

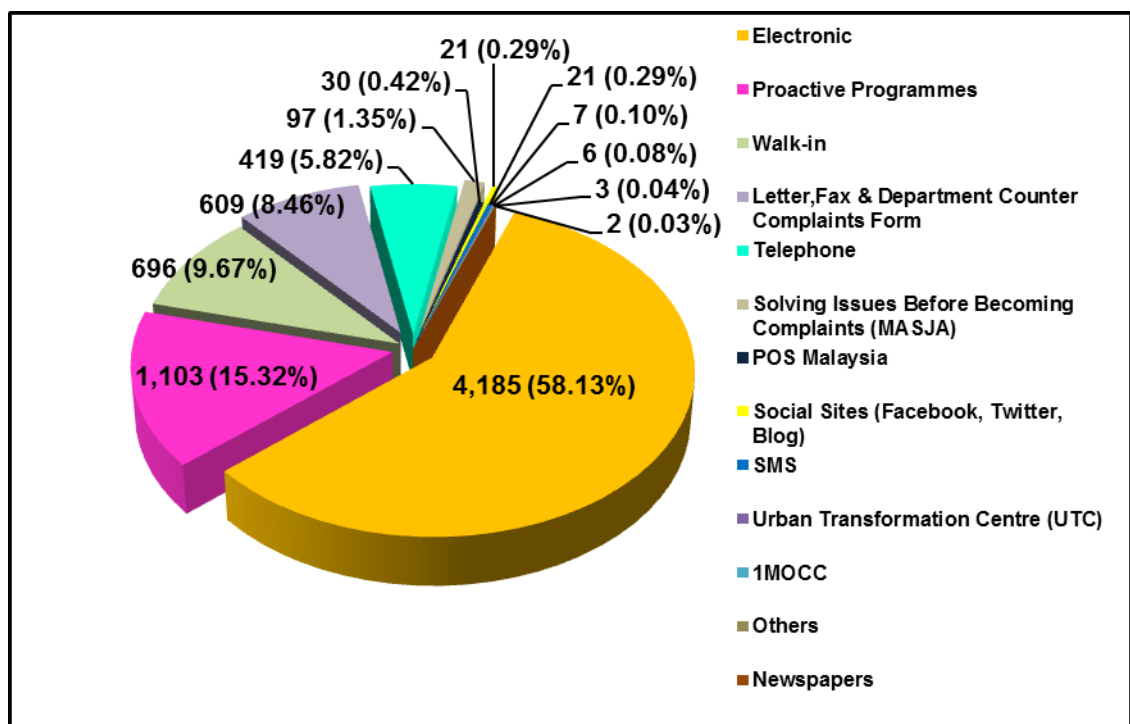
**Sources of Complaints Received  
From 1 January – 31 December 2014**

No	Source	Total Complaints	%
1.	Electronic (E-mail & online complaints form)	4,185	58.13
2.	Proactive Programmes*	1,103	15.32
3.	Walk-in	696	9.67
4.	Letter, Fax and Department Counter Complaints Form	609	8.46
5.	Telephone	419	5.82
6.	Solving Issues Before Becoming Complaints (MASJA)	97	1.35
7.	POS Malaysia	30	0.42
8.	Social Sites (Facebook, Twitter, Blog)	21	0.29
9.	SMS	21	0.29
10.	Urban Transformation Centre (UTC)	7	0.10
11.	1MOCC	6	0.08
12.	Others: - Office of the Minister - Office of the Chief Secretary to the Government	3	0.04
13.	Newspapers	2	0.03
<b>Total</b>		<b>7,199</b>	<b>100</b>

