

**Bilangan Aduan Yang Disiasat mengikut Kerajaan Negeri  
Bagi Tempoh 1 Januari – 31 Disember 2014**

| Bil.          | Kerajaan Negeri | Jumlah Aduan |                      |                          |                                  |
|---------------|-----------------|--------------|----------------------|--------------------------|----------------------------------|
|               |                 | Terima       | Dalam Tindakan (%)   | Selesai (%)              | Selesai Dalam Tempoh 15 Hari (%) |
| 1.            | Sarawak         | 393          | 0                    | 393<br>(100%)            | 382<br>(97.2%)                   |
| 2.            | Selangor        | 384          | 9<br>(2.3%)          | 375<br>(97.7%)           | 139<br>(37.1%)                   |
| 3.            | Johor           | 311          | 0                    | 311<br>(100%)            | 164<br>(52.7%)                   |
| 4.            | Pahang          | 292          | 2<br>(0.7%)          | 290<br>(99.3%)           | 215<br>(74.1%)                   |
| 5.            | Sabah           | 241          | 0                    | 241<br>(100%)            | 240<br>(99.6%)                   |
| 6.            | Melaka          | 212          | 0                    | 212<br>(100%)            | 150<br>(70.8%)                   |
| 7.            | Negeri Sembilan | 188          | 0                    | 188<br>(100%)            | 91<br>(48.4%)                    |
| 8.            | Perak           | 173          | 10<br>(5.8%)         | 163<br>(94.2%)           | 47<br>(28.8%)                    |
| 9.            | Terengganu      | 167          | 0                    | 167<br>(100%)            | 110<br>(65.9%)                   |
| 10.           | Pulau Pinang    | 103          | 1<br>(1.0%)          | 102<br>(99.0%)           | 26<br>(25.5%)                    |
| 11.           | Kelantan        | 100          | 0                    | 100<br>(100%)            | 70<br>(70.0%)                    |
| 12.           | Kedah           | 78           | 2<br>(2.6%)          | 76<br>(97.4%)            | 25<br>(32.9%)                    |
| 13.           | Perlis          | 39           | 1<br>(2.6%)          | 38<br>(97.4%)            | 17<br>(44.7%)                    |
| <b>Jumlah</b> |                 | <b>2,681</b> | <b>25<br/>(0.9%)</b> | <b>2,656<br/>(99.1%)</b> | <b>1,676<br/>(63.1%)</b>         |

*Sumber: Cetakan Sistem SISPAА pada 5 Februari 2015*