

**Number of Complaints Received
According to State Government Agencies
From 1 January – 31 December 2014**

No.	State	Total			
		Received	Under Investigation (%)	Resolved (%)	Resolved Within 15 Days (%)
1.	Sarawak	393	0	393 (100%)	382 (97.2%)
2.	Selangor	384	9 (2.3%)	375 (97.7%)	139 (37.1%)
3.	Johor	311	0	311 (100%)	164 (52.7%)
4.	Pahang	292	2 (0.7%)	290 (99.3%)	215 (74.1%)
5.	Sabah	241	0	241 (100%)	240 (99.6%)
6.	Melaka	212	0	212 (100%)	150 (70.8%)
7.	Negeri Sembilan	188	0	188 (100%)	91 (48.4%)
8.	Perak	173	10 (5.8%)	163 (94.2%)	47 (28.8%)
9.	Terengganu	167	0	167 (100%)	110 (65.9%)
10.	Pulau Pinang	103	1 (1.0%)	102 (99.0%)	26 (25.5%)
11.	Kelantan	100	0	100 (100%)	70 (70.0%)
12.	Kedah	78	2 (2.6%)	76 (97.4%)	25 (32.9%)
13.	Perlis	39	1 (2.6%)	38 (97.4%)	17 (44.7%)
Total		2,681	25 (0.9%)	2,656 (99.1%)	1,676 (63.1%)

Source: Printed from SISPA System on 5 February 2015