*Source: Printed from SISPAA System on 5 February 2015*

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

**Sources of Complaints  
From 1 January – 31 December 2014**



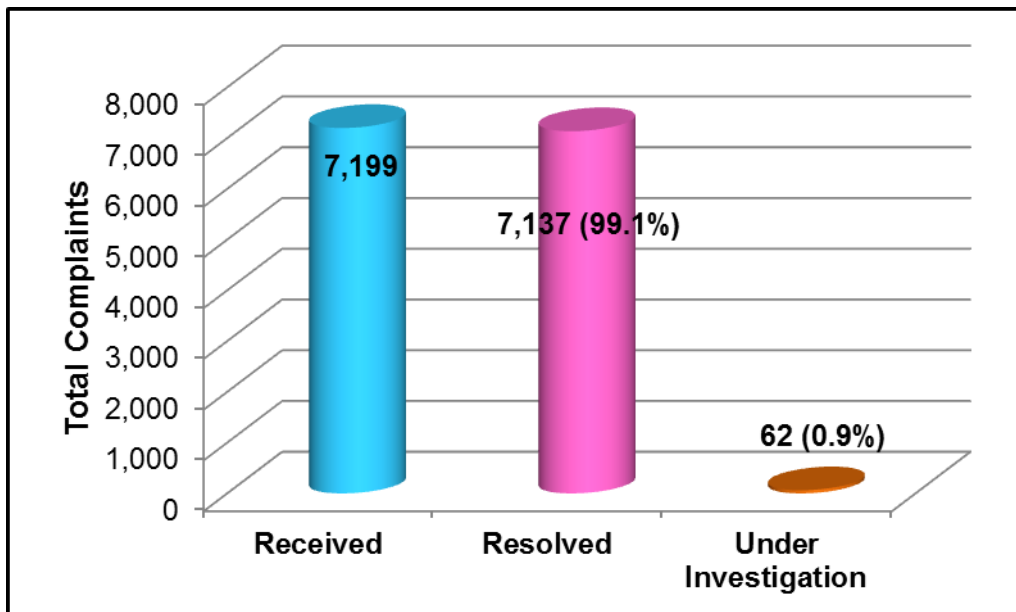
*Source: Printed from SISPAA System on 5 February 2015*

**Total Complaints Received and Resolved  
From 1 January – 31 December 2014**

<b>Agencies</b>	<b>Received</b>	<b>Resolved (%)</b>	<b>Under Investigation (%)</b>
Ministries	4,518	4,481 (99.2%)	37 (0.8%)
States	2,681	2,656 (99.1%)	25 (0.9%)
<b>Total</b>	<b>7,199</b>	<b>7,137 (99.1%)</b>	<b>62 (0.9%)</b>

*Source: Printed from SISPA System on 5 February 2015*

**Status of Complaints  
From 1 January – 31 December 2014**



*Source: Printed from SISPA System on 5 February 2015*

**Category of Complaints Resolution**  
**From 1 January – 31 December 2014**

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.	2,984	66.6	1,516	57.1	4,500	63.1
2.	The complainant is satisfied with the explanation given by the agency complained of or the actions taken by the agency concerned.	786	17.5	308	11.6	1,094	15.3
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	118	2.6	608	22.9	726	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.	213	4.8	58	2.2	271	3.8
5.	Not Defined/Pilot Agencies	380	8.5	166	6.3	546	7.7
<b>Total</b>		<b>4,481</b>	<b>100</b>	<b>2,656</b>	<b>100</b>	<b>7,137</b>	<b>100</b>

*Source: Printed from SISPA System on 5 February 2015*

**Complaints Resolution Outcome  
From 1 January – 31 December 2014**

No.	Outcome	Total Complaints					
		Ministry	%	State	%	Total	%
1.	Reasonable Explanation Given	2,467	55.05	1,305	49.13	3,772	52.85
2.	Instantly Resolved	1,510	33.70	1,137	42.81	2,647	37.09
3.	Error Admitted	37	0.83	12	0.45	49	0.69
4.	Agency Offers Apology	32	0.71	4	0.15	36	0.50
5.	Change Of Decision	25	0.56	8	0.30	33	0.46
6.	Change in Norms/Procedure	10	0.22	11	0.41	21	0.29
7.	Compensation/Monetary Remedy	13	0.29	6	0.23	19	0.27
8.	Amendment of Law/Policy	4	0.09	1	0.04	5	0.07
9.	Not Defined/Pilot Agencies	383	8.55	172	6.48	555	7.78
<b>Total</b>		<b>4,481</b>	<b>100</b>	<b>2,656</b>	<b>100</b>	<b>7,137</b>	<b>100</b>

