

Note: The provided data is based on information up to 2 January 2013 and is subjected to change. This is because the cut-off date for the 2012 annual report is on 31 January 2013.

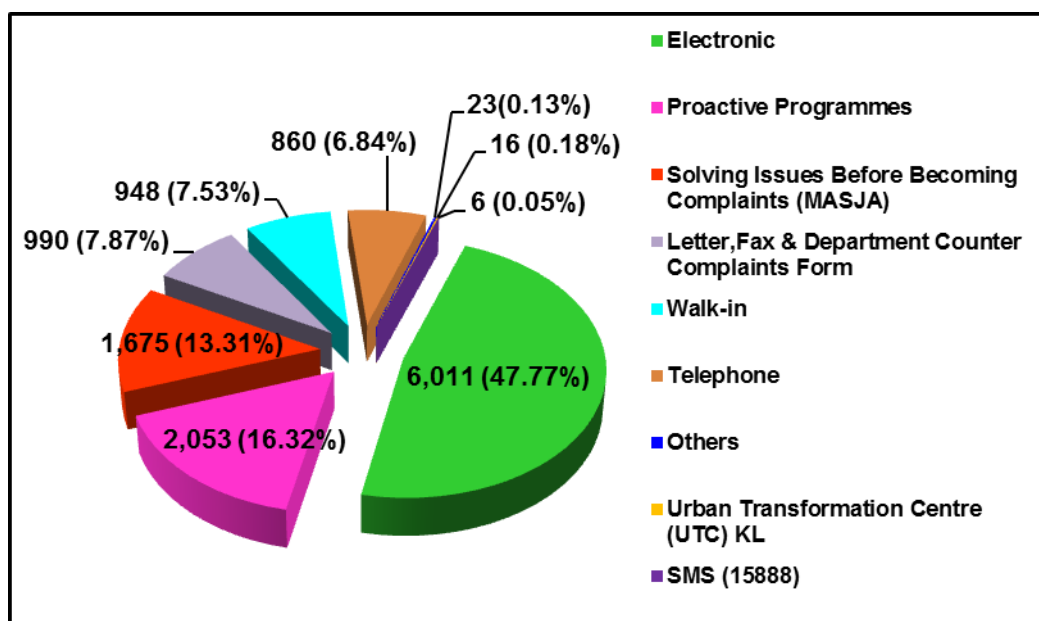
**Sources of Complaints Received
From 1 January – 31 December 2012**

Source	Total Complaints	%
Electronic (E-mail & online complaints form)	6,011	47.77
Proactive Programmes*	2,053	16.32
Solving Issues Before Becoming Complaints (MASJA)	1,675	13.31
Letter, Fax and Department Counter Complaints Form	990	7.87
Walk-in	948	7.53
Telephone	860	6.84
Others	23	0.18
Urban Transformation Centre (UTC) KL	16	0.13
SMS (15888)	6	0.05
Total	12,582	100

