

TOTAL COMPLAINTS RECEIVED AND SOLVED BY PCB IN 2007

Agency	Complaints		General Issues		Total Received	Total Solved	%
	Received	Solved	Received	Solved			
Ministry	1,788	1,633	1,942	1,639	3,730	3,272	87.7
State	1,153	1,098	464	392	1,617	1,490	92.1
TOTAL	2,941	2,731	2,406	2,031	5,347	4,762	89.1

RATE OF RESOLVING COMPLAINTS FOR 2006 AND 2007

Rate of Resolving	2007		2006	
	Total	%	Total	%
1 month	795	29.1	296	10.1
2 months	812	29.7	546	18.6
2-4 months	697	25.5	1,058	36.0
4-6 months	264	9.7	555	18.9
More than 6 months	163	6.0	481	16.4
TOTAL	2,731		2,936	

SOURCES OF COMPLAINTS LOADED IN 2007

Mode of Complaints	Complaints		General Issues		Total	%
	Total	%	Total	%		
Pro-Active Programmes	934	31.8	261	10.8	1,195	22.3
Letters, Department Counters Complaints Form and Fax	724	24.6	580	24.1	1,304	24.4
Electronic	694	23.6	1,328	55.2	2,022	37.8
Walk-ins	391	13.3	117	4.9	508	9.5
Telephone	188	6.4	106	4.4	294	5.5
Others	10	0.3	14	0.6	24	0.5
TOTAL	2,941		2,406		5,347	

**NUMBER OF COMPLAINTS RECORDED AGAINST MINISTRIES
FOR 2007**

No.	Ministry	Total Received	Total Resolved	%	Resolved & Justified	%
1.	Internal Security	223	192	86.1	105	54.7
2.	Energy, Water and Communications	188	179	95.2	138	77.1
3.	Finance	161	146	90.7	112	76.7
4.	Education	133	122	91.7	75	61.5
5.	Works	132	131	99.2	109	83.2
6.	Natural Resources and Environment	127	124	97.6	88	71.0
7.	Home Affairs	127	119	93.7	53	44.5
8.	Federal Territories	102	67	65.7	50	74.6
9.	Prime Minister's Department	101	95	94.1	52	54.7
10.	Health	98	87	88.8	53	60.9
11.	Agriculture and Agro-Based Industry	61	61	100	44	72.1
12.	Human Resource	50	48	96.0	26	54.2
13.	Women, Family and Community Development	45	43	95.6	27	62.8
14.	Rural and Regional Development	40	40	100	26	65.0
15.	Transport	40	39	97.5	16	41.0
16.	Domestic Trade and Consumer Affairs	39	35	89.7	18	51.4

No.	Ministry	Total Received	Total Resolved	%	Resolved & Justified	%
17.	Higher Education	28	27	96.4	14	51.9
18.	Housing and Local Government	26	18	69.2	12	66.7
19.	Entrepreneur and Cooperative Development	23	22	95.7	12	54.5
20.	Defence	15	15	100	5	33.3
21.	Information	11	7	63.6	2	28.6
22.	Foreign Affairs	6	6	100	4	66.7
23.	Culture, Arts and Heritage	3	3	100	1	33.3
24.	Tourism	3	2	66.7	1	50.0
25.	Youth and Sport	2	1	50	0	0
26.	Plantation Industries and Commodities	2	2	100	0	0
27.	International Trade and Industry	1	1	100	1	100
28.	Science, Technology and Innovation	1	1	100	0	0
	TOTAL	1,788	1,633	91.3	1,044	63.9

THE TEN AGENCIES WITH MOST CASES RECEIVED IN 2007

No.	Agency	Total Received	Total Solved	%	Solved & Justified	%
1.	Royal Malaysian Police	206	175	85.0	97	55.4
2.	Public Works Department	126	125	99.2	105	84.0
3.	Tenaga Nasional Berhad	114	106	93.0	87	82.1
4.	State Education Department	97	90	92.8	53	58.9
5.	Department of Irrigation and Drainage	85	84	98.8	64	76.2
6.	Kuala Lumpur City Hall	85	56	65.9	44	78.6
7.	National Registration Department	76	70	92.1	31	44.3
8.	Employees Provident Fund	59	53	89.8	45	84.9
9.	Inland Revenue Board	50	47	94.0	38	80.9
10.	Social Welfare Department	45	43	95.6	27	62.8

CATEGORY OF COMPLAINTS FOR YEAR 2007

Category of Complaints	Complaints Received		Total Received	%
	Ministry	State		
Delay / No Action	863	472	1,335	45.4
Unsatisfactory Quality of Service	241	173	414	14.1
Unfair Action	221	88	309	10.5
Failure of Enforcement	117	149	266	9.0
Lack of Public Amenities	92	135	227	7.7
Miscellaneous Complaints	85	77	162	5.5
Failure to Adhere to Set Procedures	70	28	98	3.3
Misconduct of Civil Servants	51	12	63	2.1
Abuse of Power / Misappropriation	37	11	48	1.6
Inadequacies of Policy Implementation and Law	11	8	19	0.7
TOTAL	1,788	1,153	2,941	

**NUMBER OF COMPLAINTS RECORDED AGAINST STATE
GOVERNMENT IN 2007**

No.	State	Total Received	Total Solved	%	Solved & Justified	%
1.	Selangor	285	261	91.6	189	72.4
2.	Johor	221	213	96.4	138	64.8
3.	Kedah	173	165	95.4	134	81.2
4.	Pahang	103	103	100	85	82.5
5.	Perak	95	89	93.7	70	78.7
6.	Pulau Pinang	88	85	96.6	67	78.8
7.	Kelantan	63	63	100	46	73.0
8.	Terengganu	52	51	98.1	33	64.7
9.	Negeri Sembilan	35	33	94.3	21	63.6
10.	Melaka	29	26	89.7	18	69.2
11.	Perlis	5	5	100	4	80.0
12.	Sarawak	3*	3	100	3	100
13.	Labuan	1	1	100	1	100
TOTAL		1,153	1,098	95.2	809	73.7

Note:

All complaints against agencies under Sabah and Sarawak is managed by Sabah Public Complaints Bureau and the Public Relation and Corporate Unit of the Sarawak Chief Minister's Department. PCB of the Prime Minister's Department only handles complaints against Federal agencies in these two states.

- *Complaints received before the opening of PCB Sarawak Office.*

PRO-ACTIVE PROGRAMMES BY PCB STATE OFFICE IN 2007

State Office	MCC	IMCC	MESRA	Total
Kedah, Pulau Pinang and Perlis	3	2	0	5
Perak	5	1	0	6
Terengganu and Kelantan	6	3	1	10
Pahang	6	1	1	8
Selangor and Wilayah Persekutuan	4	3	1	8
Melaka and Negeri Sembilan	3	0	0	3
Johor	14	3	2	19
Sabah	1	2	0	3
Sarawak	0	0	0	0
TOTAL	42	15	5	62

CUSTOMER SATISFACTION LEVEL FOR 2006 AND 2007

Level	2007 (%)	2006 (%)	Difference in Percentage
Excellent	42.6	35.0	+ 7.6
Good	44.9	45.7	- 0.8
Average	8.7	11.6	- 2.9
Low	3.8	7.7	- 3.9