*Source: Printed from SISPA System on 5 February 2015*

**Complaints Complexity Level  
From 1 January – 31 December 2014**

No.	Complexity Level	Total Complaints					
		Ministry	%	State	%	Total	%
1.	Moderate	3,064	67.8	1,446	53.9	4,510	62.6
2.	Easy	1,155	25.6	1,031	38.5	2,186	30.4
3.	Complex	238	5.3	140	5.2	378	5.3
4.	Not Defined/Pilot Agencies	61	1.4	64	2.4	125	1.7
<b>Total</b>		<b>4,518</b>	<b>100</b>	<b>2,681</b>	<b>100</b>	<b>7,199</b>	<b>100</b>

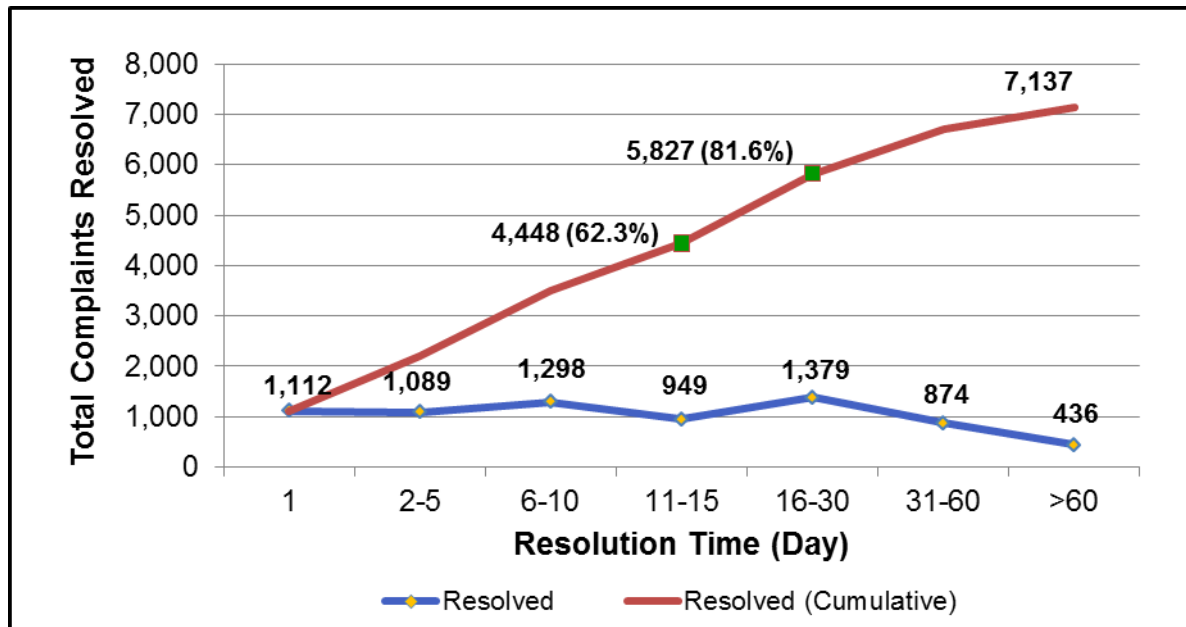
*Source: Printed from SISPA System on 5 February 2015*

**Rate of Resolving Complaints  
From 1 January – 31 December 2014**

Rate of Resolving (Day)	Total		Cumulative Total	
	Total	%	Total	%
1	1,112	15.6	1,112	15.6
2-5	1,089	15.3	2,201	30.8
6-10	1,298	18.2	3,499	49.0
11-15	949	13.3	4,448	62.3
16-30	1,379	19.3	5,827	81.6
31-60	874	12.2	6,701	93.9
>60	436	6.1	7,137	100
<b>Total</b>	<b>7,137</b>	<b>100</b>	-	-

