

**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