

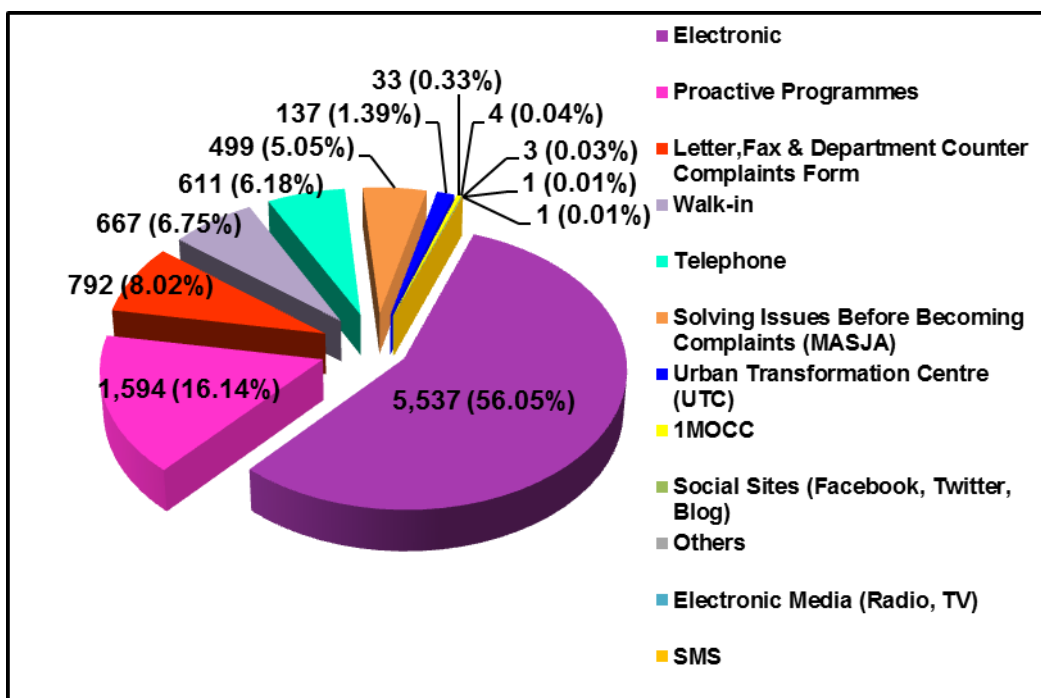
**Sources of Complaints Received
From 1 January – 31 December 2013**

No	Source	Total Complaints	%
1.	Electronic (E-mail & online complaints form)	5,537	56.05
2.	Proactive Programmes*	1,594	16.14
3.	Letter, Fax and Department Counter Complaints Form	792	8.02
4.	Walk-in	667	6.75
5.	Telephone	611	6.18
6.	Solving Issues Before Becoming Complaints (MASJA)	499	5.05
7.	Urban Transformation Centre (UTC)	137	1.39
8.	1MOCC	33	0.33
9.	Social Sites (Facebook, Twitter, Blog)	4	0.04
10.	Others:- Office of the Minister - Office of the Chief Secretary to the Government - PEMUDAH	3	0.03
11.	Electronic Media (Radio, TV)	1	0.01
12.	SMS	1	0.01
	Total	9,879	100

