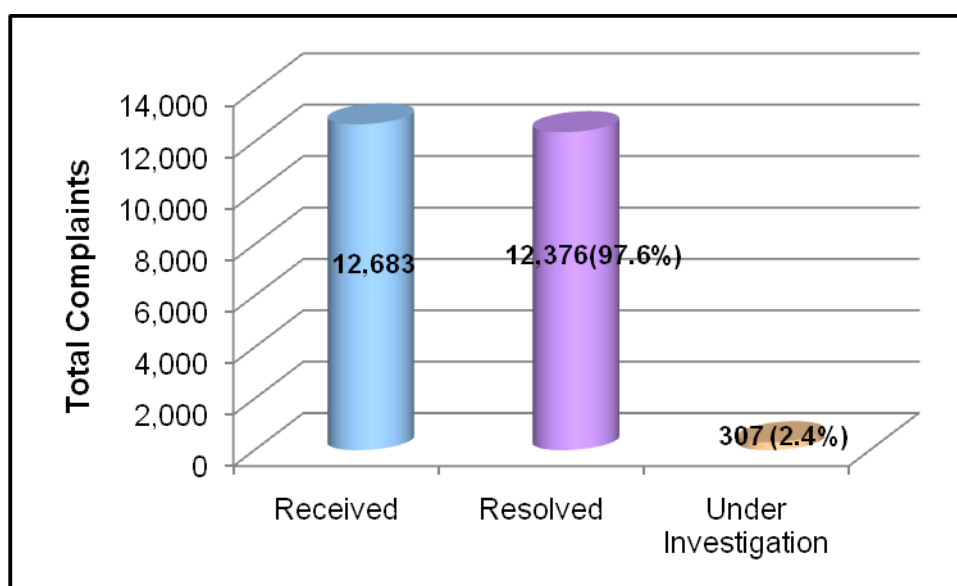


**Total Complaints Received And Resolved
By Public Complaints Bureau, Prime Minister's Department
From 1 January – 31 December 2009**

Agencies	Total Complaints					
	Received	Under Investigation	Resolved	Resolved (%)	Resolved & Valid	Resolved & Not Valid (%)
Ministries	8,694	230	8,464	97.4	4,573	54.0
States	3,989	77	3,912	98.1	2,900	74.1
Total	12,683	307	12,376	97.6	7,473	60.4

Source: Printed from i-Aduan System on 2nd February 2010

Status of Complaints, From 1 January – 31 December 2009



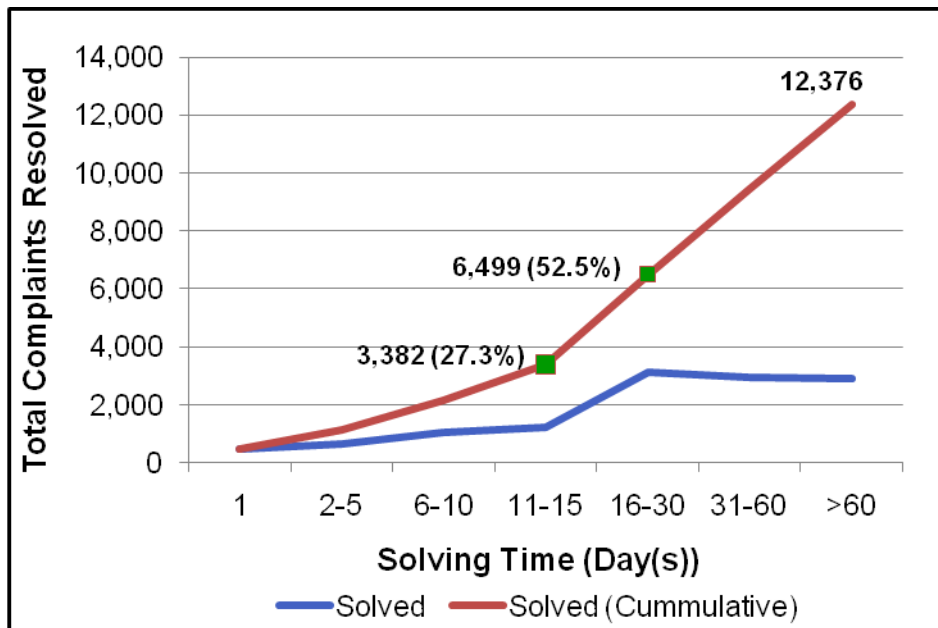
Source: Printed from i-Aduan System on 2nd February 2010

