

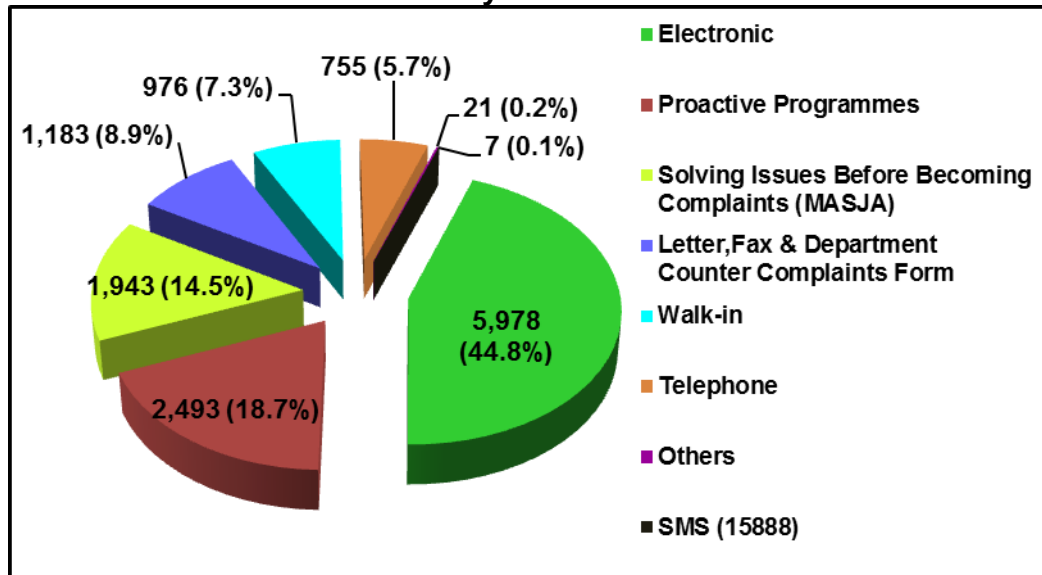
**Sources of Complaints Received  
From 1 January – 31 December 2011**

Source	Total Complaints	%
Electronic (E-mail & online complaints form)	5,978	44.8
Proactive Programmes*	2,493	18.7
Solving Issues Before Becoming Complaints (MASJA)	1,943	14.5
Letter, Fax and Department Counter Complaints Form	1,183	8.9
Walk-in	976	7.3
Telephone	755	5.7
Others	21	0.2
SMS (15888)	7	0.1
<b>Total</b>	<b>13,356</b>	<b>100</b>

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

\*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 2011**



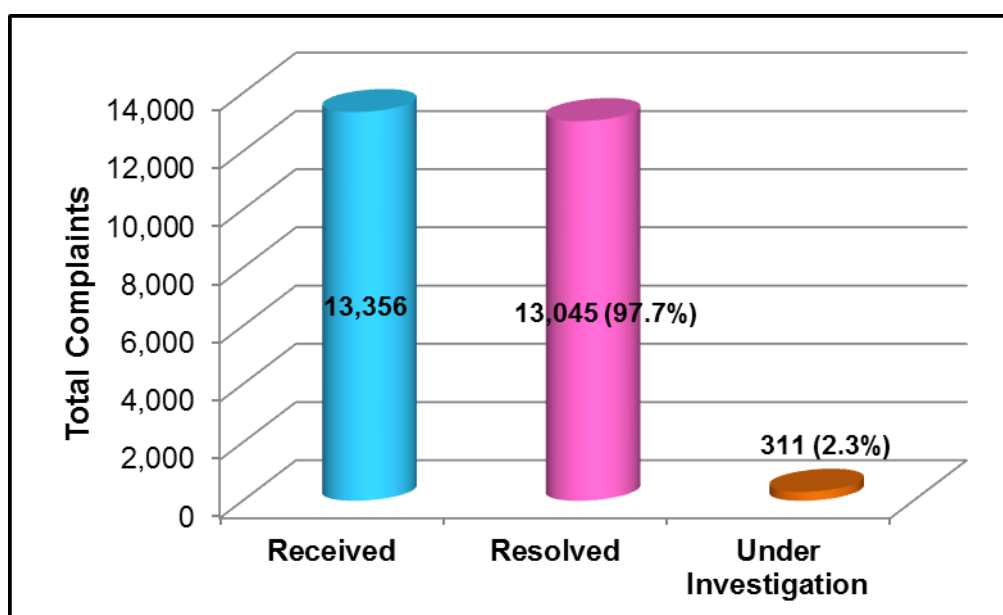
Source: Printed from i-Aduan System on 2 February 2012