*Source: Printed from SISPA System on 5 February 2015*

**Rate of Resolving Complaints  
From 1 January – 31 December 2014**



*Source: Printed from SISPA System on 5 February 2015*

**Number of Complaints  
Received According to Ministries  
From 1 January – 31 December 2014**

No.	Ministry	Total Complaints			
		Received	Under Investigation (%)	Resolved (%)	Resolved Within 15 Days (%)
1.	Home Affairs	780	0	780 (100%)	455 (58.3%)
2.	Prime Minister's Department	502	9 (1.8%)	493 (98.2%)	329 (66.7%)
3.	Health	368	4 (1.1%)	364 (98.9%)	312 (85.7%)
4.	Education	367	5 (1.4%)	362 (98%)	153 (42.3%)
5.	Finance	298	0	298 (100%)	205 (68.8%)
6.	Works	296	6 (2.0%)	290 (98.0%)	161 (55.5%)
7.	Communication and Multimedia	288	2 (0.7%)	286 (99.3%)	161 (56.3%)
8.	Energy, Green Technology and Water	209	2 (1.0%)	207 (99.0%)	113 (54.6%)
9.	Natural Resources and Environment	187	0	187 (100%)	112 (59.9%)
10.	Women, Family and Community Development	165	2 (1.2%)	163 (98.8%)	85 (52.1%)
11.	Federal Territories	147	1 (0.7%)	146 (99.3%)	79 (54.1%)
12.	Urban Wellbeing, Housing and Local Government	147	4 (2.7%)	143 (97.3%)	91 (63.6%)
13.	Transport	138	0	138 (100%)	109 (79.0%)
14.	Human Resource	133	1 (0.8%)	132 (99.2%)	68 (51.5%)
15.	Domestic Trade, Co-operatives and Consumerism	129	0	129 (100%)	87 (67.4%)
16.	Rural and Regional Development	117	0	117 (100%)	77 (65.8%)
17.	Agriculture and Agro-based Industry	97	1 (1.0%)	96 (99.0%)	68 (70.8%)
18.	Higher Education Sector	86	0	86 (100%)	63 (73.3%)
19.	Defence	27	0	27 (100%)	15 (55.6%)
20.	Youth and Sports	13	0	13 (100%)	13 (100%)
21.	Tourism and Culture	9	0	9 (100%)	5 (55.6%)

No.	Ministry	Total Complaints			
		Received	Under Investigation (%)	Resolved (%)	Resolved Within 15 Days (%)
22.	International Trade and Industry	5	0	5 (100%)	5 (100%)
23.	Plantation Industries and Commodities	5	0	5 (100%)	2 (40.0%)
24.	Science, Technology and Innovation	3	0	3 (100%)	2 (66.7%)
25.	Foreign Affairs	2	0	2 (100%)	2 (100%)
<b>Total</b>		<b>4,518</b>	<b>37 (0.8%)</b>	<b>4,481 (99.2%)</b>	<b>2,772 (61.9%)</b>

*Source: Printed from SISPA System on 5 February 2015*

**Complaints according to Categories  
(Ministries & State Government Agencies)  
From 1 January – 31 December 2014**

No.	Category	Total*					
		Ministry	%	State	%	Received	%
1.	Delay/No Action	1,596	35.2	1,132	42.1	2,728	37.8
2.	Miscellaneous Complaints	520	11.5	357	13.3	877	12.2
3.	Failure of Enforcement	450	9.9	407	15.1	857	11.9
4.	Unsatisfactory Quality of Service	644	14.2	172	6.4	816	11.3
5.	Failure to Adhere to Set Procedures	380	8.4	165	6.1	545	7.6
6.	Unfair Action	389	8.6	133	4.9	522	7.2
7.	Lack of Public Amenities	220	4.9	227	8.4	447	6.2
8.	Misconduct of Civil Servant	146	3.2	23	0.9	169	2.3
9.	Abuse of Power/ Misappropriation	110	2.4	40	1.5	150	2.1
10.	Inadequacies of Policy Implementation and Law	75	1.7	32	1.2	107	1.5
<b>Total</b>		<b>4,530</b>	<b>100</b>	<b>2,688</b>	<b>100</b>	<b>7,218</b>	<b>100</b>

