

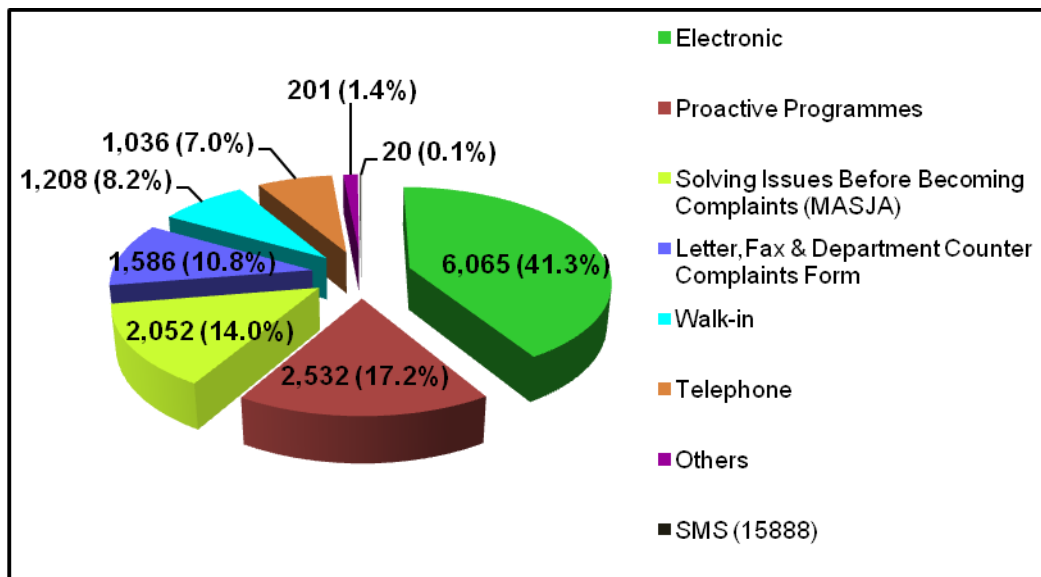
**Sources of Complaints Received  
From 1 January – 31 December 2010**

Source	Total Complaints	%
Electronic (E-mail & online complaints form)	6,065	41.3
Proactive Programmes*	2,532	17.2
Solving Issues Before Becoming Complaints (MASJA)	2,052	14.0
Letter, Fax and Department Counter Complaints Form	1,586	10.8
Walk-in	1,208	8.2
Telephone	1,036	7.0
Others	201	1.4
SMS (15888)	20	0.1
<b>Total</b>	<b>14,700</b>	<b>100</b>

Source: Printed from i-Aduan System on 1 February 2011

**\*Note: MESRA Programme, Mobile Complaints Counter, Integrated Mobile Complaints Counter and Instant Problem Solving Programme with the Deputy Minister**

**Sources of Complaints  
From 1 January – 31 December 2010**



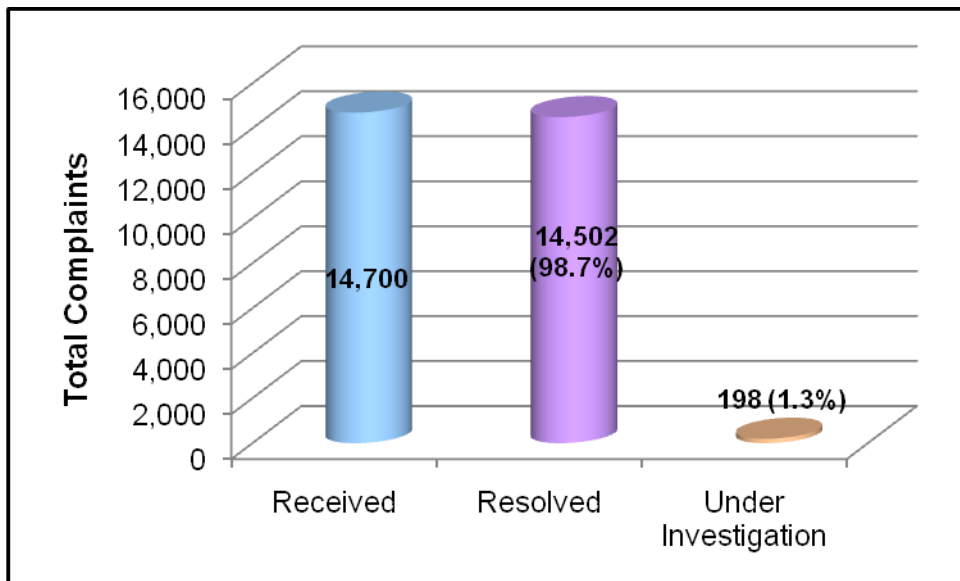
Source: Printed from i-Aduan System on 1 February 2011