Source: Printed from i-Aduan System on 2 January 2013

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

**Sources of Complaints
From 1 January – 31 December 2012**



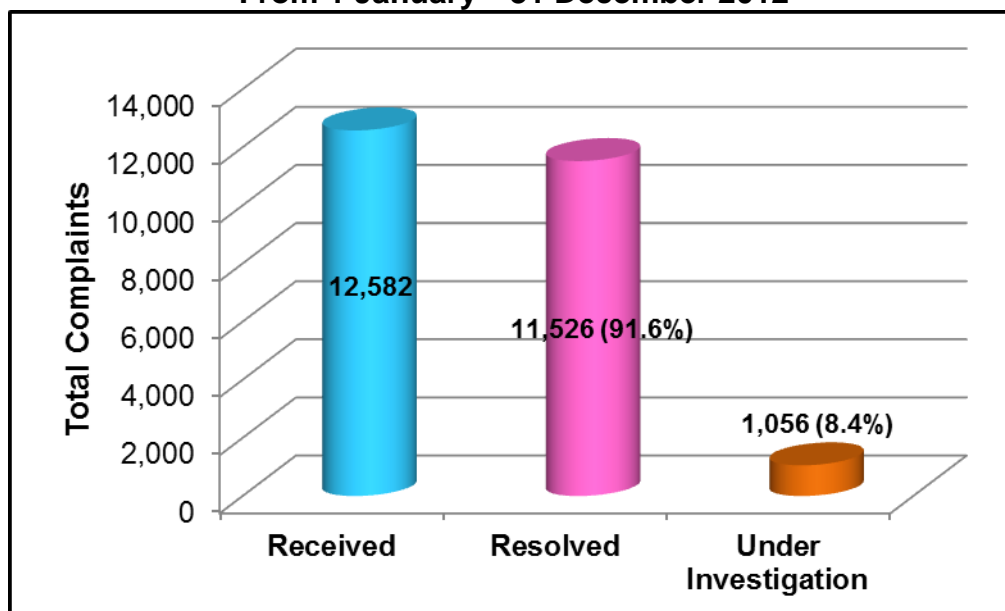
Source: Printed from i-Aduan System on 2 January 2013

**Total Complaints Received and Resolved
From 1 January – 31 December 2012**

Agencies	Total Complaints				
	Received	Under Investigation (%)	Resolved (%)	Resolved and Valid (%)	Resolved and Not Valid (%)
Ministries	7,681	545 (7.1%)	7,136 (92.9%)	4,707 (66.0%)	2,429 (34.0%)
States	4,901	511 (10.4%)	4,390 (89.6%)	3,743 (85.3%)	647 (14.7%)
Total	12,582	1,056 (8.4%)	11,526 (91.6%)	8,450 (73.3%)	3,076 (26.7%)

Source: Printed from i-Aduan System on 2 January 2013

**Status of Complaints
From 1 January – 31 December 2012**



Source: Printed from i-Aduan System on 2 January 2013

**Category of Complaints Resolution
From 1 January – 31 December 2012**

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.	4,804	67.3	2,675	60.9	7,479	64.9
2.	The complainant is satisfied with the explanation given by the agency complained of or the actions taken by the agency concerned.	1,623	22.7	775	17.6	2,398	20.8
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.	181	2.5	783	17.8	964	8.4
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.	528	7.4	157	3.6	685	5.9
Total		5,935	7,136	100	4,390	100	11,526

Source: Printed from i-Aduan System on 2 January 2013

**Complaints Resolution Outcome
From 1 January – 31 December 2012**

No.	Outcome	Total Complaints					
		Ministry	%	State	%	Total	%
1.	Reasonable Explanation Given	4,173	58.5	2,131	48.5	6,304	54.7
2.	Instantly Resolved	2,663	37.3	2,148	48.9	4,811	41.7
3.	Change in Norm/Procedure	98	1.4	8	0.2	106	0.9
4.	Agency Offers Apology	48	0.7	52	1.2	100	0.9
5.	Error Admitted	57	0.8	33	0.8	90	0.8
5.	Change Of Decision	65	0.9	14	0.3	79	0.7
7.	Amendment of Law/Policy	23	0.3	4	0.1	27	0.2
8.	Compensation/Monetary Remedy	9	0.1	-	-	9	0.1
Total		7,136	100	4,390	100	11,526	100

Source: Printed from i-Aduan System on 2 January 2013

**Complaints Complexity Level
From 1 January – 31 December 2012**

No.	Complexity Level	Total Complaints					
		Ministry	%	State	%	Total	%
1.	Easy	3,362	47.1	2,469	56.2	5,831	50.6
2.	Moderate	3,495	49.0	1,738	39.6	5,233	45.4
3.	Complex	279	3.9	183	4.2	462	4.0
Total		7,136	100	4,390	100	11,526	100

