132	99	40	59	75.00
4	Prime Minister's Department	130	114	57	57	87.69
5	Energy, Water and Communications	116	99	75	24	85.34
6	Health	109	85	47	38	77.98
7	Natural Resources and Environment	97	89	54	35	91.75
8	Works	83	69	56	13	83.13
9	Home Affairs	77	62	33	29	80.52
10	Human Resources	64	52	21	31	81.25
11	Federal Territories	64	50	38	12	78.13
12	Transport	59	54	33	21	91.53
13	Agriculture and Agro-Based Industry	54	39	23	16	72.22
14	Entrepreneur and Cooperative Development	47	42	27	15	89.36
15	Higher Education	37	29	16	13	78.38
16	Women, Family and Community Development	35	29	13	16	82.86
17	Rural and Regional Development	35	27	11	16	77.14
18	Housing and Local Government	33	13	4	9	39.39
19	Domestic Trade and Consumer Affairs	26	25	11	14	96.15
20	Defence	20	15	7	8	75.00
21	Foreign Affairs	7	7	3	4	100
22	Information	6	4	3	1	66.67
23	Youth and Sports	3	3	1	2	100
24	Plantation Industries and Commodities	3	1	0	1	33.33
25	Science, Technology and Innovation	2	1	0	1	50.00
26	Culture, Arts and	2	1	0	1	50.00

Heritage						
TOTAL	1,578	1,291	731	560	81.81	

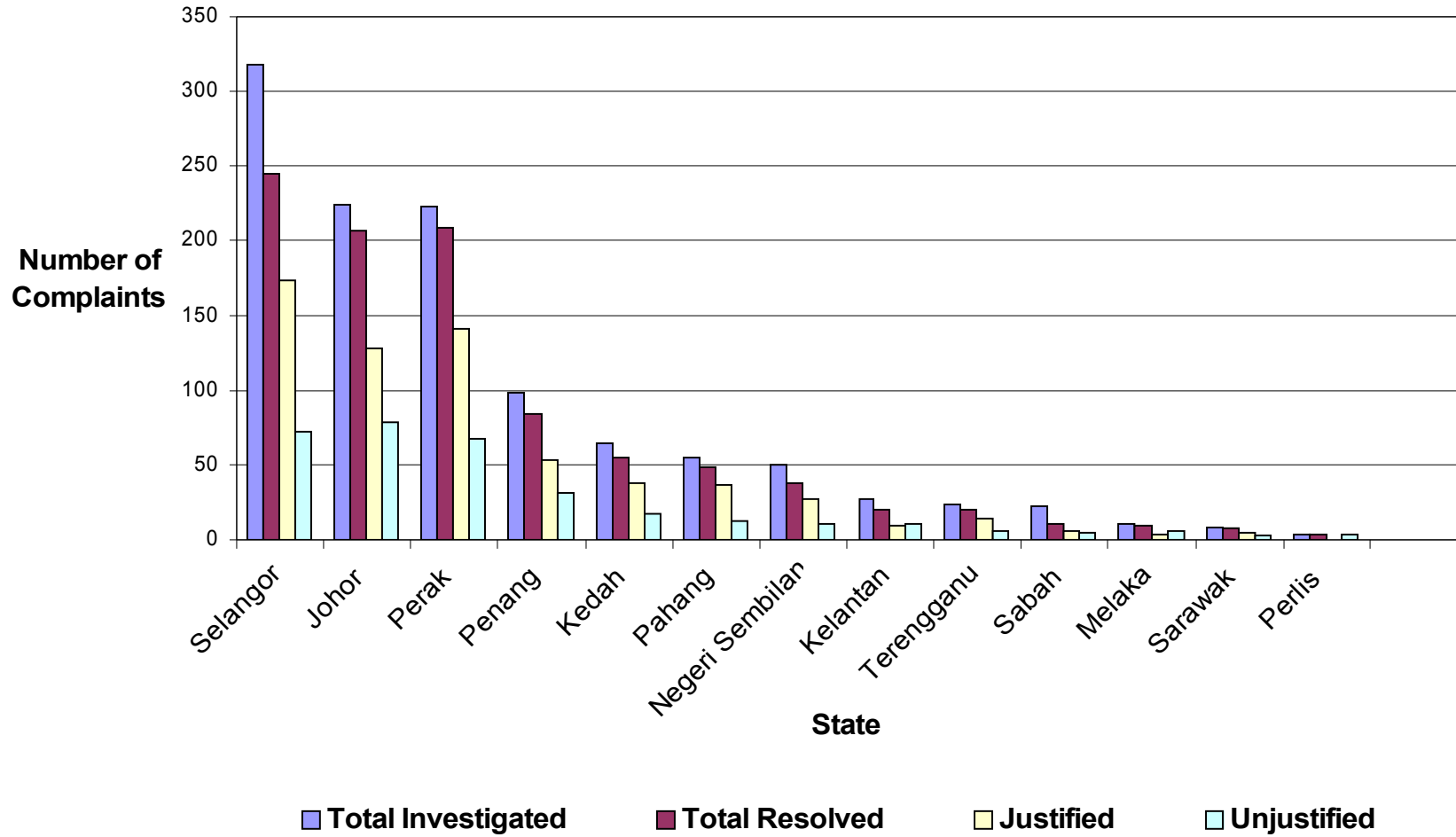
Number of Complaints Investigated Against 10 Ministries With Most Cases in 2005



Number of Complaints Investigated Against State Administrations

No.	State	Total Investigated	Total Resolved	Justified	Unjustified	Rate Resolved (%)
1	Selangor	318	245	173	72	77.04
2	Johor	224	206	128	78	91.96
3	Perak	223	209	141	68	93.72
4	Penang	99	84	53	31	84.85
5	Kedah	64	55	38	17	85.94
6	Pahang	55	49	37	12	89.09
7	Negeri Sembilan	50	38	27	11	76.00
8	Kelantan	27	20	9	11	74.07
9	Terengganu	24	20	14	6	83.33
10	Sabah	22	11	6	5	50.00
11	Melaka	11	9	3	6	81.82
12	Sarawak	8	7	5	2	87.50
13	Perlis	4	3	0	3	75.00
	TOTAL	1,129	956	634	322	84.68

Number of Complaints Investigated Against State Administrations 2005



Category Of Complaints' Statistics

No.	Category Of Complaints	Ministry		State	
		Total	%	Total	%
1	Delays / No Action	700	44.36	430	38.09
2	Unfair Action	190	12.04	147	13.02
3	Lack Of Public Amenities	64	4.06	117	10.36
4	Inadequacies Of Policy Implementation and Law	11	0.7	3	0.27
5	Abuse Of Power Misappropriation	64	4.06	22	1.95
6	Misconduct Of Civil Servants	68	4.31	9	0.8
7	Failure To Adhere To Set Procedures	66	4.18	30	2.66
8	Advisory Services	138	8.75	201	17.8
9	Failure To Enforce Regulations And Law	172	10.9	120	10.63
10	Unsatisfactory Services	105	6.65	50	4.43
	TOTAL	1,578	100	1,129	100