**Total Complaints Received And Resolved  
From 1 January – 31 December 2010**

Agencies	Total Complaints				
	Received	Under Investigation (%)	Resolved (%)	Resolved and Valid (%)	Resolved and Not Valid (%)
Ministries	9,503	122 (1.3%)	9,381 (98.7%)	5,733 (61.1%)	3,648 (38.9%)
States	5,197	76 (1.5%)	5,121 (98.5%)	4,102 (80.1%)	1,019 (19.9%)
<b>Total</b>	<b>14,700</b>	<b>198 (1.3%)</b>	<b>14,502 (98.7%)</b>	<b>9,835 (67.8%)</b>	<b>4,667 (32.2%)</b>

Source: Printed from i-Aduan System on 1 February 2011

**Status of Complaints  
From 1 January – 31 December 2010**



Source: Printed from i-Aduan System on 1 February 2011

**Category Of Complaints Resolution  
From 1 January – 31 December 2010**

No.	Complaints Resolution	Total Complaints					
		Ministry	%	State	%	Total	%
1.	PCB found that the agency complained of had executed its roles and responsibilities in fair and orderly manner and in accordance with the laws and regulations currently in force.	6,206	66.2	3,216	62.8	<b>9,422</b>	<b>65.0</b>
2.	The complainant is satisfied with the explanation given by the agency complained of or the actions taken by the agency concerned.	2,293	24.4	952	18.6	<b>3,245</b>	<b>22.4</b>
3.	PCB found that the complaint was groundless under the circumstances such as the complainant did not meet the stipulated conditions or the complainant provided false information.	719	7.7	210	4.1	<b>929</b>	<b>6.4</b>
4.	The complaint is beyond PCB's purview such as matters before the court of law, cases under jurisdiction of the MACC and the Public Accounts Committee and matters between private entities which have no relation to Government agencies.	163	1.7	743	14.5	<b>906</b>	<b>6.2</b>
<b>Total</b>		<b>9,381</b>	<b>100</b>	<b>5,121</b>	<b>100</b>	<b>14,502</b>	<b>100</b>

**Source: Printed from i-Aduan System on 1 February 2011**

**Complaints Resolution Outcome  
From 1 January – 31 December 2010**

No.	Outcome	Total Complaints					
		Ministry	%	State	%	Total	%
1.	Reasonable Explanation Given	5,911	63.01	2,670	52.13	8,581	59.17
2.	Instantly Resolved	3,127	33.33	2,374	46.37	5,501	37.93
3.	Agency Offers Apology	129	1.38	12	0.23	141	0.97
4.	Error Admitted	107	1.14	10	0.20	117	0.81
5.	Change in Norm/Procedure	22	0.23	33	0.64	55	0.38
6.	Change Of Decision	33	0.35	13	0.25	46	0.32
7.	Compensation/Monetary Remedy	42	0.45	1	0.02	43	0.30
8.	Amendment of Law/Policy	10	0.11	8	0.16	18	0.12
<b>Total</b>		<b>9,381</b>	<b>100</b>	<b>5,121</b>	<b>100</b>	<b>14,502</b>	<b>100</b>

Source: Printed from i-Aduan System on 1 February 2011

**Complaints Complexity Level  
From 1 January – 31 December 2010**

No.	Complexity Level	Total Complaints					
		Ministry	%	State	%	Total	%
1.	Easy	3,957	42.2	1,960	38.3	5,917	40.8
2.	Moderate	5,013	53.4	2,961	57.8	7,974	55.0
3.	Complex	411	4.4	200	3.9	611	4.2
<b>Total</b>		<b>9,381</b>	<b>100</b>	<b>5,121</b>	<b>100</b>	<b>14,502</b>	<b>100</b>

