

**Total Complaints Received And Solved  
By Public Complaints Bureau, Prime Minister's Department  
In Year 2008**

| Agencies     | Complaints   |              | General Issues |              | Total Complaints |              |              |
|--------------|--------------|--------------|----------------|--------------|------------------|--------------|--------------|
|              | Received     | Solved       | Received       | Solved       | Received         | Solved       | Solved (%)   |
| Ministries   | 2,451        | 2,294        | 3,158          | 2,690        | 5,609            | 4,984        | 88.86        |
| States       | 1,608        | 1,553        | 849            | 771          | 2,457            | 2,324        | 94.59        |
| <b>TOTAL</b> | <b>4,059</b> | <b>3,847</b> | <b>4,007</b>   | <b>3,461</b> | <b>8,066</b>     | <b>7,308</b> | <b>90.60</b> |

**Rate Of Resolving Complaints  
By Public Complaints Bureau, Prime Minister's Department  
In Year 2008**

| Time Taken To Resolve Complaints (Day(s)) | Complaints   |       | General Issues |       | Total Complaints |       | Cummulative  |       |
|---|--------------|-------|----------------|-------|------------------|-------|--------------|-------|
|   | Total        | %     | Total          | %     | Total            | %     | Total        | %     |
| 1   | 86           | 2.24  | 215            | 6.21  | 301              | 4.12  | 301          | 4.11  |
| 2-7                                       | 120          | 3.12  | 307            | 8.87  | 427              | 5.84  | 728          | 9.96  |
| 8-14                                      | 337          | 8.76  | 297            | 8.58  | 634              | 8.68  | 1,362        | 18.64 |
| 15-30                                     | 1,167        | 30.34 | 714            | 20.63 | 1,881            | 25.74 | 3,243        | 44.37 |
| 31-60                                     | 1,163        | 30.23 | 791            | 22.85 | 1,954            | 26.74 | 5,197        | 71.11 |
| 61 and above                              | 974          | 25.32 | 1,137          | 32.85 | 2,111            | 28.89 | 7,308        | 100.0 |
| <b>TOTAL</b>                              | <b>3,847</b> |       | <b>3,461</b>   |       | <b>7,308</b>     |       | <b>7,308</b> |       |

**Sources Of Complaints Received  
By Public Complaints Bureau, Prime Minister's Department  
In Year 2008**

| Source  | Complaints   |       | General Issues |       | Total        | %     |
|---|--------------|-------|----------------|-------|--------------|-------|
|   | Total        | %     | Total          | %     |              |       |
| Electronic (e-mail & online complaints form)        | 1,274        | 31.39 | 2,435          | 60.77 | 3,709        | 45.98 |
| Pro-active Programmes*                              | 1,154        | 28.43 | 781            | 19.49 | 1,935        | 23.99 |
| Letters, Department Counter Complaints Form and Fax | 712          | 17.54 | 439            | 10.96 | 1,151        | 14.27 |
| Walk-in   | 589          | 14.51 | 220            | 5.49  | 809          | 10.03 |
| Telephone   | 315          | 7.76  | 120            | 2.99  | 435          | 5.39  |
| Others  | 15           | 0.37  | 12             | 0.30  | 27           | 0.33  |
| <b>TOTAL</b>  | <b>4,059</b> |       | <b>4,007</b>   |       | <b>8,066</b> |       |

**\*Note: Mobile Complaints Counter, Integrated Mobile Complaints Counter and MESRA Rakyat Programme**

**Number Of Complaints Recorded Against Ministries Received  
By Public Complaints Bureau, Prime Minister's Department  
In Year 2008**