Source: Printed from i-Aduan System on 5 February 2014

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

**Sources of Complaints
From 1 January – 31 December 2013**



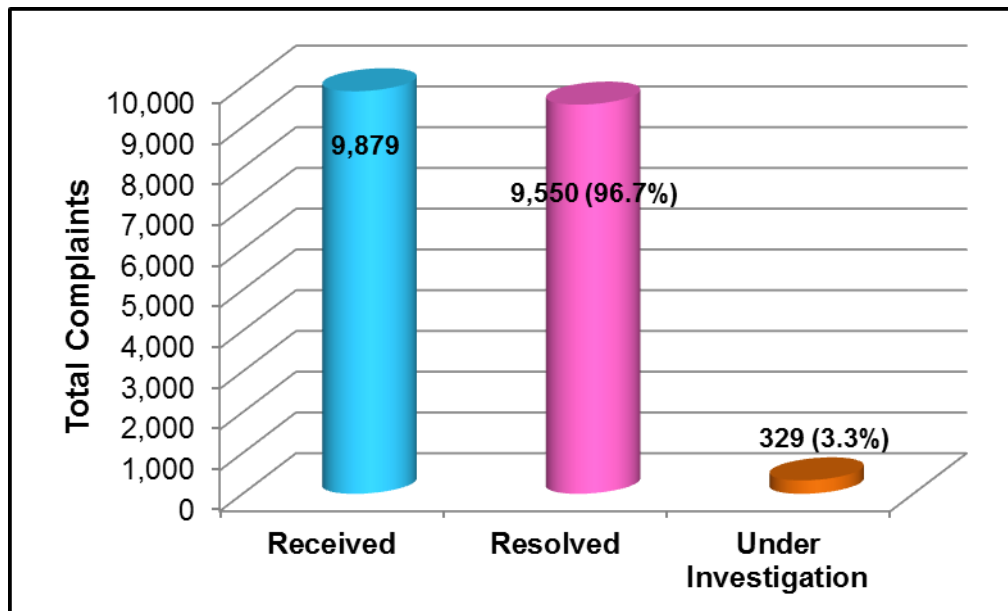
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**Total Complaints Received and Resolved
From 1 January – 31 December 2013**

Agencies	Total Complaints				
	Received	Resolved			Under Investigation (%)
		Valid (%)	Not Valid (%)	Total Resolved (%)	
Ministries	6,183	3,886 (65.1%)	2,084 (34.9%)	5,970 (96.6%)	213 (3.4%)
States	3,696	3,022 (84.4%)	558 (15.6%)	3,580 (96.9%)	116 (3.1%)
Total Sum	9,879	6,908 (72.3%)	2,642 (27.7%)	9,550 (96.7%)	329 (3.3%)

Source: Printed from i-Aduan System on 5 February 2014

**Status of Complaints
From 1 January – 31 December 2013**



Source: Printed from i-Aduan System on 5 February 2014

**Category of Complaints Resolution
From 1 January – 31 December 2013**

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.	4,256	71.3	2,001	55.9	6,257	65.5
2.	The complainant is satisfied with the explanation given by the agency complained of or the actions taken by the agency concerned.	1,093	18.3	683	19.1	1,776	18.6
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	194	3.2	777	21.7	971	10.2
4.	PCB found that the complaint was baseless under the circumstances such as the complainant did not meet the stipulated conditions or the complainant provided false information.	427	7.2	119	3.3	546	5.7
Total		5,970	100	3,580	100	9,550	100

Source: Printed from i-Aduan System on 5 February 2014

**Complaints Resolution Outcome
From 1 January – 31 December 2013**

No.	Outcome	Total Complaints					
		Ministry	%	State	%	Total	%
1.	Reasonable Explanation Given	3,443	57.67	1,822	50.89	5,265	55.13
2.	Instantly Resolved	2,279	38.17	1,659	46.34	3,938	41.24
3.	Change Of Decision	58	0.97	48	1.34	106	1.11
4.	Agency Offers Apology	73	1.22	5	0.14	78	0.82
5.	Change in Norms/Procedure	39	0.65	37	1.03	76	0.80
6.	Error Admitted	50	0.84	7	0.20	57	0.60
7.	Compensation/Monetary Remedy	20	0.34	1	0.03	21	0.22
8.	Amendment of Law/Policy	8	0.13	1	0.03	9	0.09
Total		5,970	100	3,580	100	9,550	100

Source: Printed from i-Aduan System on 5 February 2014

**Complaints Complexity Level
From 1 January – 31 December 2013**

No.	Complexity Level	Total Complaints					
		Ministry	%	State	%	Total	%
1.	Easy	2,528	42.3	2,129	59.5	4,657	48.8
2.	Moderate	3,172	53.1	1,261	35.2	4,433	46.4
3.	Complex	270	4.5	190	5.3	460	4.8
Total		5,970	100	3,580	100	9,550	100