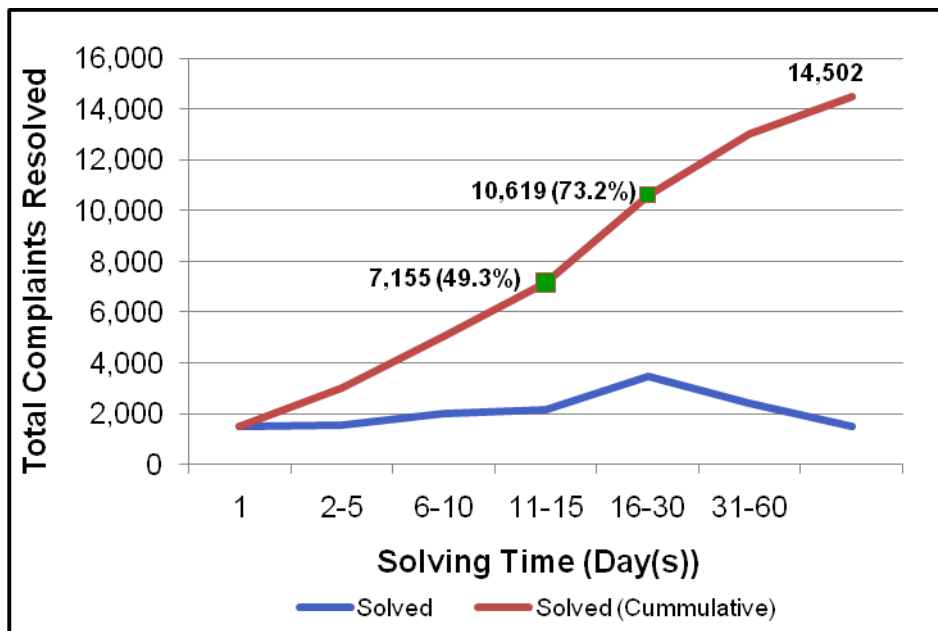
Source: Printed from i-Aduan System on 1 February 2011

**Rate of Resolving Complaints  
From 1 January – 31 December 2010**

Rate of Resolving (Day(s))	Total		Cummulative Total	
	Total	%	Total	%
1	1,483	10.2	1,483	10.2
2-5	1,524	10.5	3,007	20.7
6-10	2,011	13.9	5,018	34.6
11-15	2,137	14.7	7,155	49.3
16-30	3,464	23.9	10,619	73.2
31-60	2,382	16.4	13,001	89.6
>60	1,501	10.4	14,502	100
<b>Total</b>	<b>14,502</b>	<b>100</b>	-	-

Source: Printed from i-Aduan System on 1 February 2011

**Rate of Resolving Complaints  
From 1 January – 31 December 2010**



Source: Printed from i-Aduan System on 1 February 2011

**Number of Complaints Received Against Ministries  
From 1 January – 31 December 2010**

No.	Ministry	Total Complaints			
		Received	Under Investigation	Resolved	Resolved (%)
1.	Home Affairs	1,537	0	1,537	100.0
2.	Federal Territories and Urban Wellbeing	1,246	6	1,240	99.5
3.	Finance	752	31	721	95.9
4.	Information, Communication and Culture	715	3	712	99.6
5.	Works	709	7	702	99.0
6.	Health	596	25	571	95.8
7.	Education	458	7	451	98.5
8.	Prime Minister's Department	452	0	452	100.0
9.	Domestic Trade, Cooperative and Consumerism	440	7	433	98.4
10.	Human Resource	417	3	414	99.3
11.	Transport	402	20	382	95.0
12.	Energy, Green Technology and Water	357	0	357	100.0
13.	Women, Family and Community Development	312	1	311	99.7
14.	Higher Education	259	8	251	96.9
15.	Natural Resources and Environment	250	0	250	100.0
16.	Agriculture and Agro-based Industry	205	0	205	100.0
17.	Rural and Regional Development	123	1	122	99.2
18.	Housing and Local Government	111	1	110	99.1
19.	Defence	56	0	56	100.0
20.	Youth and Sports	28	0	28	100.0

No.	Ministry	Total Complaints			
		Received	Under Investigation	Resolved	Resolved (%)
21.	Tourism	27	0	27	100.0
22.	Foreign Affairs	26	2	24	92.3
23.	International Trade and Industry	10	0	10	100.0
24.	Plantation Industries and Commodities	8	0	8	100.0
25.	Science, Technology and Innovation	7	0	7	100.0
<b>Total</b>		<b>9,503</b>	<b>122</b>	<b>9,381</b>	<b>98.7</b>