**Total Complaints Received And Resolved  
From 1 January – 31 December 2011**

Agencies	Total Complaints				
	Received	Under Investigation (%)	Resolved (%)	Resolved and Valid (%)	Resolved and Not Valid (%)
Ministries	8,321 (62.3%)	159 (1.9%)	8,162 (98.1%)	5,214 (63.9%)	2,948 (36.1%)
States	5,035 (37.7%)	152 (3.0%)	4,883 (97.0%)	4,202 (86.1%)	681 (13.9%)
<b>Total</b>	<b>13,356</b>	<b>311 (2.3%)</b>	<b>13,045 (97.7%)</b>	<b>9,416 (72.2%)</b>	<b>3,629 (27.8%)</b>

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

**Status of Complaints  
From 1 January – 31 December 2011**



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

**Category Of Complaints Resolution  
From 1 January – 31 December 2011**

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.	5,649	69.2	2,774	56.8	<b>8,423</b>	<b>64.6</b>
2.	The complainant is satisfied with the explanation given by the agency complained of or the actions taken by the agency concerned.	1,728	21.2	1,053	21.6	<b>2,781</b>	<b>21.3</b>
3.	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.	588	7.2	838	17.2	<b>1,426</b>	<b>10.9</b>
4.	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.	197	2.4	218	4.5	<b>415</b>	<b>3.2</b>
<b>Total</b>		<b>8,162</b>	<b>100</b>	<b>4,883</b>	<b>100</b>	<b>13,045</b>	<b>100</b>

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

**Complaints Resolution Outcome  
From 1 January – 31 December 2011**

No.	Outcome	Total Complaints					
		Ministry	%	State	%	Total	%
1.	Reasonable Explanation Given	5,154	63.15	2,500	51.20	7,654	58.67
2.	Instantly Resolved	2,658	32.57	2,257	46.22	4,915	37.68
3.	Agency Offers Apology	121	1.48	19	0.39	140	1.07
4.	Error Admitted	95	1.16	24	0.49	119	0.91
6.	Change Of Decision	59	0.72	31	0.63	90	0.69
5.	Change in Norm/Procedure	33	0.40	49	1.00	82	0.63
7.	Compensation/Monetary Remedy	30	0.37	1	0.02	31	0.24
8.	Amendment of Law/Policy	12	0.15	2	0.04	14	0.11
<b>Total</b>		<b>8,162</b>	<b>100</b>	<b>4,883</b>	<b>100</b>	<b>13,045</b>	<b>100</b>

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

**Complaints Complexity Level  
From 1 January – 31 December 2011**

No.	Complexity Level	Total Complaints					
		Ministry	%	State	%	Total	%
1.	Easy	3,686	45.2	2,956	60.5	6,642	50.9
2.	Moderate	4,109	50.3	1,797	36.8	5,906	45.3
3.	Complex	367	4.5	130	2.7	497	3.8
<b>Total</b>		<b>8,162</b>	<b>100</b>	<b>4,883</b>	<b>100</b>	<b>13,045</b>	<b>100</b>

