

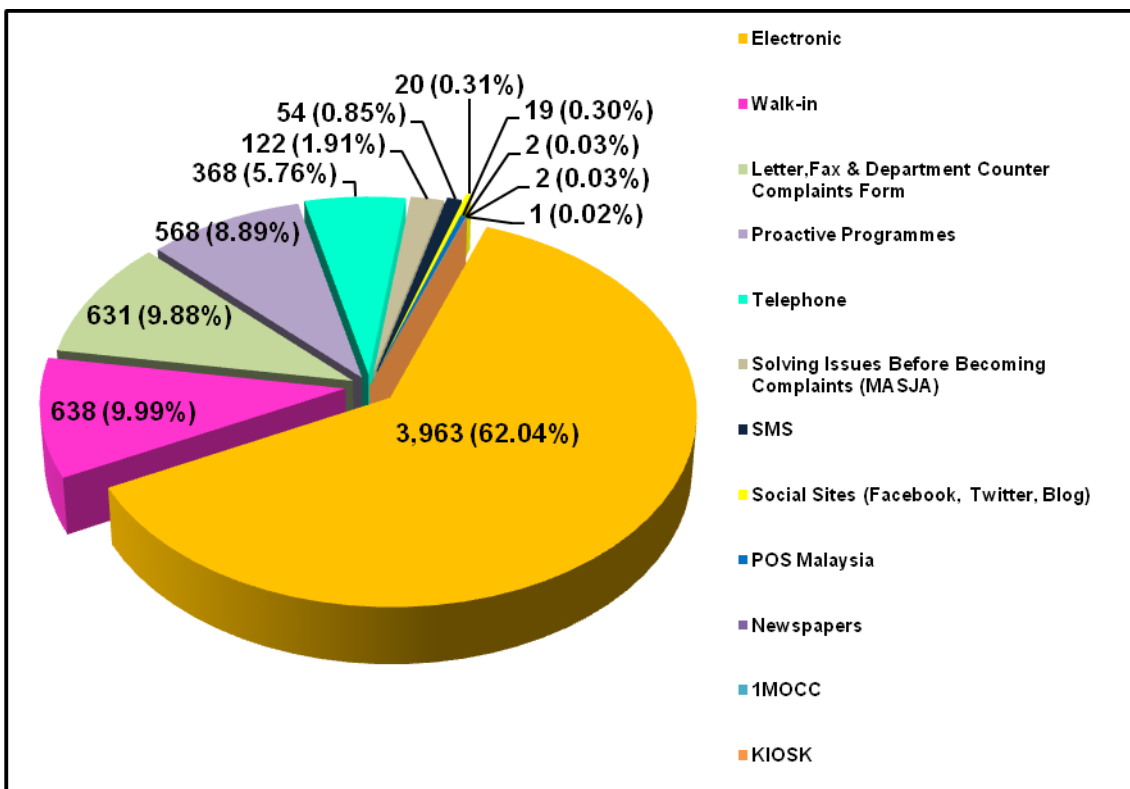
**Sources of Complaints Received  
From 1 January – 31 December 2015**

No	Source	Total Complaints	%
1.	Electronic (E-mail & online complaints form)	3,963	62.04
2.	Walk-in	638	9.99
3.	Letter, Fax and Department Counter Complaints Form	631	9.88
4.	Proactive Programmes*	568	8.89
5.	Telephone	368	5.76
6.	Solving Issues Before Becoming Complaints (MASJA)	122	1.91
7.	SMS	54	0.85
8.	Social Sites (Facebook, Twitter, Blog)	20	0.31
9.	POS Malaysia	19	0.30
10.	Newspapers	2	0.03
11.	1MOCC	2	0.03
12.	KIOSK	1	0.02
<b>Total</b>		<b>6,388</b>	<b>100</b>