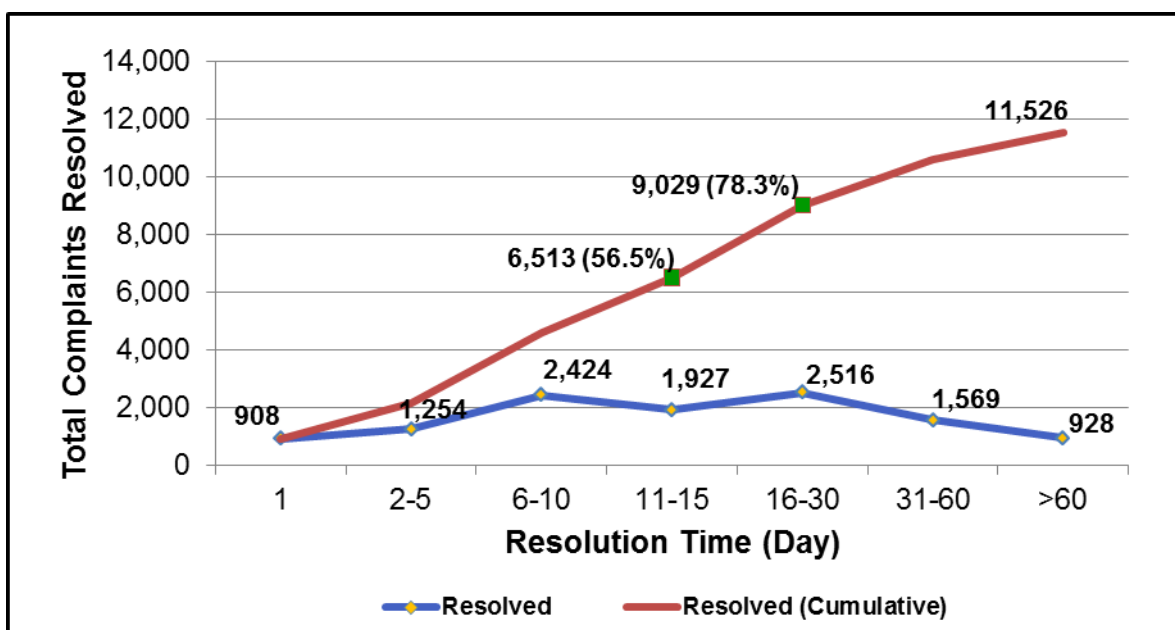
Source: Printed from i-Aduan System on 2 January 2013

**Rate of Resolving Complaints
From 1 January – 31 December 2012**

Rate of Resolving (Day)	Total		Cumulative Total	
	Total	%	Total	%
1	908	7.9	908	7.9
2-5	1,254	10.9	2,162	18.8
6-10	2,424	21.0	4,586	39.8
11-15	1,927	16.7	6,513	56.5
16-30	2,516	21.8	9,029	78.3
31-60	1,569	13.6	10,598	92.0
>60	928	8.1	11,526	100
Total	11,526	100	-	-

Source: Printed from i-Aduan System on 2 January 2013

**Rate of Resolving Complaints
From 1 January – 31 December 2012**



Source: Printed from i-Aduan System on 2 January 2013

**Number of Complaints Received Against Ministries
From 1 January – 31 December 2012**

No.	Ministry	Total Complaints			
		Received	Under Investigation	Resolved	Resolved (%)
1.	Home Affairs	1,247	43	1,204	96.6
2.	Works	837	63	774	92.5
3.	Health	581	53	528	90.9
4.	Federal Territories and Urban Wellbeing	546	17	529	96.9
5.	Prime Minister's Department	494	23	471	95.3
6.	Finance	482	56	426	88.4
7.	Education	479	46	433	90.4
8.	Energy, Green Technology and Water	429	39	390	90.9
9.	Information, Communication and Culture	397	51	346	87.2
10.	Domestic Trade, Co-operatives and Consumerism	349	20	329	94.3
11.	Housing and Local Government	296	23	273	92.2
12.	Natural Resources and Environment	277	15	262	94.6
13.	Women, Family and Community Development	239	13	226	94.6
14.	Higher Education	249	20	229	92.0
15.	Transport	221	32	189	85.5
16.	Human Resource	213	13	200	93.9
17.	Agriculture and Agro-based Industry	102	7	95	93.1
18.	Rural and Regional Development	104	5	99	95.2
19.	Defence	60	4	56	93.3