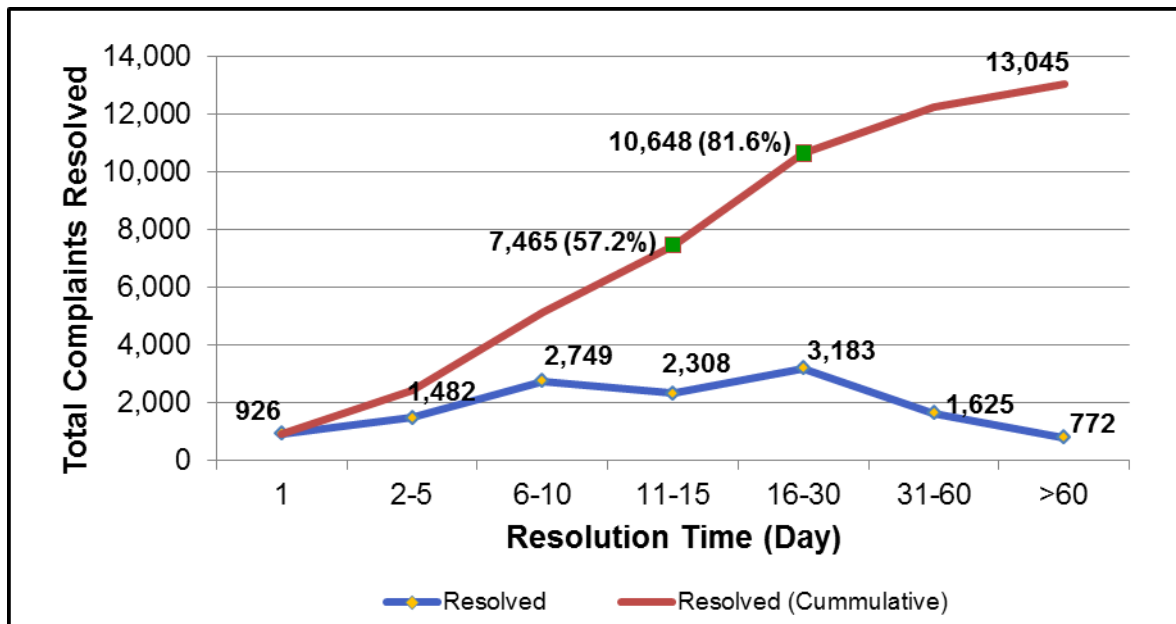
Source: Printed from i-Aduan System on 2 February 2012

**Rate of Resolving Complaints  
From 1 January – 31 December 2011**

Rate of Resolving (Day)	Total		Cumulative Total	
	Total	%	Total	%
1	926	7.1	926	7.1
2-5	1,482	11.4	2,408	18.5
6-10	2,749	21.1	5,157	39.5
11-15	2,308	17.7	7,465	57.2
16-30	3,183	24.4	10,648	81.6
31-60	1,625	12.5	12,273	94.1
>60	772	5.9	13,045	100
<b>Total</b>	<b>13,045</b>	<b>100</b>	-	-

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

**Rate of Resolving Complaints  
From 1 January – 31 December 2011**



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

**Number of Complaints Received Against Ministries  
From 1 January – 31 December 2011**

No.	Ministry	Total Complaints			
		Received	Under Investigation	Resolved	Resolved (%)
1.	Home Affairs	1,356	0	1,356	100
2.	Works	818	32	786	96.1
3.	Federal Territories and Urban Wellbeing	667	43	624	93.6
4.	Information, Communication and Culture	638	12	626	98.1
5.	Finance	585	9	576	98.5
6.	Health	542	13	529	97.6
7.	Energy, Green Technology and Water	426	9	417	97.9
8.	Domestic Trade, Co-operatives and Consumerism	415	0	415	100
9.	Prime Minister's Department	389	5	384	98.7
10.	Natural Resources and Environment	369	0	369	100
11.	Education	368	2	366	99.5
12.	Human Resource	315	1	314	99.7
13.	Transport	293	11	282	96.2
14.	Higher Education	268	5	263	98.1
15.	Women, Family and Community Development	261	7	254	97.3
16.	Housing and Local Government	190	9	181	95.3
17.	Rural and Regional Development	145	0	145	100
18.	Agriculture and Agro-based Industry	143	0	143	100
19.	Defence	44	0	44	100
20.	Tourism	27	0	27	100
21.	Foreign Affairs	16	0	16	100

No.	Ministry	Total Complaints			
		Received	Under Investigation	Resolved	Resolved (%)
22.	Youth and Sports	13	1	12	92.3
23.	Plantation Industries and Commodities	13	0	13	100
24.	International Trade and Industry	12	0	12	100
25.	Science, Technology and Innovation	8	0	8	100
<b>Total</b>		<b>8,321</b>	<b>159</b>	<b>8,162</b>	<b>98.1</b>