**Rate of Resolving Complaints
By Public Complaints Bureau, Prime Minister's Department
From 1 January – 31 December 2009**

Rate of Resolving (Day(s))	Total		Cummulative Total	
	Total	%	Total	%
1	485	3.9	485	3.9
2-5	627	5.1	1,112	9.0
6-10	1,033	8.3	2,145	17.3
11-15	1,237	10.0	3,382	27.3
16-30	3,117	25.2	6,499	52.5
31-60	2,959	23.9	9,458	76.4
>60	2,918	23.6	12,376	100.0
Total	12,376	100	-	-

Source: Printed from i-Aduan System on 2nd February 2010

**Rate of Resolving Complaints
From 1 January – 31 December 2009**



Source: Printed from i-Aduan System on 2nd February 2010

**Sources Of Complaints Received
By Public Complaints Bureau, Prime Minister's Department
From 1 January – 31 December 2009**

Source	Total Complaints	%
Electronic (E-mail & online complaints form)	5,318	41.9
Pro-active Programmes*	2,591	20.4
Letter, Fax and Department Counter Complaints Form	1,531	12.1
Walk-in	1,498	11.8
Solving Issues Before Becoming Complaints (MASJA)	804	6.3
Telephone	724	5.7
Others	217	1.7
Total	12,683	100

Source: Printed from i-Aduan System on 2nd February 2010

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

**Number of Complaints Received Against Ministries
By Public Complaints Bureau, Prime Minister's Department
From 1 January – 31 December 2009**

No.	Ministry	Total Complaints			
		Received	Under Investigation	Resolved	Resolved (%)
1.	Home Affairs	1,496	19	1,477	98.7
2.	Finance	794	22	772	97.2
3.	Prime Minister's Department	709	5	704	99.3
4.	Health	654	42	612	93.6
5.	Works	572	20	552	96.5
6.	Education	556	29	527	94.8
7.	Federal Territories and Urban Wellbeing	553	15	538	97.3
8.	Information, Communication and Culture	480	1	479	99.8
9.	Transport	359	22	337	93.9
10.	Human Resource	356	1	355	99.7
11.	Energy, Green Technology and Water	345	7	338	98.0
12.	Domestic Trade, Cooperative and Consumerism	312	13	299	95.8
13.	Natural Resources and Environment	272	3	269	98.9
14.	Women, Family and Community Development	271	4	267	98.5
15.	Higher Education	247	19	228	92.3
16.	Agriculture and Agro-based Industry	212	0	212	100.0
17.	Rural and Regional Development	175	2	173	98.9

No.	Ministry	Total Complaints			
		Received	Under Investigation	Resolved	Resolved (%)
18.	Housing and Local Government	137	3	134	97.8
19.	Defence	79	0	79	100.0
20.	Youth and Sports	34	2	32	94.1
21.	International Trade and Industry	24	0	24	100.0
22.	Tourism	22	0	22	100.0
23.	Foreign Affairs	21	1	20	95.2
24.	Plantation Industries and Commodities	10	0	10	100.0
25.	Science, Technology and Innovation	4	0	4	100.0
Total		8,694	230	8,464	97.4

Source: Printed from i-Aduan System on 2nd February 2010

**Number of Complaints Received
Against State Government Agencies
By Public Complaints Bureau, Prime Minister's Department
From 1 January – 31 December 2009**