No.	Ministry	Total Complaints			
		Received	Under Investigation	Resolved	Resolved (%)
20.	Youth and Sports	21	0	21	100
21.	Tourism	16	0	16	100
22.	Foreign Affairs	14	1	13	92.9
23.	International Trade and Industry	12	0	12	100
24.	Science, Technology and Innovation	8	0	8	100
25.	Plantation Industries and Commodities	8	1	7	87.5
Total		7,681	545	7,136	92.9

Source: Printed from i-Aduan System on 2 January 2013

**Number of Complaints Received
Against State Government Agencies
From 1 January – 31 December 2012**

No.	State	Total			
		Received	Under Investigation	Resolved	Resolved (%)
1.	Selangor	911	386	525	57.6
2.	Pahang	676	43	633	93.6
3.	Johor	601	4	597	99.3
4.	Sarawak	448	3	445	99.3
5.	Sabah	413	18	395	95.6
6.	Perak	380	1	379	99.7
7.	Terengganu	292	14	278	95.2
8.	Negeri Sembilan	285	6	279	97.9
9.	Melaka	269	11	258	95.9
10.	Pulau Pinang	212	2	210	99.1
11.	Kedah	197	15	182	92.4
12.	Kelantan	142	6	136	95.8
13.	Perlis	75	2	73	97.3
Total		4,901	511	4,390	89.6

Source: Printed from i-Aduan System on 2 January 2013

**Category of Complaints
(Ministries & State Government Agencies)
From 1 January – 31 December 2012**

No.	Category	Total Complaints					
		Ministry	%	State	%	Received	%
1.	Delay/No Action	3,093	40.3	2,784	56.8	5,877	46.7
2.	Unsatisfactory Quality of Service	1,408	18.3	434	8.9	1,842	14.6
3.	Unfair Action	1,121	14.6	289	5.9	1,410	11.2
4.	Failure of Enforcement	529	6.9	459	9.4	988	7.9
5.	Miscellaneous Complaints	547	7.1	361	7.4	908	7.2
6.	Lack of Public Amenities	374	4.9	413	8.4	787	6.3
7.	Failure to Adhere to Set Procedures	240	3.1	77	1.6	317	2.5
8.	Misconduct of Civil Servant	189	2.5	33	0.7	222	1.8
9.	Abuse of Power/ Misappropriation	122	1.6	38	0.8	160	1.3
10.	Inadequacies of Policy Implementation and Law	58	0.8	13	0.3	71	0.6
Total		7,681	100	4,901	100	12,582	100