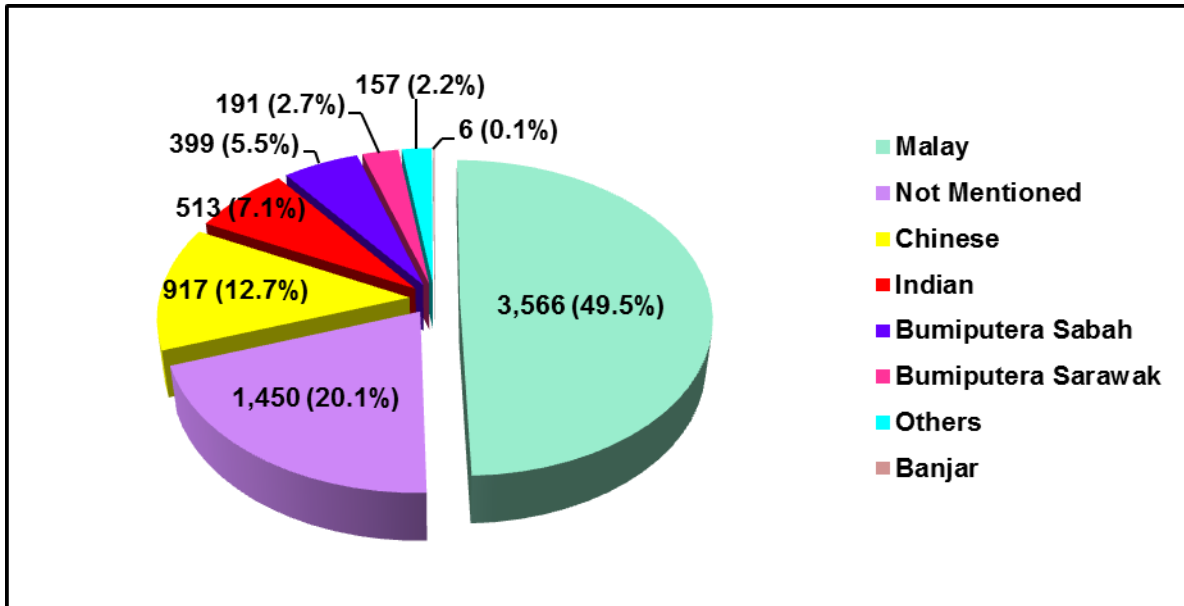
*Source: Printed from SISPA System on 5 February 2015*

**\*Note: Amount includes complaints categorized more than once (multiple category).**



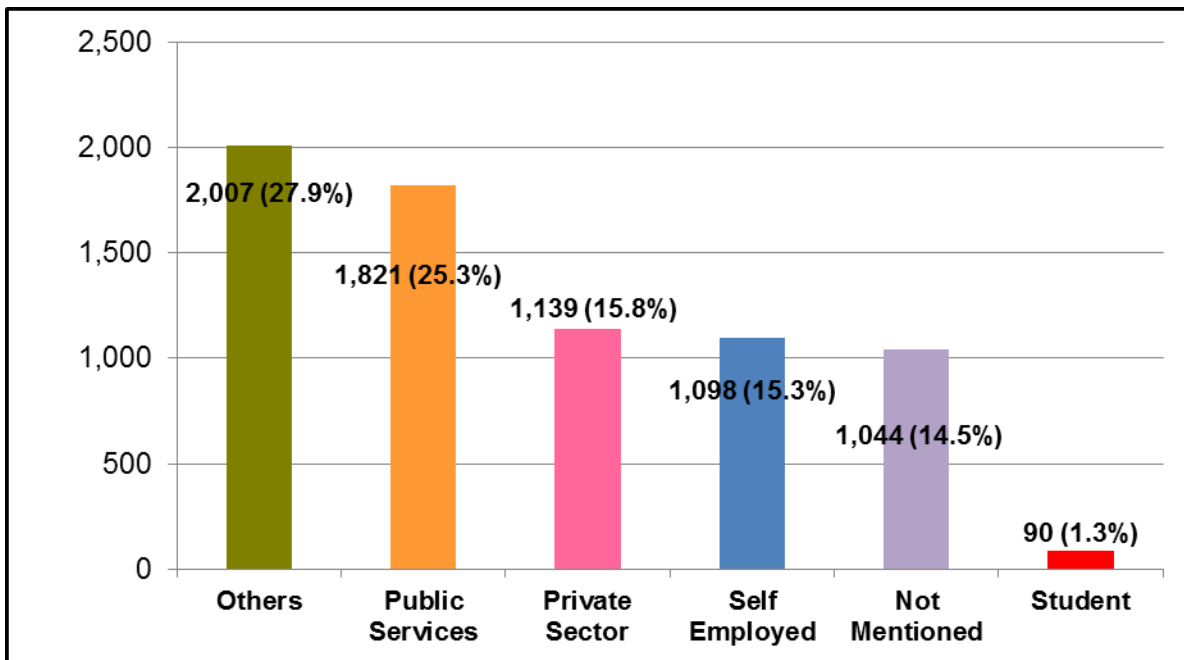
**Complainants Profile**  
**From 1 January – 31 December 2014**