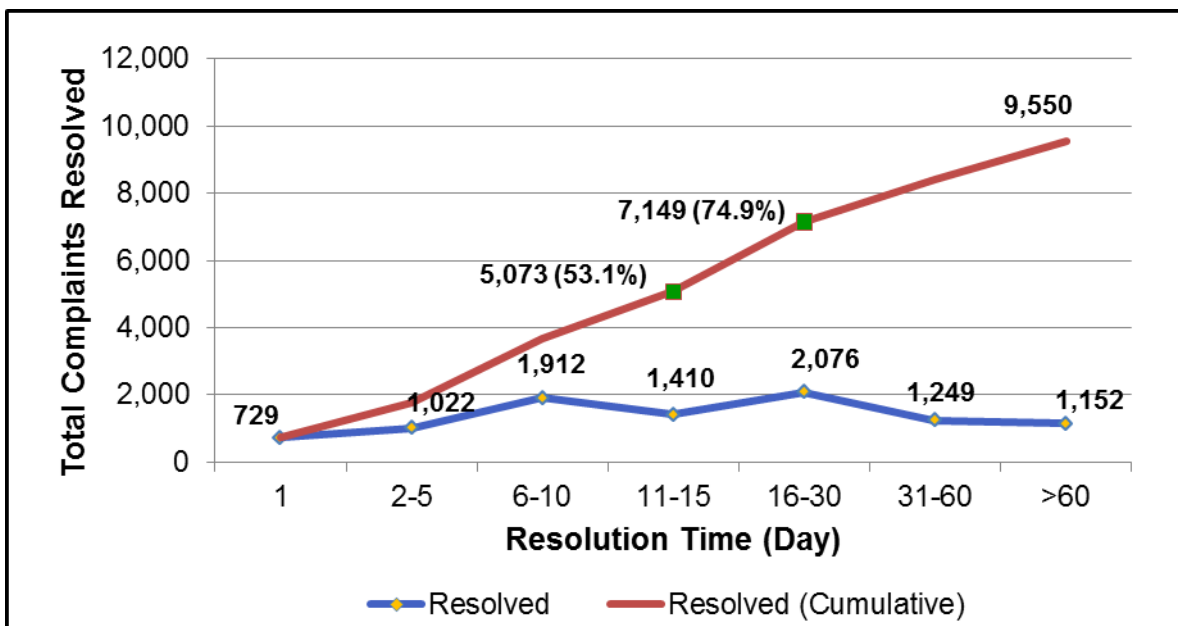
Source: Printed from i-Aduan System on 5 February 2014

**Rate of Resolving Complaints
From 1 January – 31 December 2013**

Rate of Resolving (Day)	Total		Cumulative Total	
	Total	%	Total	%
1	729	7.6	729	7.6
2-5	1,022	10.7	1,751	18.3
6-10	1,912	20.0	3,663	38.4
11-15	1,410	14.8	5,073	53.1
16-30	2,076	21.7	7,149	74.9
31-60	1,249	13.1	8,398	87.9
>60	1,152	12.1	9,550	100
Total	9,550	100	-	-

Source: Printed from i-Aduan System on 5 February 2014

**Rate of Resolving Complaints
From 1 January – 31 December 2013**



Source: Printed from i-Aduan System on 5 February 2014

**Number of Complaints
Received Against Ministries
From 1 January – 31 December 2013**

No.	Ministry	Total Complaints			
		Received	Under Investigation (%)	Resolved (%)	Resolved Within 15 Days (%)
1.	Home Affairs	1,186	0	1,186 (100%)	830 (70.0%)
2.	Health	480	75 (15.6%)	405 (84.4%)	170 (42.0%)
3.	Works	458	18 (3.9%)	440 (96.1%)	179 (40.7%)
4.	Education	450	46 (10.2%)	404 (89.8%)	130 (32.2%)
5.	Finance	445	13 (2.9%)	432 (97.1%)	268 (62.0%)
6.	Prime Minister's Department	431	0	431 (100%)	243 (56.4%)
7.	Communication and Multimedia	432	16 (3.7%)	416 (96.3%)	253 (60.8%)
8.	Federal Territories	363	1 (0.3%)	362 (99.7%)	165 (45.6%)
9.	Energy, Green Technology and Water	254	11 (4.3%)	243 (95.7%)	107 (44.0%)
10.	Transport	232	0	232 (100%)	130 (56.0%)
11.	Natural Resources and Environment	186	0	186 (100%)	110 (59.1%)
12.	Human Resource	193	4 (2.1%)	189 (97.9%)	96 (50.8%)
13.	Domestic Trade, Co-operatives and Consumerism	188	0	188 (100%)	112 (59.6%)
14.	Urban Wellbeing, Housing and Local Government	185	10 (5.4%)	175 (94.6%)	106 (60.6%)
15.	Higher Education Sector	178	7 (3.9%)	171 (96.1%)	78 (45.6%)
16.	Women, Family and Community Development	147	7 (4.8%)	140 (95.2%)	61 (43.6%)
17.	Rural and Regional Development	143	1 (0.7%)	142 (99.3%)	52 (36.6%)
18.	Agriculture and Agro-based Industry	107	0	107 (100%)	84 (78.5%)
19.	Defence	50	0	50 (100%)	23 (46.0%)
20.	Foreign Affairs	20	0	20 (100%)	14 (70.0%)
21.	Youth and Sports	16	1 (6.3%)	15 (93.8%)	9 (60.0%)

