

Complaints Analysis By State From 1 January – 31 December 2011

1. Ranking By Population (Including Federal Territory)

State	Population*	Complaints Received**	Complaints Ratio For Every 10,000 Persons
Negeri Sembilan	997,071	388	3.9
Federal Territory	1,780,408	667	3.7
Pahang	1,443,365	519	3.6
Melaka	788,706	261	3.3
Terengganu	1,015,776	313	3.1
Sarawak	2,420,009	520	2.1
Perak	2,258,428	495	2.2
Johor	3,233,434	628	1.9
Selangor	5,411,324	950	1.8
Pulau Pinang	1,520,143	202	1.3
Kelantan	1,459,994	170	1.2
Sabah	3,120,040	376	1.2
Perlis	227,025	24	1.1
Kedah	1,890,098	189	1.0
Total	27,565,821	5,702	2.1

Notes:

*Source: Department of Statistics Malaysia, Population and Housing Census for 2010

** Source: Printed from i-Aduan System on 2 February 2012

2. Ranking By Complaints Resolved (Including Federal Territory)

State	Population*	Complaints Received**	Complaints Resolved** (%)
Johor	3,233,434	628	628 (100%)
Sarawak	2,420,009	520	520 (100%)
Pahang	1,443,365	519	519 (100%)
Sabah	3,120,040	376	376 (100%)
Terengganu	1,015,776	313	313 (100%)
Pulau Pinang	1,520,143	202	202 (100%)
Kelantan	1,459,994	170	170 (100%)
Perlis	227,025	24	24 (100%)
Kedah	1,890,098	189	188 (99.5%)
Perak	2,258,428	495	492 (99.4%)
Melaka	788,706	261	259 (99.2%)
Negeri Sembilan	997,071	388	380 (97.9%)
Federal Territory	1,780,408	667	624 (93.6%)
Selangor	5,411,324	950	812 (85.5%)
Total	27,565,821	5,702	5,507 (96.6%)

Notes:

*Source: Department of Statistics Malaysia, Population and Housing Census for 2010

** Source: Printed from i-Aduan System on 2 February 2012