

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.

Complaints Analysis By State From 1 January – 31 December 2012

1. Ranking By Population (Including Federal Territory)

State	Population*	Complaints Received**	Complaints Ratio For Every 10,000 Persons
Pahang	1,548,400	601	3.9
Melaka	842,500	269	3.2
Perlis	239,400	75	3.1
Negeri Sembilan	1,056,300	292	2.8
Wilayah Persekutuan	1,884,400	489	2.6
Terengganu	1,092,900	285	2.6
Johor	3,439,600	676	2.0
Sarawak	2,545,800	448	1.8
Perak	2,416,700	413	1.7
Selangor	5,650,800	911	1.6
Pulau Pinang	1,611,100	212	1.3
Sabah	3,371,700	380	1.1
Kedah	1,996,800	197	1.0
Kelantan	1,640,400	142	0.9
Total	29,336,800	4,901	1.7

Notes:

***Source: Department of Statistics Malaysia, Population projections based on the Population and Housing Census of Malaysia 2010**

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

2. Ranking By Complaints Resolved

State	Population*	Complaints Received**	Complaints Resolved** (%)
Sabah	3,371,700	380	379(99.7)
Sarawak	2,545,800	448	445(99.3)
Pahang	1,548,400	601	597(99.3)
Kelantan	1,640,400	142	136(95.8)
Melaka	842,500	269	258(95.9)
Terengganu	1,092,900	285	279(97.9)
Negeri Sembilan	1,056,300	292	278(95.2)
Johor	3,439,600	676	633(93.6)
Pulau Pinang	1,611,100	212	210(99.1)
Kedah	1,996,800	197	182(92.4)
Federal Territory	1,884,400	413	395(95.6)
Perak	2,416,700	75	73(97.3)
Perlis	239,400	911	525(57.6)
Selangor	5,650,800	380	379(99.7)
Total	29,336,800	4,901	4,390 (89.6%)

Notes:

*Source: Department of Statistics Malaysia, Population projections based on the Population and Housing Census of Malaysia 2010

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