No.	Ministry	Total Complaints			
		Received	Under Investigation (%)	Resolved (%)	Resolved Within 15 Days (%)
22.	Plantation Industries and Commodities	15	3 (20.0%)	12 (80.0%)	10 (83.3%)
23.	Science, Technology and Innovation	9	0	9 (100%)	6 (66.7%)
24.	Tourism and Culture	9	0	9 (100%)	5 (55.6%)
25.	International Trade and Industry	6	0	6 (100%)	5 (83.3%)
Total		6,183	213 (3.4%)	5,970 (96.6%)	3,246 (54.4%)

Source: Printed from i-Aduan System on 5 February 2014

**Number of Complaints Received
Against State Government Agencies
From 1 January – 31 December 2013**

No.	State	Total			
		Received	Under Investigation (%)	Resolved (%)	Resolved Within 15 Days (%)
1.	Selangor	602	42 (7.0%)	560 (93.0%)	97 (17.3%)
2.	Sarawak	555	0	555 (100%)	522 (94.1%)
3.	Johor	470	0	470 (100%)	185 (39.4%)
4.	Pahang	430	4 (0.9%)	426 (99.1%)	242 (56.8%)
5.	Sabah	310	0	310 (100%)	301 (97.1%)
6.	Perak	273	27 (9.9%)	246 (90.1%)	52 (21.1%)
7.	Negeri Sembilan	251	15 (6.0%)	236 (94.0%)	64 (27.1%)
8.	Melaka	206	3 (1.5%)	203 (98.5%)	91 (44.8%)
9.	Terengganu	197	0	197 (100%)	104 (52.8%)
10.	Kedah	142	19 (13.4%)	123 (86.6%)	46 (37.4%)
11.	Pulau Pinang	131	3 (2.3%)	128 (97.7%)	79 (61.7%)
12.	Kelantan	106	1 (0.9%)	105 (99.1%)	38 (36.2%)
13.	Perlis	23	2 (8.7%)	21 (91.3%)	6 (28.6%)
Total		3,696	116 (3.1%)	3,580 (96.9%)	1,827 (51.0%)