| No. | Ministry                                 | Complaints |     |       | General Issues |     |       | Total |     |       |
|-----|--|------------|-----|-------|----------------|-----|-------|-------|-----|-------|
|     |  | R          | S   | S (%) | R              | S   | S (%) | R     | S   | S (%) |
| 1.  | Home Affairs                             | 513        | 455 | 88.69 | 477            | 435 | 91.19 | 990   | 890 | 89.9  |
| 2.  | Energy, Water and Communications         | 224        | 216 | 96.43 | 308            | 269 | 87.34 | 532   | 485 | 91.17 |
| 3.  | Finance                                  | 203        | 194 | 95.57 | 286            | 260 | 90.91 | 489   | 454 | 92.84 |
| 4.  | Prime Minister's Department              | 155        | 151 | 97.42 | 269            | 253 | 94.05 | 424   | 404 | 95.28 |
| 5.  | Health                                   | 168        | 161 | 95.83 | 189            | 127 | 67.2  | 357   | 288 | 80.67 |
| 6.  | Domestic Trade and Consumer Affairs      | 61         | 58  | 95.08 | 295            | 279 | 94.58 | 356   | 337 | 94.66 |
| 7.  | Education                                | 141        | 136 | 96.45 | 188            | 157 | 83.51 | 329   | 293 | 89.06 |
| 8.  | Transport                                | 96         | 93  | 96.88 | 181            | 123 | 67.96 | 277   | 216 | 77.98 |
| 9.  | Works                                    | 172        | 165 | 95.93 | 97             | 79  | 81.44 | 269   | 244 | 90.71 |
| 10. | Entrepreneur and Cooperative Development | 52         | 52  | 100   | 199            | 148 | 74.37 | 251   | 200 | 79.68 |
| 11. | Natural Resources and Environment        | 126        | 119 | 94.44 | 70             | 68  | 97.14 | 196   | 187 | 95.41 |
| 12. | Human Resource                           | 85         | 79  | 92.94 | 105            | 74  | 70.48 | 190   | 153 | 80.53 |
| 13. | Federal Territories                      | 103        | 83  | 80.58 | 84             | 67  | 79.76 | 187   | 150 | 80.21 |
| 14. | Women, Family and Community Development  | 110        | 105 | 95.45 | 52             | 46  | 88.46 | 162   | 151 | 93.21 |
| 15. | Agriculture and Agro-based Industry      | 77         | 75  | 97.4  | 57             | 52  | 91.23 | 134   | 127 | 94.78 |
| 16. | Higher Education                         | 33         | 31  | 93.94 | 101            | 85  | 84.16 | 134   | 116 | 86.57 |

| No.          | Ministry                              | Complaints   |              |              | General Issues |              |              | Total        |              |              |
|--------------|---------------------------------------|--------------|--------------|--------------|----------------|--------------|--------------|--------------|--------------|--------------|
|              |                                       | R            | S            | S (%)        | R              | S            | S (%)        | R            | S            | S (%)        |
| 17.          | Housing and Local Government          | 35           | 30           | 85.71        | 91             | 73           | 80.22        | 126          | 103          | 81.75        |
| 18.          | Rural and Regional Development        | 39           | 37           | 94.87        | 19             | 17           | 89.47        | 58           | 54           | 93.1         |
| 19.          | Defence                               | 27           | 25           | 92.59        | 11             | 10           | 90.91        | 38           | 35           | 92.11        |
| 20.          | Information                           | 9            | 9            | 100          | 18             | 18           | 100          | 27           | 27           | 100          |
| 21.          | Youth and Sports                      | 6            | 5            | 83.33        | 12             | 11           | 91.67        | 18           | 16           | 88.89        |
| 22.          | Unity, Culture, Arts and Heritage     | 6            | 5            | 83.33        | 8              | 6            | 75           | 14           | 11           | 78.57        |
| 23.          | Foreign Affairs                       | 4            | 4            | 100          | 10             | 6            | 60           | 14           | 10           | 71.43        |
| 24.          | International Trade and Industry      | 3            | 3            | 100          | 9              | 8            | 88.89        | 12           | 11           | 91.67        |
| 25.          | Tourism                               | 1            | 1            | 100          | 11             | 9            | 81.82        | 12           | 10           | 83.33        |
| 26.          | Plantation Industries and Commodities | 2            | 2            | 100          | 5              | 4            | 80           | 7            | 6            | 85.71        |
| 27.          | Science, Technology and Innovation    | 0            | 0            | -            | 6              | 6            | 100          | 6            | 6            | 100          |
| <b>TOTAL</b> |                                       | <b>2,451</b> | <b>2,294</b> | <b>93.59</b> | <b>3,158</b>   | <b>2,690</b> | <b>85.18</b> | <b>5,609</b> | <b>4,984</b> | <b>88.86</b> |