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

**Number of Complaints Received  
Against State Government Agencies  
From 1 January – 31 December 2011**

No.	State	Total			
		Received	Under Investigation	Resolved	Resolved (%)
1.	Selangor	950	138	812	85.5
2.	Johor	628	0	628	100
3.	Sarawak	520	0	520	100
4.	Pahang	519	0	519	100
5.	Perak	495	3	492	99.4
6.	Negeri Sembilan	388	8	380	97.9
7.	Sabah	376	0	376	100
8.	Terengganu	313	0	313	100
9.	Melaka	261	2	259	99.2
10.	Pulau Pinang	202	0	202	100
11.	Kedah	189	1	188	99.5
12.	Kelantan	170	0	170	100
13.	Perlis	24	0	24	100
<b>Total</b>		<b>5,035</b>	<b>152</b>	<b>4,883</b>	<b>97.0</b>

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



**Category of Complaints  
(Ministries & State Government Agencies)  
From 1 January – 31 December 2011**

No.	Category	Total Complaints					
		Ministry	%	State	%	Received	%
1.	Delay/No Action	3,241	38.9	2,734	54.3	<b>5,975</b>	<b>44.7</b>
2.	Unsatisfactory Quality of Service	1,859	22.3	578	11.5	<b>2,437</b>	<b>18.2</b>
3.	Unfair Action	1,252	15.0	391	7.8	<b>1,643</b>	<b>12.3</b>
4.	Failure of Enforcement	624	7.5	498	9.9	<b>1,122</b>	<b>8.4</b>
5.	Lack of Public Amenities	384	4.6	460	9.1	<b>844</b>	<b>6.3</b>
6.	Miscellaneous Complaints	322	3.9	203	4.0	<b>525</b>	<b>3.9</b>
7.	Failure to Adhere to Set Procedures	228	2.7	81	1.6	<b>309</b>	<b>2.3</b>
8.	Misconduct of Civil Servant	207	2.5	32	0.6	<b>239</b>	<b>1.8</b>
9.	Abuse of Power/ Misappropriation	162	1.9	32	0.6	<b>194</b>	<b>1.5</b>
10.	Inadequacies of Policy Implementation and Law	42	0.5	26	0.5	<b>68</b>	<b>0.5</b>
<b>Total</b>		<b>8,321</b>	<b>100</b>	<b>5,035</b>	<b>100</b>	<b>13,356</b>	<b>100</b>

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

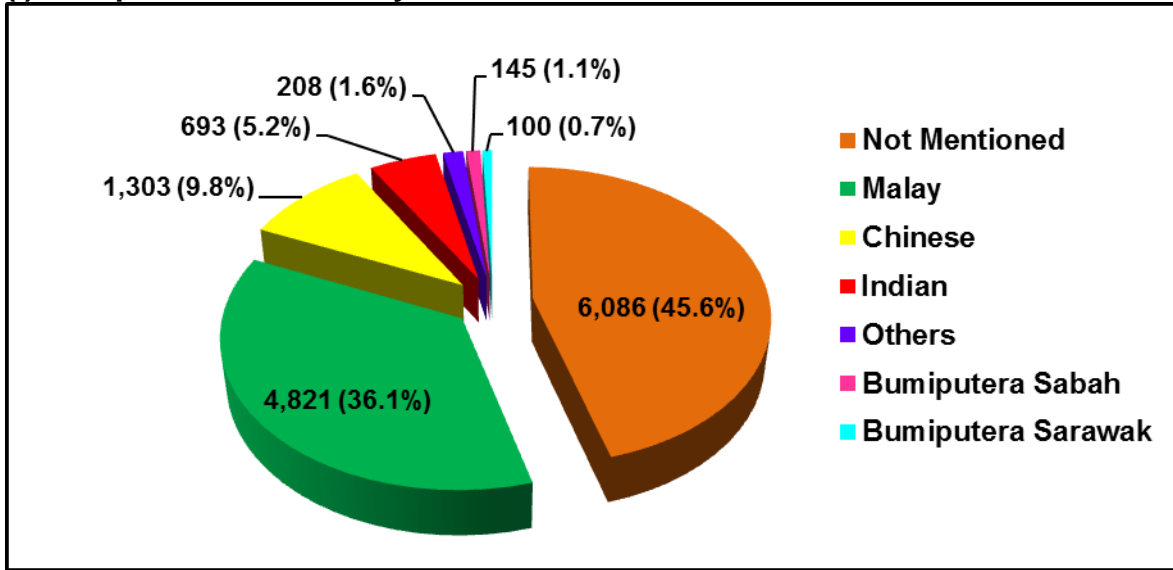
**Complaints Sector**  
**From 1 January – 31 December 2011**