Source: Printed from i-Aduan System on 2 January 2013

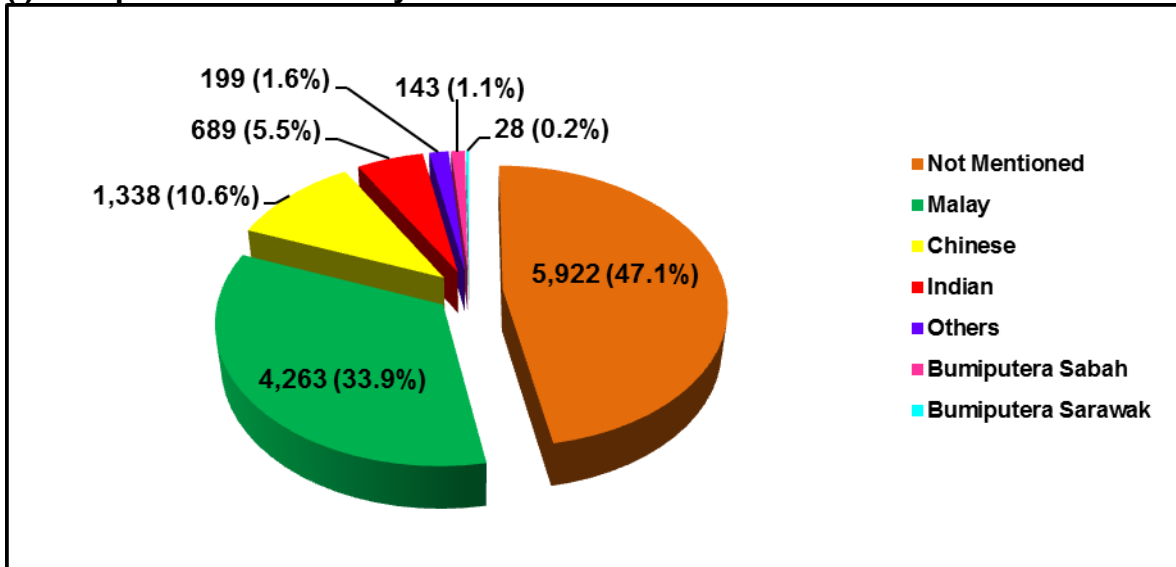
Complaints Sector
From 1 January – 31 December 2012

No.	Sector	Total Complaints					
		Ministry	%	State	%	Received	%
1.	Services	2,660	34.63	509	10.39	3,169	25.19
2.	Public Amenities	1,158	15.08	1,320	26.93	2,478	19.69
3.	Local Council	433	5.64	1,642	33.50	2,075	16.49
4.	Others	413	5.38	264	5.39	677	5.38
5.	Security	521	6.78	138	2.82	659	5.24
6.	Finance	520	6.77	57	1.16	577	4.59
7.	Environment	288	3.75	255	5.20	543	4.32
8.	Education	382	4.97	106	2.16	488	3.88
9.	Welfare	446	5.81	17	0.35	463	3.68
10.	Health	371	4.83	28	0.57	399	3.17
11.	Housing	164	2.14	199	4.06	363	2.89
12.	Land	33	0.43	313	6.39	346	2.75
13.	Legislation	157	2.04	26	0.53	183	1.45
14.	Citizenship	93	1.21	13	0.27	106	0.84
15.	Agriculture	38	0.49	13	0.27	51	0.41
16.	Foreign Affairs	4	0.05	1	0.02	5	0.04
Total		7,681	100	4,901	100	12,582	100