*Source: Printed from SISPA System on 5 February 2016*

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

**Sources of Complaints  
From 1 January – 31 December 2015**



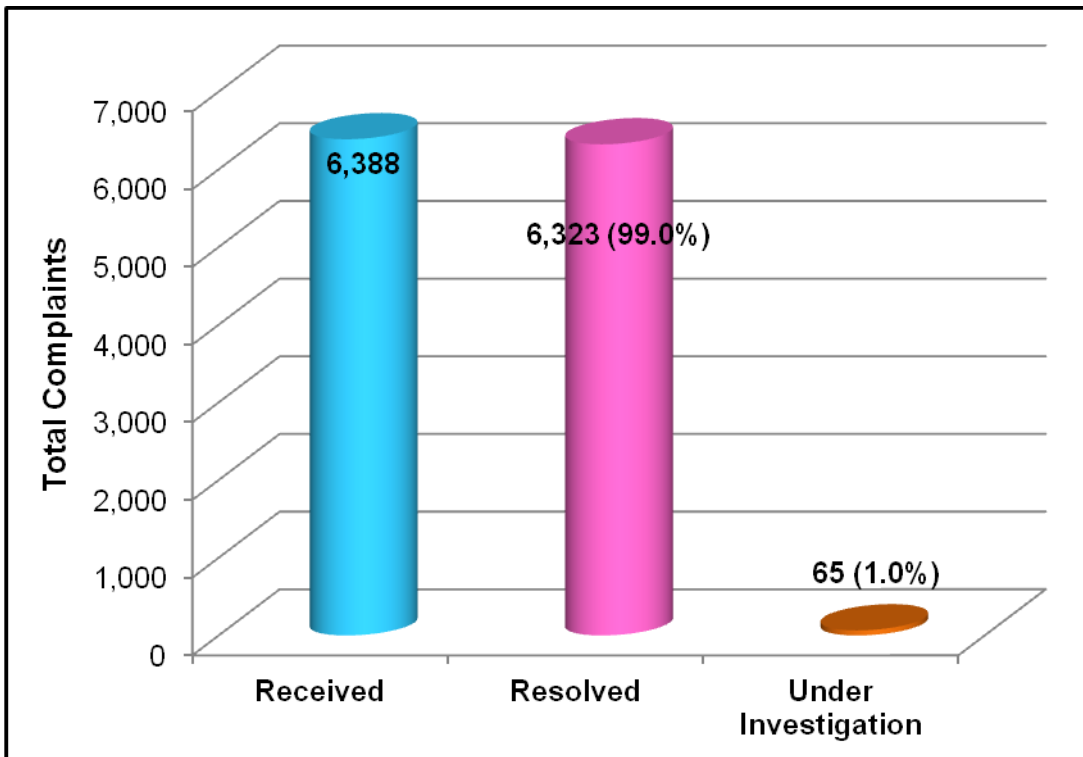
*Source: Printed from SISPA System on 5 February 2016*

**Total Complaints Received and Resolved  
From 1 January – 31 December 2015**

<b>Agencies</b>	<b>Received</b>	<b>Resolved (%)</b>	<b>Under Investigation (%)</b>
Ministries	3,892	3,859 (99.2%)	33 (0.8%)
States	2,496	2,464 (98.7%)	32 (1.3%)
<b>Total</b>	<b>6,388</b>	<b>6,323 (99.0%)</b>	<b>65 (1.0%)</b>

*Source: Printed from SISPAA System on 5 February 2016*

**Status of Complaints  
From 1 January – 31 December 2015**



*Source: Printed from SISPAA System on 5 February 2016*

**Category of Complaints Resolution**  
**From 1 January – 31 December 2015**

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.	2,616	67.8	1,594	64.7	4,210	66.6
2.	The complainant is satisfied with the explanation given by the agency complained of or the actions taken by the agency concerned.	580	15.0	326	13.2	906	14.3
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	96	2.5	375	15.2	471	7.4
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.	140	3.6	66	2.7	206	3.3
5.	Not Defined/Pilot Agencies	427	11.1	103	4.2	530	8.4
<b>Total</b>		<b>3,859</b>	<b>100</b>	<b>2,464</b>	<b>100</b>	<b>6,323</b>	<b>100</b>