Source: Printed from i-Aduan System on 5 February 2014

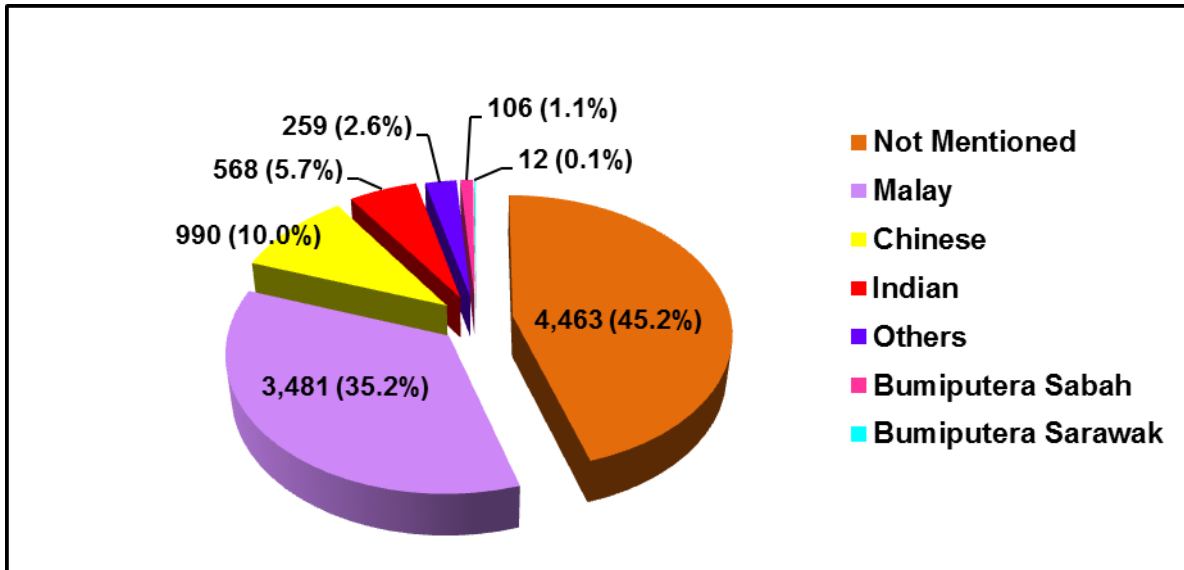
**Complaints according to Categories
(Ministries & State Government Agencies)
From 1 January – 31 December 2013**

No.	Category	Total Complaints					
		Ministry	%	State	%	Received	%
1.	Delay/No Action	2,428	39.3	1,846	49.9	4,274	43.3
2.	Unsatisfactory Quality of Service	1,281	20.7	469	12.7	1,750	17.7
3.	Unfair Action	867	14.0	248	6.7	1,115	11.3
4.	Failure of Enforcement	458	7.4	339	9.2	797	8.1
5.	Miscellaneous Complaints	360	5.8	345	9.3	705	7.1
6.	Lack of Public Amenities	237	3.8	332	9.0	569	5.8
7.	Failure to Adhere to Set Procedures	223	3.6	53	1.4	276	2.8
8.	Misconduct of Civil Servant	173	2.8	28	0.8	201	2.0
9.	Abuse of Power/ Misappropriation	125	2.0	23	0.6	148	1.5
10.	Inadequacies of Policy Implementation and Law	31	0.5	13	0.4	44	0.4
Total		6,183	100	3,696	100	9,879	100

Source: Printed from i-Aduan System on 5 February 2014

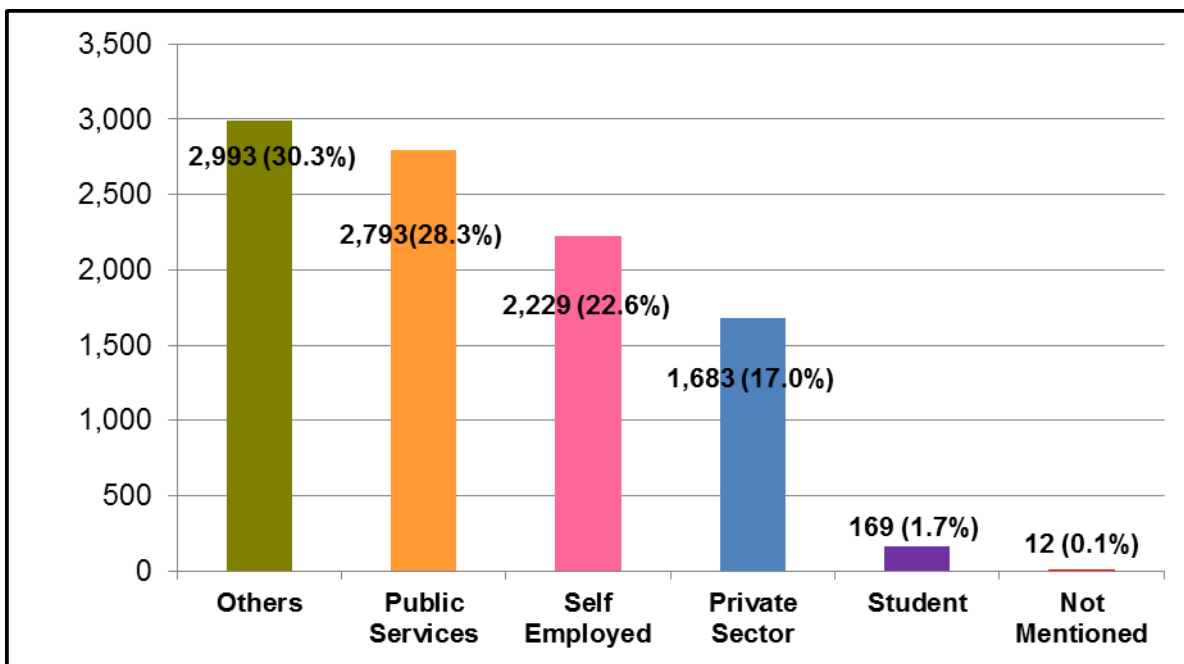
Complainants Profile
From 1 January – 31 December 2013