Source: Printed from i-Aduan System on 2 January 2013

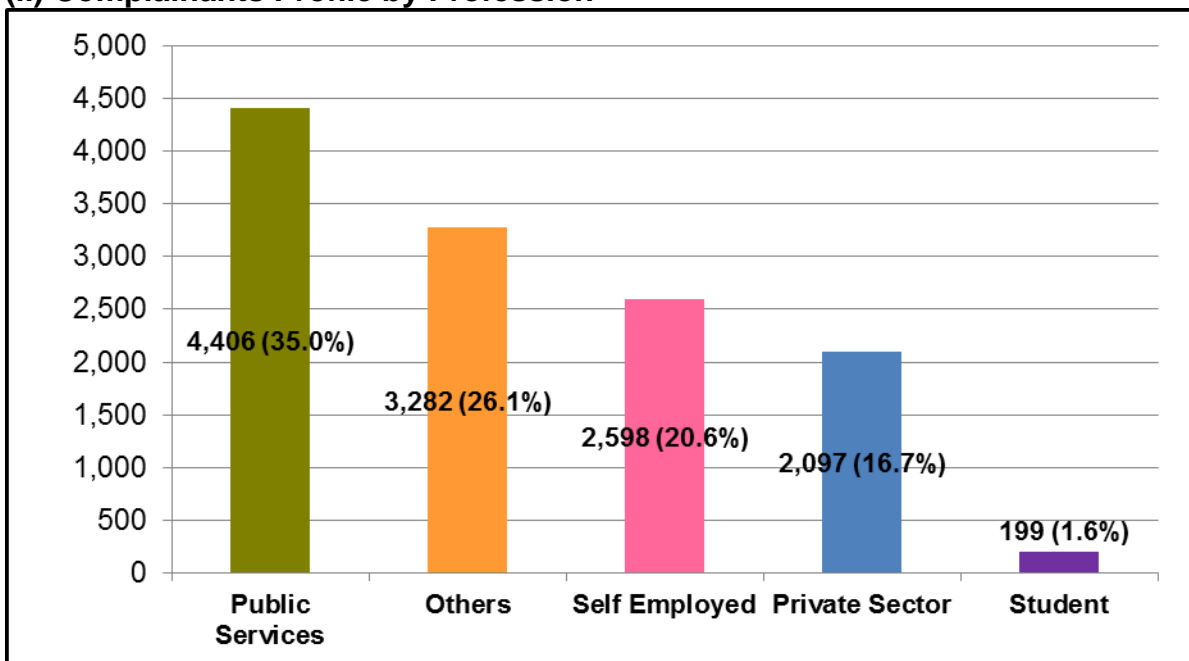
Complainants Profile From 1 January – 31 December 2012

(i) Complainants Profile by Race



Source: Printed from i-Aduan System on 2 January 2013

(ii) Complainants Profile by Profession



Source: Printed from i-Aduan System on 2 January 2013

**Ten Agencies (Ministries) Including GLC
With Highest Cases Received From 1 January – 31 December 2012**

A. Ministry's Agencies

No.	Agency	Total Complaints				
		Received	Under Investigation (%)	Resolved (%)	Resolved and Valid (%)	Resolved and Not Valid (%)
1.	Public Works Department	770	54 (7.0%)	716 (93.0%)	658 (91.9%)	58 (8.1%)
2.	Royal Malaysian Police	721	15 (2.1%)	706 (97.9%)	390 (55.2%)	316 (44.8%)
3.	State Health Department	508	44 (8.7%)	464 (91.3%)	311 (67.0%)	153 (33.0%)
4.	Kuala Lumpur City Hall	422	13 (3.1%)	409 (96.9%)	349 (85.3%)	60 (14.7%)
5.	State Education Department	350	33 (9.4%)	317 (90.6%)	160 (50.5%)	157 (49.5%)
6.	Department of Social Welfare	252	12 (4.8%)	240 (95.2%)	142 (59.2%)	98 (40.8%)
7.	Immigration Department	233	12 (5.2%)	221 (94.8%)	146 (66.1%)	75 (33.9%)
8.	Solid Waste And Public Cleansing Management Holding	178	10 (5.6%)	168 (94.4%)	152 (90.5%)	16 (9.5%)

Source: Printed from i-Aduan System on 2 January 2013

B. Government-Linked Company (GLC)

No.	Agency	Total Complaints				
		Received	Under Investigation (%)	Resolved (%)	Resolved and Valid (%)	Resolved and Not Valid (%)
1.	Tenaga Nasional Berhad	263	24 (9.1%)	239 (90.9%)	176 (73.6%)	63 (26.4%)
2.	Telekom Malaysia Berhad	226	39 (17.3%)	187 (82.7%)	152 (81.3%)	35 (18.7%)

Source: Printed from i-Aduan System on 2 January 2013

**Proactive Programmes Organised By PCB's State Offices
From 1 January – 31 December 2012**

Programme	No. of Programme	No. of Attendees	No. of Advices	No. of Complaints
MCC	117	7,352	2,023	782
IMCC	27	8,468	2,384	1,044
MESRA	10	5,074	29	297
Total	154	20,894	4,436	2,123