No.	Sector	Total Complaints					
		Ministry	%	State	%	Received	%
1.	Services	2,858	34.3	479	9.5	3,337	25.0
2.	Public Amenities	1,208	14.5	1,251	24.8	2,459	18.4
3.	Local Council	406	4.9	1,776	35.3	2,182	16.3
4.	Security	586	7.0	121	2.4	707	5.3
5.	Welfare	487	5.9	212	4.2	699	5.2
6.	Finance	612	7.4	49	1.0	661	4.9
7.	Environment	325	3.9	301	6.0	626	4.7
8.	Others	369	4.4	181	3.6	550	4.1
9.	Education	474	5.7	14	0.3	488	3.7
10.	Housing	187	2.2	218	4.3	405	3.0
11.	Health	376	4.5	26	0.5	402	3.0
12.	Land	54	0.6	320	6.4	374	2.8
13.	Legislation	165	2.0	33	0.7	198	1.5
14.	Citizenship	130	1.6	35	0.7	165	1.2
15.	Agriculture	76	0.9	19	0.4	95	0.7
16.	Foreign Affairs	8	0.1	0	0.0	8	0.1
<b>Total</b>		<b>8,321</b>	<b>100</b>	<b>5,035</b>	<b>100</b>	<b>13,356</b>	<b>100</b>

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

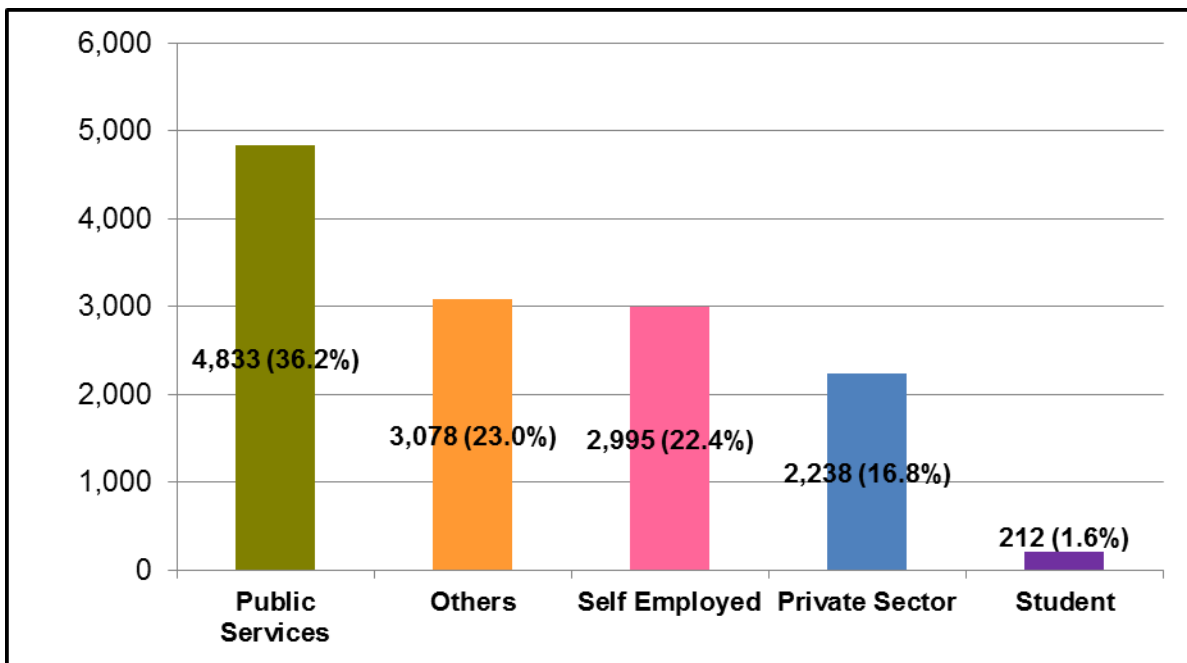
**Complainants Profile  
From 1 January – 31 December 2011**