*Source: Printed from SISPA System on 5 February 2016*

**Complaints Resolution Outcome  
From 1 January – 31 December 2015**

No.	Outcome	Total Complaints					
		Ministry	%	State	%	Total	%
1.	Reasonable Explanation Given	2,169	56.2	1,480	60.1	3,649	57.7
2.	Instantly Resolved	1,173	30.4	850	34.5	2,023	32.0
3.	Agency Offers Apology	30	0.8	9	0.4	39	0.6
4.	Error Admitted	34	0.9	4	0.2	38	0.6
5.	Change Of Decision	12	0.3	3	0.1	15	0.2
6.	Compensation/Monetary Remedy	7	0.2	11	0.4	18	0.3
7.	Change in Norms/Procedure	5	0.1	1	0.0	6	0.1
8.	Amendment of Law/Policy	2	0.1	2	0.1	4	0.1
9.	Not Defined/Pilot Agencies	427	11.1	104	4.2	531	8.4
<b>Total</b>		<b>3,859</b>	<b>100</b>	<b>2,464</b>	<b>100</b>	<b>6,323</b>	<b>100</b>

*Source: Printed from SISPA System on 5 February 2016*

**Complaints Complexity Level  
From 1 January – 31 December 2015**

No.	Complexity Level	Total Complaints					
		Ministry	%	State	%	Total	%
1.	Moderate	2,894	74.4	1,667	66.8	4,561	71.4
2.	Easy	596	15.3	676	27.1	1,272	19.9
3.	Complex	402	10.3	153	6.1	555	8.7
<b>Total</b>		<b>3,892</b>	<b>100</b>	<b>2,496</b>	<b>100</b>	<b>6,388</b>	<b>100</b>

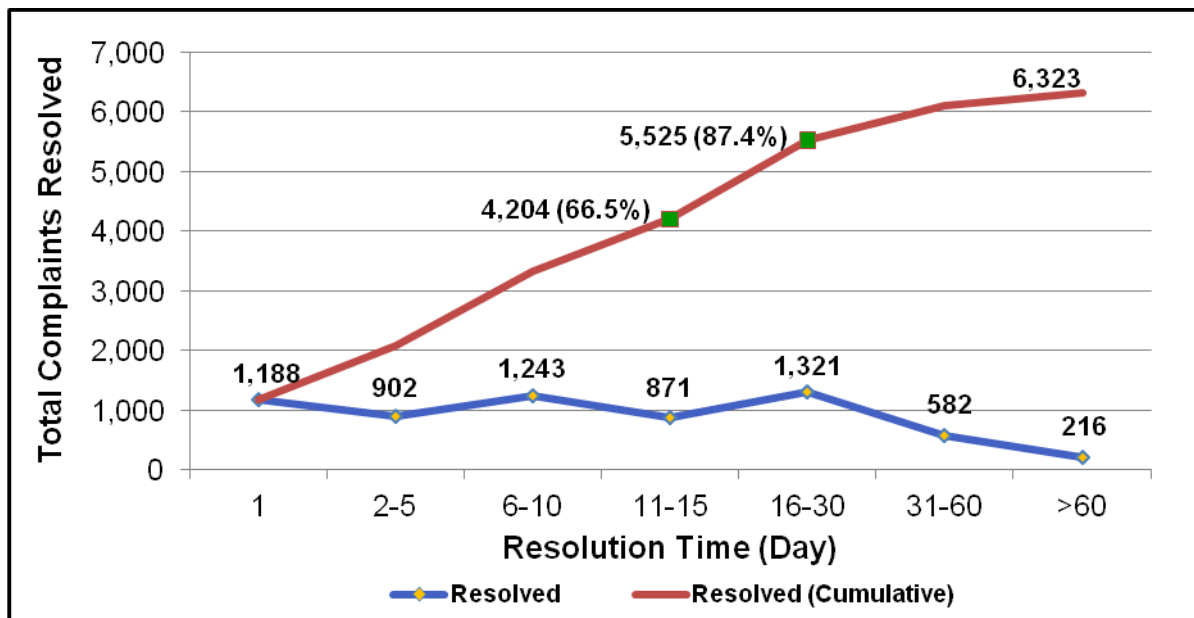
*Source: Printed from SISPA System on 5 February 2015*

**Rate of Resolving Complaints  
From 1 January – 31 December 2015**

Rate of Resolving (Day)	Total		Cumulative Total	
	Total	%	Total	%
1	1,188	18.8	1,188	18.8
2-5	902	14.3	2,090	33.1
6-10	1,243	19.7	3,333	52.7
11-15	871	13.8	4,204	66.5
16-30	1,321	20.9	5,525	87.4
31-60	582	9.2	6,107	96.6
>60	216	3.4	6,323	100
<b>Total</b>	<b>6,323</b>	<b>100</b>	<b>-</b>	<b>-</b>