**(i) Complainants Profile by Race**



Source: Printed from SISPA System on 5 February 2015

**(ii) Complainants Profile by Profession**



Source: Printed from SISPA System on 5 February 2015

**Ten Agencies (Ministries) Including GLC  
With Highest Cases Received  
From 1 January – 31 December 2014**

**A. Ministry's Agencies**

No.	Agency	Total Complaints		
		Received	Under Investigation (%)	Resolved (%)
1.	Royal Malaysian Police	388	0	388 (100%)
2.	State Education Department	260	3 (1.2%)	257 (98.8%)
3.	State Health Department	259	2 (0.8%)	257 (99.2%)
4.	Public Works Department	237	4 (1.7%)	233 (98.3%)
5.	Immigration Department	177	0	177 (100%)
6.	Department of Social Welfare	154	2 (1.3%)	152 (98.7%)
7.	Kuala Lumpur City Hall	112	1 (0.9%)	111 (99.1%)
8.	Road Transport Department	102	0	102 (100%)

*Source: Printed from SISPA System on 5 February 2015*

**B. Government-Linked Company (GLC)**

No.	Agency	Total Complaints		
		Received	Under Investigation (%)	Resolved (%)
1.	Telekom Malaysia Berhad	197	2 (1.0%)	195 (99.0%)
2.	Tenaga Nasional Berhad	103	1 (1.0%)	102 (99.0%)

*Source: Printed from SISPA System on 5 February 2015*

**Proactive Programmes Organised By PCB's State Offices  
From 1 January – 31 December 2014**

<b>Programme</b>	<b>No. of Programme</b>	<b>No. of Attendees</b>	<b>No. of Advices</b>	<b>No. of Complaints</b>
MCC	119	9,464	2,598	504
IMCC	18	7,159	2,086	408
MESRA	9	4,535	768	191
<b>Total</b>	<b>146</b>	<b>21,158</b>	<b>5,452</b>	<b>1,103</b>

<b>Programme Location</b>	<b>Number of Proactive Programme</b>			
	<b>MCC</b>	<b>IMCC</b>	<b>MESRA</b>	<b>Total</b>
Pahang	15	2	1	18
Terengganu	14	2	-	16
Selangor	12	2	1	15
Negeri Sembilan	12	2	1	15
Johor	12	2	1	15
Sabah	12	2	1	15
Sarawak	12	2	1	15
Perak	10	1	1	12
Kelantan	7	1	1	9
Kedah	5	1	-	6
Pulau Pinang	4	-	-	4
Perlis	1	1	1	3
Melaka	3	-	-	3
<b>Total</b>	<b>119</b>	<b>18</b>	<b>9</b>	<b>146</b>

*Source: Printed from SISPAAs System on 5 February 2015*

**\*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 2014**

Satisfaction Level	%
Excellent	50.7
Good	32.4
Fair	8.5
Weak	8.4
<b>Total</b>	<b>100</b>

**Level of Customer Satisfaction Towards PCB Services  
From 1 January – 31 December 2014**



**\* Note: A total of 955 Customer Feedback Forms were collected from 1 January till 31 December 2014 ( Hardcopy: 488 (51.1%), Online: 467 (48.9%))**