Source: Printed from i-Aduan System on 1 February 2011

**Number of Complaints Received  
Against State Government Agencies  
From 1 January – 31 December 2010**

No.	State	Total			
		Received	Under Investigation	Resolved	Resolved (%)
1.	Selangor	1,424	62	1,362	95.6
2.	Johor	605	1	604	99.8
3.	Perak	499	4	495	99.2
4.	Sarawak	441	0	441	100.0
5.	Sabah	422	0	422	100.0
6.	Terengganu	282	0	282	100.0
7.	Pahang	324	0	324	100.0
8.	Negeri Sembilan	270	0	270	100.0
10.	Melaka	229	2	227	99.1
9.	Pulau Pinang	242	3	239	98.8
11.	Kedah	188	3	185	98.4
12.	Kelantan	176	0	176	100.0
13.	Perlis	95	1	94	98.9
<b>Total</b>		<b>5,197</b>	<b>76</b>	<b>5,121</b>	<b>98.5</b>

Source: Printed from i-Aduan System on 1 February 2011



**Category of Complaints  
(Ministries & State Government Agencies)  
From 1 January – 31 December 2010**

No.	Category	Total Complaints					
		Ministry	%	State	%	Received	%
1.	Delay/No Action	3,817	40.2	2,635	50.7	<b>6,452</b>	<b>43.9</b>
2.	Unsatisfactory Quality of Service	1,819	19.1	674	13.0	<b>2,493</b>	<b>17.0</b>
3.	Unfair Action	1,609	16.9	465	8.9	<b>2,074</b>	<b>14.1</b>
4.	Failure of Enforcement	852	9.0	608	11.7	<b>1,460</b>	<b>9.9</b>
5.	Lack of Public Amenities	403	4.2	545	10.5	<b>948</b>	<b>6.4</b>
6.	Miscellaneous Complaints	355	3.7	106	2.0	<b>461</b>	<b>3.1</b>
7.	Failure to Adhere to Set Procedures	202	2.1	66	1.3	<b>268</b>	<b>1.8</b>
8.	Misconduct of Civil Servant	224	2.4	31	0.6	<b>255</b>	<b>1.7</b>
9.	Abuse of Power/ Misappropriation	173	1.8	43	0.8	<b>216</b>	<b>1.5</b>
10.	Inadequacies of Policy Implementation and Law	49	0.5	24	0.5	<b>73</b>	<b>0.5</b>
<b>Total</b>		<b>9,503</b>	<b>100</b>	<b>5,197</b>	<b>100</b>	<b>14,700</b>	<b>100</b>

**Source: Printed from i-Aduan System on 1 February 2011**

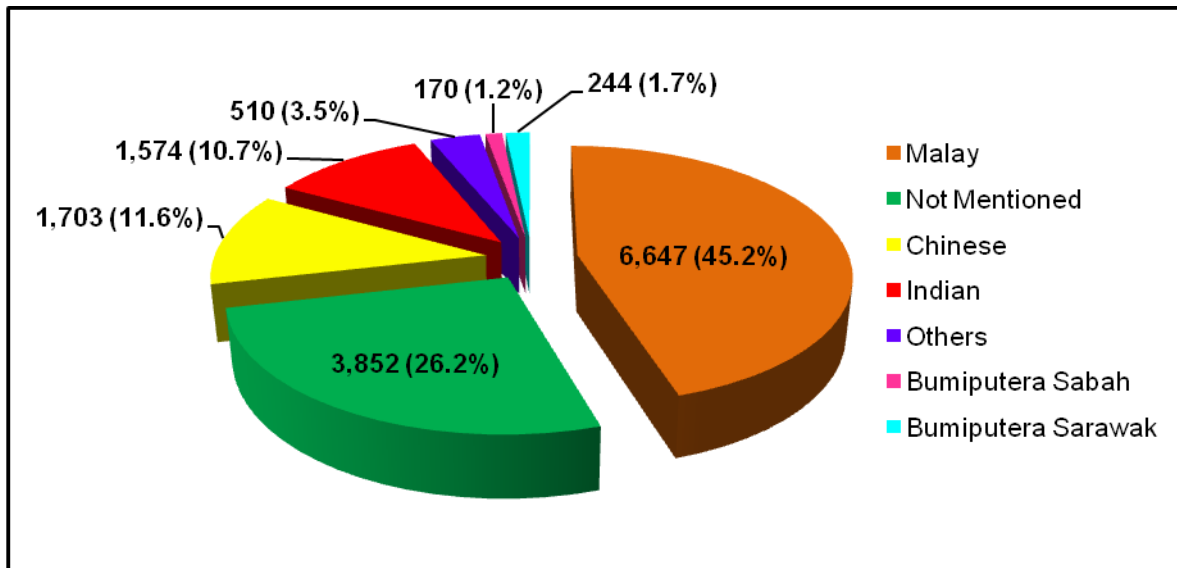
**Complaints Sector**  
**From 1 January – 31 December 2010**