**(i) Complainants Profile by Race**



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

**(ii) Complainants Profile by Profesion**



Source: Printed from i-Aduan System on 2 February 2011

**Ten Agencies (Ministries) Including GLC  
With Highest Cases Received From 1 January – 31 December 2011**

**A. Ministry's Agencies**

No.	Agency	Total Complaints				
		Received	Under Investigation (%)	Resolved (%)	Resolved and Valid (%)	Resolved and Not Valid (%)
1.	Royal Malaysian Police	841	0	841 (100%)	453 (53.9%)	388 (46.1%)
2.	Public Works Department	759	28 (3.7%)	731 (96.7%)	677 (92.6%)	54 (7.4%)
3.	Kuala Lumpur City Hall	571	41 (7.2%)	530 (92.8%)	460 (86.8%)	70 (13.2%)
4.	State Education Department	305	2 (0.7%)	303 (99.3%)	167 (55.1%)	136 (44.9%)
5.	Immigration Department	280	0	280 (100%)	168 (60.0%)	112 (40.0%)
6.	Social Welfare Department	257	7 (2.7%)	250 (97.3%)	153 (61.2%)	97 (38.8%)
7.	State Health Department	245	5 (2.0%)	240 (98.0%)	154 (64.2%)	86 (35.8%)
8.	Central Bank of Malaysia	215	4 (1.9%)	211 (98.1%)	98 (46.4%)	113 (53.6%)

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

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

No.	Agency	Total Complaints				
		Received	Under Investigation (%)	Resolved (%)	Resolved and Valid (%)	Resolved and Not Valid (%)
1.	Tenaga Nasional Berhad	293	5 (1.7%)	288 (98.3%)	221 (76.7%)	67 (23.3%)
2.	Telekom Malaysia Berhad	257	8 (3.1%)	249 (96.9%)	209 (83.9%)	40 (16.1%)

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

**Proactive Programmes Organized By PCB's State Offices  
From 1 January – 31 December 2011**

<b>Programme</b>	<b>No. of Programme</b>	<b>No. of Attendees</b>	<b>No. of Advices</b>	<b>No. of Complaints</b>
MCC	123	10,596	3,247	845
IMCC	29	9,739	3,176	1,226
MESRA	10	4,829	45	395
<b>Total</b>	<b>162</b>	<b>25,164</b>	<b>6,468</b>	<b>2,466</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	15	3	1	19	11.7
Sarawak	13	3	1	17	10.5
Sabah	13	3	1	17	10.5
Johor	12	3	1	16	9.9
Selangor	12	3	1	16	9.9
KL Federal Territory	12	2	1	15	9.3
Perak	11	3	1	15	9.3
Kedah	7	2	0	9	5.6
Melaka	8	0	1	9	5.6
Kelantan	7	2	0	9	5.6
Terengganu	6	1	1	8	4.9
Negeri Sembilan	4	3	0	7	4.3
Perlis	2	1	0	3	1.9
Pulau Pinang	1	0	1	2	1.2
<b>Total</b>	<b>123</b>	<b>29</b>	<b>10</b>	<b>162</b>	<b>100</b>

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

**\*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 2011**

Satisfaction Level	%
Excellent	53.4
Good	30.8
Fair	8.0
Weak	7.8
<b>Total</b>	<b>100</b>

**Level of Customer Satisfaction Towards PCB Services  
From 1 January – 31 December 2011**



**\* Note: 1,271 Customer Feedback Forms (Hardcopy: 1,087 (85.5%), Online: 184 (14.5%)) Received From 1 January – 31 December 2011**