Programme Location	Number of Proactive Programme				
	MCC	IMCC	MESRA	Total	Total (%)
Pahang	14	3	1	18	11.7
Sarawak	14	3	1	18	11.7
Johor	14	2	1	17	11.0
Sabah	12	3	0	15	9.7
Selangor	13	3	1	17	11.0
Perak	11	3	1	15	9.7
Melaka	8	1	0	9	5.8
Kedah	6	2	0	8	5.2
Kelantan	6	1	1	8	5.2
Terengganu	6	2	0	8	5.2
KL Federal Territory	5	1	1	7	4.5
Negeri Sembilan	3	2	1	6	3.9
Pulau Pinang	2	1	0	3	1.9
Perlis	2	0	1	3	1.9
Labuan Federal Territory	1	0	1	2	1.3

Total	117	27	10	154	100
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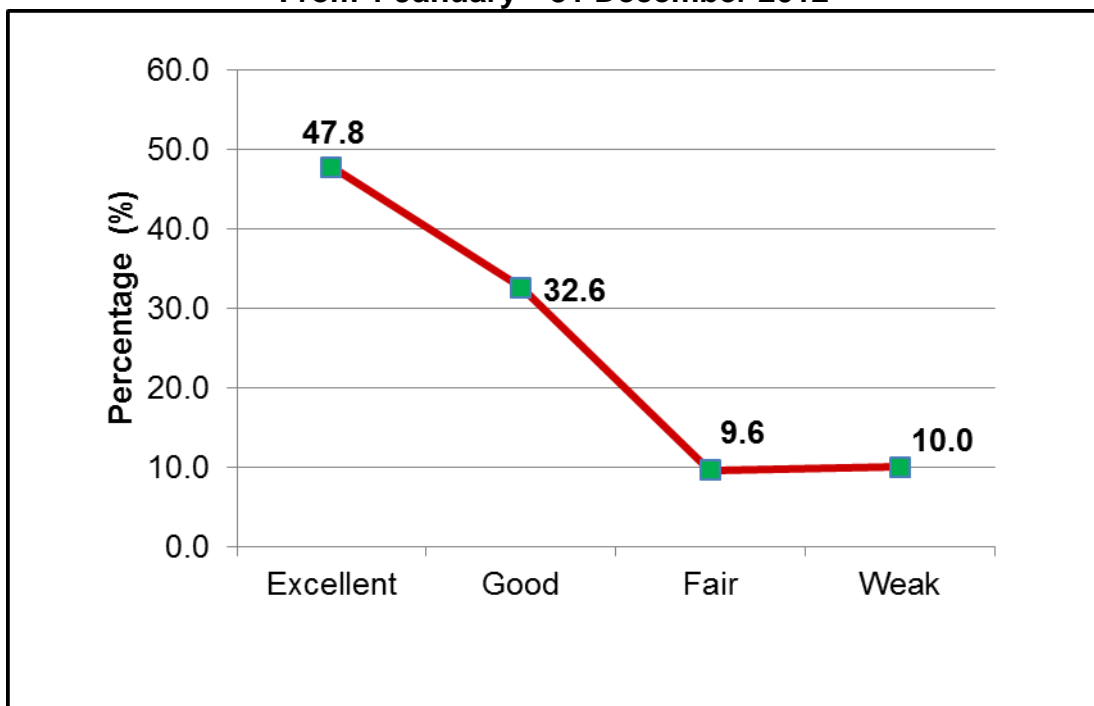
Source: Printed from i-Aduan System on 2 January 2013

***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 2012**

Satisfaction Level	%
Excellent	47.8
Good	32.6
Fair	9.6
Weak	10.0
Total	100

**Level of Customer Satisfaction Towards PCB Services
From 1 January – 31 December 2012**



*** Note:**

**1,178 Customer Feedback Forms (Hardcopy: 794 (67.4%),
Online: 384 (32.6%)) Received From 1 January – 31 December 2012**