No.	Sector	Total Complaints					
		Ministry	%	State	%	Received	%
1.	Services	2,777	29.22	458	8.81	<b>3,235</b>	<b>22.01</b>
2.	Local Council	866	9.11	1,956	37.64	<b>2,822</b>	<b>19.20</b>
3.	Public Amenities	1,067	11.23	1,128	21.70	<b>2,195</b>	<b>14.93</b>
4.	Finance	1,134	11.93	111	2.14	<b>1,245</b>	<b>8.47</b>
5.	Security	680	7.16	161	3.10	<b>841</b>	<b>5.72</b>
6.	Welfare	598	6.29	194	3.73	<b>792</b>	<b>5.39</b>
7.	Environment	280	2.95	357	6.87	<b>637</b>	<b>4.33</b>
8.	Education	581	6.11	22	0.42	<b>603</b>	<b>4.10</b>
9.	Health	418	4.40	43	0.83	<b>461</b>	<b>3.14</b>
10.	Land	63	0.66	369	7.10	<b>432</b>	<b>2.94</b>
11.	Others	291	3.06	90	1.73	<b>381</b>	<b>2.59</b>
12.	Housing	193	2.03	153	2.94	<b>346</b>	<b>2.35</b>
13.	Citizenship	270	2.84	51	0.98	<b>321</b>	<b>2.18</b>
14.	Legislation	151	1.59	79	1.52	<b>230</b>	<b>1.56</b>
15.	Agriculture	117	1.23	24	0.46	<b>141</b>	<b>0.96</b>
16.	Foreign Affairs	17	0.18	1	0.02	<b>18</b>	<b>0.12</b>
<b>Total</b>		<b>9,503</b>	<b>100</b>	<b>5,197</b>	<b>100</b>	<b>14,700</b>	<b>100</b>

Source: Printed from i-Aduan System on 1 February 2011

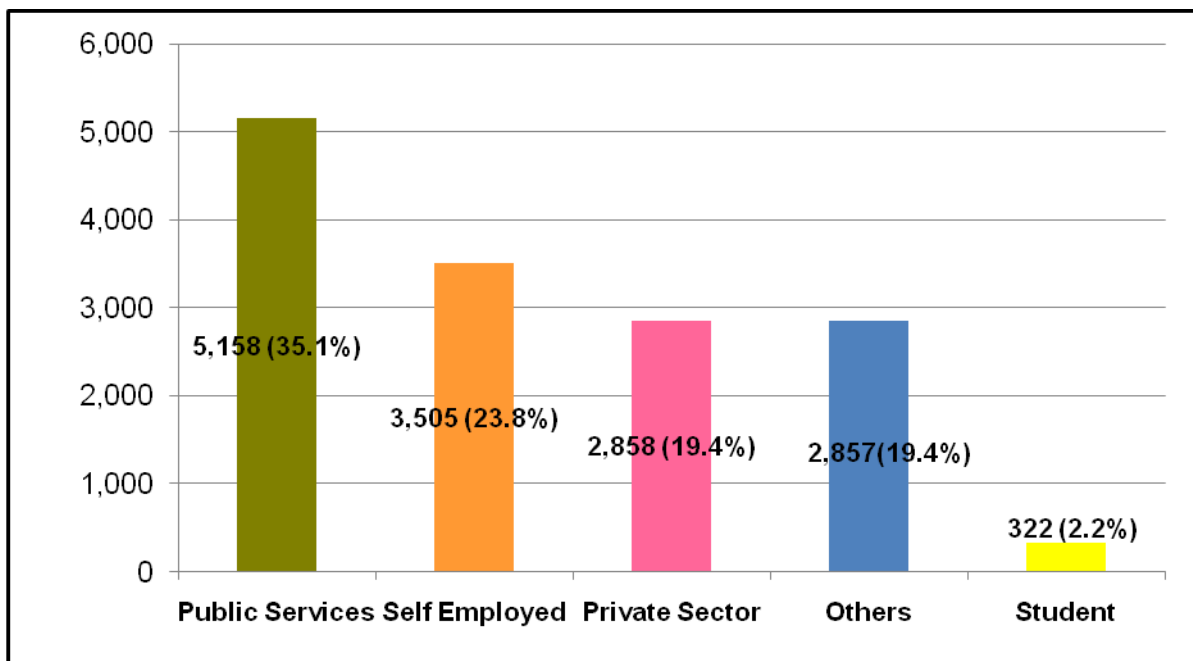
**Complainants Profile  
From 1 January – 31 December 2010**