No.	State	Total			
		Received	Under Investigation	Resolved	Resolved (%)
1.	Selangor	655	31	624	95.3
2.	Johor	490	2	488	99.6
3.	Pahang	469	0	469	100.0
4.	Perak	342	2	340	99.4
5.	Sabah	335	30	305	91.0
6.	Sarawak	324	0	324	100.0
7.	Negeri Sembilan	305	0	305	100.0
8.	Melaka	284	1	283	99.6
9.	Kedah	240	6	234	97.5
10.	Pulau Pinang	217	3	214	98.6
11.	Terengganu	164	0	164	100.0
12.	Kelantan	124	0	124	100.0
13.	Perlis	40	2	38	95.0
Total		3,989	77	3,912	98.1

Source: Printed from i-Aduan System on 2nd February 2010

Category of Complaints Received
By Public Complaints Bureau, Prime Minister's Department
From 1 January – 31 December 2009

No.	Category	Total Complaints					
		Ministry	%	State	%	Received	%
1.	Delay/No Action	2,762	31.8	1,513	37.9	4,275	33.7
2.	Unsatisfactory Quality of Service	1,606	18.5	669	16.8	2,275	17.9
3.	Unfair Action	1,739	20.0	356	8.9	2,095	16.5
4.	Failure of Enforcement	745	8.6	585	14.7	1,330	10.5
5.	Lack of Public Amenities	458	5.3	466	11.7	924	7.3
6.	Miscellaneous Complaints	544	6.3	196	4.9	740	5.8
7.	Misconduct of Civil Servant	299	3.4	42	1.1	341	2.7
8.	Failure to Adhere to Set Procedures	220	2.5	86	2.2	306	2.4
9.	Abuse of Power/ Misappropriation	198	2.3	48	1.2	246	1.9
10.	Inadequacies of Policy Implementation and Law	123	1.4	28	0.7	151	1.2
Total		8,694	100.0	3,989	100.0	12,683	100.0

Source: Printed from i-Aduan System on 2nd February 2010

**Ten Agencies (Ministries) With Highest Cases Received
By Public Complaints Bureau, Prime Minister's Department
From 1 January – 31 December 2009**

No.	Agency	Total Complaints					
		Received	Under Investigation	Resolved	Resolved (%)	Resolved and Valid	Resolved and Not Valid (%)
1.	Royal Malaysian Police	785	14	771	98.2	389	50.5
2.	Public Works Department	497	15	482	97.0	430	89.2
3.	Kuala Lumpur City Hall	438	10	428	97.7	333	77.8
4.	Central Bank of Malaysia*	380	15	365	96.1	166	45.5
5.	State Education Department	311	21	290	93.2	132	45.5
6.	National Registration Department	310	0	310	100.0	113	36.5
7.	Immigration Department	274	4	270	98.5	126	46.7
8.	Hospital	270	16	254	94.1	118	46.5
9.	Social Welfare Department	269	4	265	98.5	160	60.4
10.	Tenaga Nasional Berhad	219	2	217	99.1	166	76.5

Source: Printed from i-Aduan System on 2nd February 2010

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

**Pro-active Programmes Organized By PCB's State Offices
From 1 January – 31 December 2009**

Programme Location	Number Of Pro-active Programme				
	MCC	IMCC	MESRA	Total	Total (%)
Johor	13	3	2	18	13.8
Sabah	13	2	1	16	12.3
Perak	12	1	1	14	10.8
Sarawak	11	2	0	13	10.0
Pahang	8	3	1	12	9.2
WP Kuala Lumpur	7	2	0	9	6.9
Negeri Sembilan	7	2	0	9	6.9
Melaka	4	2	1	7	5.4
Kelantan	5	2	0	7	5.4
Kedah	5	2	0	7	5.4
Terengganu	5	0	1	6	4.6
Selangor	5	0	0	5	3.8
Pulau Pinang	2	1	0	3	2.3
Perlis	2	1	0	3	2.3
WP Labuan	0	1	0	1	0.8
Total	99	24	7	130	100.0

Source: Printed from i-Aduan System on 2nd February 2010

***Note:**

MCC - Mobile Complaints Counter

IMCC - Integrated Mobile Complaints Counter

MESRA - MESRA Rakyat Programme