**Note:**

**R - Received**

**S - Resolved**

**S (%) - Resolved (%)**

**Number Of Complaints Recorded  
Against State Government Agencies Received  
By Public Complaints Bureau, Prime Minister's Department  
In Year 2008**

| No.          | State           | Complaints   |              |              | General Issues |            |              | Total        |              |              |
|--------------|-----------------|--------------|--------------|--------------|----------------|------------|--------------|--------------|--------------|--------------|
|              |                 | R            | S            | S (%)        | R              | S          | S (%)        | R            | S            | S (%)        |
| 1.           | Selangor        | 278          | 255          | 91.73        | 127            | 118        | 92.91        | 405          | 373          | 92.10        |
| 2.           | Johor           | 307          | 294          | 95.77        | 39             | 36         | 92.31        | 346          | 330          | 95.38        |
| 3.           | Sabah           | 8            | 6            | 75.00        | 243            | 201        | 82.72        | 251          | 207          | 82.47        |
| 4.           | Pulau Pinang    | 211          | 210          | 99.53        | 16             | 11         | 68.75        | 227          | 221          | 97.36        |
| 5.           | Perak           | 114          | 104          | 91.23        | 108            | 91         | 84.26        | 222          | 195          | 87.84        |
| 6.           | Pahang          | 128          | 128          | 100.0        | 71             | 71         | 100.0        | 199          | 199          | 100.0        |
| 7.           | Negeri Sembilan | 99           | 98           | 98.99        | 76             | 76         | 100.0        | 175          | 174          | 99.43        |
| 8.           | Melaka          | 120          | 119          | 99.17        | 35             | 35         | 100.0        | 155          | 154          | 99.35        |
| 9.           | Kedah           | 137          | 134          | 97.81        | 4              | 2          | 50.00        | 141          | 136          | 96.45        |
| 10.          | Sarawak         | 3            | 3            | 100.0        | 102            | 102        | 100.0        | 105          | 105          | 100.0        |
| 11.          | Kelantan        | 88           | 88           | 100.0        | 15             | 15         | 100.0        | 103          | 103          | 100.0        |
| 12.          | Perlis          | 61           | 60           | 98.36        | 7              | 7          | 100.0        | 68           | 67           | 98.53        |
| 13.          | Terengganu      | 54           | 54           | 100.0        | 6              | 6          | 100.0        | 60           | 60           | 100.0        |
| <b>TOTAL</b> |                 | <b>1,608</b> | <b>1,553</b> | <b>96.58</b> | <b>849</b>     | <b>771</b> | <b>90.81</b> | <b>2,457</b> | <b>2,324</b> | <b>94.59</b> |

**Note:**

**R - Received**

**S - Resolved**

**S (%) - Resolved (%)**

**Category Of Complaints  
Against Ministries Received  
By Public Complaints Bureau, Prime Minister's Department  
In Year 2008**

| No.          | Category                                      | Total Complaints |                | Total Complaints |       |
|--------------|---|------------------|----------------|------------------|-------|
|              |   | Complaints       | General Issues | Received         | %     |
| 1.           | Delay / No Action                             | 1,032            | 670            | 1,702            | 30.34 |
| 2.           | Unsatisfactory Quality of Service             | 365              | 540            | 905              | 16.13 |
| 3.           | Unfair Action                                 | 344              | 632            | 976              | 17.40 |
| 4.           | Failure of Enforcement                        | 208              | 421            | 629              | 11.21 |
| 5.           | Miscellaneous Complaints                      | 88               | 420            | 508              | 9.06  |
| 6.           | Lack of Public Amenities                      | 143              | 150            | 293              | 5.22  |
| 7.           | Misconduct of Civil Servant                   | 87               | 96             | 183              | 3.26  |
| 8.           | Abuse of Power / Misappropriation             | 73               | 99             | 172              | 3.07  |
| 9.           | Failure to Adhere to Set Procedures           | 77               | 79             | 156              | 2.78  |
| 10.          | Inadequacies of Policy Implementation and Law | 34               | 51             | 85               | 1.52  |
| <b>TOTAL</b> |   | <b>2,451</b>     | <b>3,158</b>   | <b>5,609</b>     |       |