**(i) Complainants Profile by Race**



Source: Printed from i-Aduan System on 1 February 2011

**(ii) Complainants Profile by Profesion**



Source: Printed from i-Aduan System on 1 February 2011

**Ten Agencies (Ministries) Including GLC**

**With Highest Cases Received From 1 January – 31 December 2010**

**A. Ministry's Agencies**

No.	Agency	Total Complaints				
		Received	Under Investigation (%)	Resolved (%)	Resolved and Valid (%)	Resolved and Not Valid (%)
1.	Kuala Lumpur City Hall	1,123	1 (0.1%)	1,122 (99.9%)	978 (87.2%)	144 (12.8%)
2.	Royal Malaysian Police	859	-	859 (100%)	424 (49.4%)	435 (50.6%)
3.	Public Works Department	638	4 (0.6%)	634 (99.4%)	561 (88.5%)	73 (11.5%)
4.	Central Bank of Malaysia*	363	26 (7.2%)	337 (92.8%)	163 (48.4%)	174 (51.6%)
5.	State Education Department	324	5 (1.5%)	319 (98.5%)	158 (49.5%)	161 (50.5%)
6.	Immigration Department of Malaysia	316	-	316 (100%)	158 (50.0%)	158 (50.0%)
7.	Social Welfare Department	311	1 (0.3%)	310 (99.7%)	192 (61.9%)	118 (38.1%)
8.	Hospital	248	7 (2.8%)	241 (97.2%)	128 (53.1%)	113 (46.9%)

Source: Printed from i-Aduan System on 1 February 2011

*\*Note: Cases involving Financial/Insurance Institutions*

**B. Government-Linked Company (GLC)**

No.	Agency	Total Complaints				
		Received	Under Investigation (%)	Resolved (%)	Resolved and Valid (%)	Resolved and Not Valid (%)
9.	Telekom Malaysia Berhad	304	-	304 (100%)	250 (82.2%)	54 (17.8%)
10.	Tenaga Nasional Berhad	235	-	235 (100%)	171 (72.8%)	64 (27.2%)

Source: Printed from i-Aduan System on 1 February 2011

**Proactive Programmes Organized By PCB's State Offices  
From 1 January – 31 December 2010**

<b>Programme</b>	<b>No. of Programme</b>	<b>No. of Attendees</b>	<b>No. of Advices</b>	<b>No. of Complaints</b>
MCC	100	6,069	3,316	881
IMCC	24	5,789	2,578	1,009
MESRA	10	4,419	32	420
<b>Total</b>	<b>134</b>	<b>16,277</b>	<b>5,926</b>	<b>2,310</b>

<b>Programme Location</b>	<b>Number of Proactive Programme</b>				
	<b>MCC</b>	<b>IMCC</b>	<b>MESRA</b>	<b>Total</b>	<b>Total (%)</b>
Pahang	11	3	1	15	11.2
Johor	11	3	1	15	11.2
Sabah	11	3	1	15	11.2
Perak	11	2	1	14	10.4
Sarawak	9	2	1	12	9.0
KL Federal Territory	9	1	1	11	8.2
Selangor	7	1	1	9	6.7
Kelantan	6	1	1	8	6.0
Negeri Sembilan	5	2	1	8	6.0
Terengganu	5	2	0	7	5.2
Kedah	5	1	0	6	4.5
Melaka	5	1	0	6	4.5
Pulau Pinang	3	2	0	5	3.7
Perlis	2	0	1	3	2.2
<b>Total</b>	<b>100</b>	<b>24</b>	<b>10</b>	<b>134</b>	<b>100</b>

Source: Printed from i-Aduan System on 1 February 2011

**\*Note: MCC - Mobile Complaints Counter; IMCC - Integrated Mobile Complaints Counter; MESRA - MESRA Rakyat Programme**

**Level of Customer Satisfaction Towards PCB Services  
From 1 January – 31 December 2010**

Satisfaction Level	%
Excellent	52.3
Good	36.9
Fair	7.3
Weak	3.5
<b>Total</b>	<b>100</b>

**Level Of Customer Satisfaction Towards PCB Services  
From 1 January – 31 December 2010**



**\*Note:**  
**1,480 Customer Feedback Forms Received From 1 January – 31 December 2010**