(i) Complainants Profile by Race



Source: Printed from i-Aduan System on 5 February 2014

(ii) Complainants Profile by Profession



Source: Printed from i-Aduan System on 5 February 2014

**Ten Agencies (Ministries) Including GLC
With Highest Cases Received
From 1 January – 31 December 2013**

A. Ministry's Agencies

No.	Agency	Total Complaints				
		Received	Under Investigation (%)	Resolved (%)	Resolved and Valid (%)	Resolved and Not Valid (%)
1.	Royal Malaysian Police	604	0	604 (100%)	337 (55.8%)	267 (44.2%)
2.	Public Works Department	385	6 (1.6%)	379 (98.4%)	346 (91.3%)	33 (8.7%)
3.	State Health Department	363	45 (12.4%)	318 (87.6%)	193 (60.7%)	125 (39.3%)
4.	Kuala Lumpur City Hall	312	1 (0.3%)	311 (99.7%)	284 (91.3%)	27 (8.7%)
5.	State Education Department	313	21 (6.7%)	292 (93.3%)	168 (57.5%)	124 (42.5%)
6.	Immigration Department	309	0	309 (100%)	202 (65.4%)	107 (34.6%)
7.	Road Transport Department	153	0	153 (100%)	95 (62.1%)	58 (37.9%)
8.	Department of Social Welfare	144	7 (4.9%)	137 (95.1%)	83 (60.6%)	54 (39.4%)

Source: Printed from i-Aduan System on 5 February 2014

B. Government-Linked Company (GLC)

No.	Agency	Total Complaints				
		Received	Under Investigation (%)	Resolved (%)	Resolved and Valid (%)	Resolved and Not Valid (%)
1.	Telekom Malaysia Berhad	268	13 (4.9%)	255 (95.1%)	195 (76.5%)	60 (23.5%)
2.	Tenaga Nasional Berhad	152	7 (4.6%)	145 (95.4%)	113 (77.9%)	32 (21.1%)

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**Proactive Programmes Organised By PCB's State Offices
From 1 January – 31 December 2013**

Programme	No. of Programme	No. of Attendees	No. of Advices	No. of Complaints
MCC	125	5,060	1,822	732
IMCC	22	7,041	1,503	643
MESRA	8	3,744	40	219
Total	155	15,845	3,365	1,594

Programme Location	Number of Proactive Programme			
	MCC	IMCC	MESRA	Total
Johor	3	11	1	15
Kedah	2	6	-	8
Kelantan	-	5	-	5
Melaka	-	10	1	11
Negeri Sembilan	2	8	-	10
Pahang	3	14	1	18
Perak	2	19	1	22
Perlis	-	2	-	2
Pulau Pinang	-	2	-	2
Sabah	3	15	1	19
Sarawak	4	13	1	18
Selangor	-	12	1	13
Terengganu	3	8	1	12
Labuan Federal Territory	-	-	-	-
Total	22	125	8	155

Source: Printed from i-Aduan System on 5 February 2014

***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 2013**

Satisfaction Level	%
Excellent	47.7
Good	31.9
Fair	8.7
Weak	11.7
Total	100

**Level of Customer Satisfaction Towards PCB Services
From 1 January – 31 December 2013**



*** Note: A total of 1,739 Customer Feedback Forms were collected from 1 January till 31 December 2013 (Hardcopy: 651 (37.4%), Online: 1,088 (62.6%)**