**Category Of Complaints  
Against State Government Agencies Received  
By Public Complaints Bureau, Prime Minister's Department  
In Year 2008**

| No.          | Category                                      | Total Complaints |                | Total Complaints |       |
|--------------|---|------------------|----------------|------------------|-------|
|              |   | Complaints       | General Issues | Received         | %     |
| 1.           | Delay / No Action                             | 652              | 180            | 832              | 33.86 |
| 2.           | Failure of Enforcement                        | 266              | 95             | 361              | 14.69 |
| 3.           | Lack of Public Amenities                      | 152              | 163            | 315              | 12.82 |
| 4.           | Unsatisfactory Quality of Service             | 207              | 100            | 307              | 12.49 |
| 5.           | Miscellaneous Complaints                      | 89               | 182            | 271              | 11.03 |
| 6.           | Unfair Action                                 | 139              | 83             | 222              | 9.04  |
| 7.           | Failure to Adhere to Set Procedures           | 48               | 8              | 56               | 2.28  |
| 8.           | Abuse of Power / Misappropriation             | 31               | 19             | 50               | 2.04  |
| 9.           | Misconduct of Civil Servant                   | 18               | 11             | 29               | 1.18  |
| 10.          | Inadequacies of Policy Implementation and Law | 6                | 8              | 14               | 0.57  |
| <b>TOTAL</b> |   | <b>1,608</b>     | <b>849</b>     | <b>2,457</b>     |       |

**Category Of Complaints  
Against Ministries & State Government Agencies Received  
By Public Complaints Bureau, Prime Minister's Department  
In Year 2008**

| No.          | Category                                      | Total Complaints |                | Total Complaints |       |
|--------------|---|------------------|----------------|------------------|-------|
|              |   | Complaints       | General Issues | Received         | %     |
| 1.           | Delay / No Action                             | 1,684            | 850            | 2,534            | 31.42 |
| 2.           | Unsatisfactory Quality of Service             | 572              | 640            | 1,212            | 15.03 |
| 3.           | Unfair Action                                 | 483              | 715            | 1,198            | 14.85 |
| 4.           | Failure of Enforcement                        | 474              | 516            | 990              | 12.27 |
| 5.           | Miscellaneous Complaints                      | 177              | 602            | 779              | 9.66  |
| 6.           | Lack of Public Amenities                      | 295              | 313            | 608              | 7.54  |
| 7.           | Abuse of Power / Misappropriation             | 104              | 118            | 222              | 2.75  |
| 8.           | Failure to Adhere to Set Procedures           | 125              | 87             | 212              | 2.63  |
| 9.           | Misconduct of Civil Servant                   | 105              | 107            | 212              | 2.63  |
| 10.          | Inadequacies of Policy Implementation and Law | 40               | 59             | 99               | 1.23  |
| <b>TOTAL</b> |   | <b>4,059</b>     | <b>4,007</b>   | <b>8,066</b>     |       |



**20 Agencies (Ministry) With Highest Cases  
Received By Public Complaints Bureau, Prime Minister's Department  
In Year 2008**

| No. | Agency   | Total Complaints |        |            |
|-----|--|------------------|--------|------------|
|     |  | Received         | Solved | Solved (%) |
| 1.  | Royal Malaysian Police   | 468              | 409    | 87.39      |
| 2.  | National Registration Department   | 228              | 218    | 95.61      |
| 3.  | Public Works Department  | 224              | 208    | 92.86      |
| 4.  | Immigration Department   | 213              | 192    | 90.14      |
| 5.  | State Education Department   | 191              | 176    | 92.15      |
| 6.  | Commercial Vehicles Licensing Board  | 190              | 152    | 80.00      |
| 7.  | Tenaga Nasional Berhad   | 181              | 162    | 89.50      |
| 8.  | Kuala Lumpur City Hall   | 168              | 133    | 79.17      |
| 9.  | Road Transport Department  | 168              | 131    | 77.98      |
| 10. | Enforcement Division of Domestic Trade and Consumer Affairs                    | 164              | 161    | 98.17      |
| 11. | Social Welfare Department  | 154              | 143    | 92.86      |
| 12. | Telekom Malaysia Berhad  | 136              | 125    | 91.91      |
| 13. | Hospital   | 111              | 95     | 85.59      |
| 14. | Department of Irrigation and Drainage  | 99               | 96     | 96.97      |
| 15. | Public Service Department  | 95               | 92     | 96.84      |
| 16. | Employees Provident Fund   | 94               | 87     | 92.55      |
| 17. | Housing Loan Division  | 85               | 81     | 95.29      |
| 18. | Central Bank of Malaysia<br><b>Note: Cases involving Financial Institution</b> | 83               | 78     | 93.98      |
| 19. | Inland Revenue Board   | 80               | 75     | 93.75      |
| 20. | State Health Department  | 70               | 63     | 90.00      |