*Source: Printed from SISPA System on 5 February 2016*

**Rate of Resolving Complaints  
From 1 January – 31 December 2015**



*Source: Printed from SISPA System on 5 February 2016*

**Number of Complaints  
Received According to Ministries  
From 1 January – 31 December 2015**

No.	Ministry	Total Complaints			
		Received	Under Investigation (%)	Resolved (%)	Resolved Within 15 Days (%)
1.	Home Affairs	692	1 (0.1%)	691 (99.9%)	507 (73.4%)
2.	Health	401	3 (0.7%)	398 (99.3%)	358 (89.9%)
3.	Prime Minister's Department	334	2 (0.6%)	332 (99.4%)	248 (74.7%)
4.	Works	327	9 (2.8%)	318 (97.2%)	199 (62.6%)
5.	Finance	318	1 (0.3%)	317 (99.7%)	177 (55.8%)
6.	Education	286	3 (1.0%)	283 (99.0%)	151 (53.4%)
7.	Energy, Green Technology and Water	198	2 (1.0%)	196 (99.0%)	130 (66.3%)
8.	Communication and Multimedia	172	0	172 (100%)	122 (70.9%)
9.	Urban Wellbeing, Housing and Local Government	152	9 (5.9%)	143 (94.1%)	81 (56.6%)
10.	Natural Resources and Environment	150	0	150 (100%)	99 (66.0%)
11.	Federal Territories	144	0	144 (100%)	116 (80.6%)
12.	Domestic Trade, Co-operatives and Consumerism	132	0	132 (100%)	96 (72.7%)
13.	Human Resource	129	0	129 (100%)	93 (72.1%)
14.	Higher Education Sector	110	1 (0.9%)	109 (99.1%)	77 (70.6%)
15.	Transport	102	2 (2.0%)	100 (98.0%)	76 (76.0%)
16.	Women, Family and Community Development	65	0	65 (100%)	46 (70.8%)
17.	Rural and Regional Development	52	0	52 (100%)	32 (61.5%)
18.	Agriculture and Agro-based Industry	52	0	52 (100%)	41 (78.8%)
19.	Defence	21	0	21 (100%)	11 (52.4%)
20.	Tourism and Culture	19	0	19 (100%)	16 (84.2%)
21.	Youth and Sports	10	0	10 (100%)	9 (90.0%)

No.	Ministry	Total Complaints			
		Received	Under Investigation (%)	Resolved (%)	Resolved Within 15 Days (%)
22.	Foreign Affairs	10	0	10 (100%)	5 (50.0%)
23.	Plantation Industries and Commodities	9	0	9 (100%)	7 (77.8%)
24.	Science, Technology and Innovation	7	0	7 (100%)	2 (28.6%)
25.	International Trade and Industry	0	0	0	0
<b>Total</b>		<b>3,892</b>	<b>33 (0.8%)</b>	<b>3,859 (99.2%)</b>	<b>2,699 (69.9%)</b>

*Source: Printed from SISPA System on 5 February 2016*

**Complaints according to Categories  
(Ministries & State Government Agencies)  
From 1 January – 31 December 2015**

No.	Category	Total*					
		Ministry	%	State	%	Received	%
1.	Delay/No Action	1,432	36.6	1,129	45.0	2,561	39.9
2.	Failure of Enforcement	504	12.9	443	17.6	947	14.7
3.	Failure to Adhere to Set Procedures	547	14.0	297	11.8	844	13.1
4.	Unsatisfactory Quality of Service	482	12.3	141	5.6	623	9.7
5.	Lack of Public Amenities	223	5.7	253	10.1	476	7.4
6.	Unfair Action	338	8.6	102	4.1	440	6.8
7.	Misconduct of Civil Servant	140	3.6	33	1.3	173	2.7
8.	Abuse of Power/ Misappropriation	111	2.8	45	1.8	156	2.4
9.	Inadequacies of Policy Implementation and Law	84	2.1	45	1.8	129	2.0
10.	Miscellaneous Complaints	53	1.4	22	0.9	75	1.2
<b>Total</b>		<b>3,914</b>	<b>100</b>	<b>2,510</b>	<b>100</b>	<b>6,424</b>	<b>100</b>

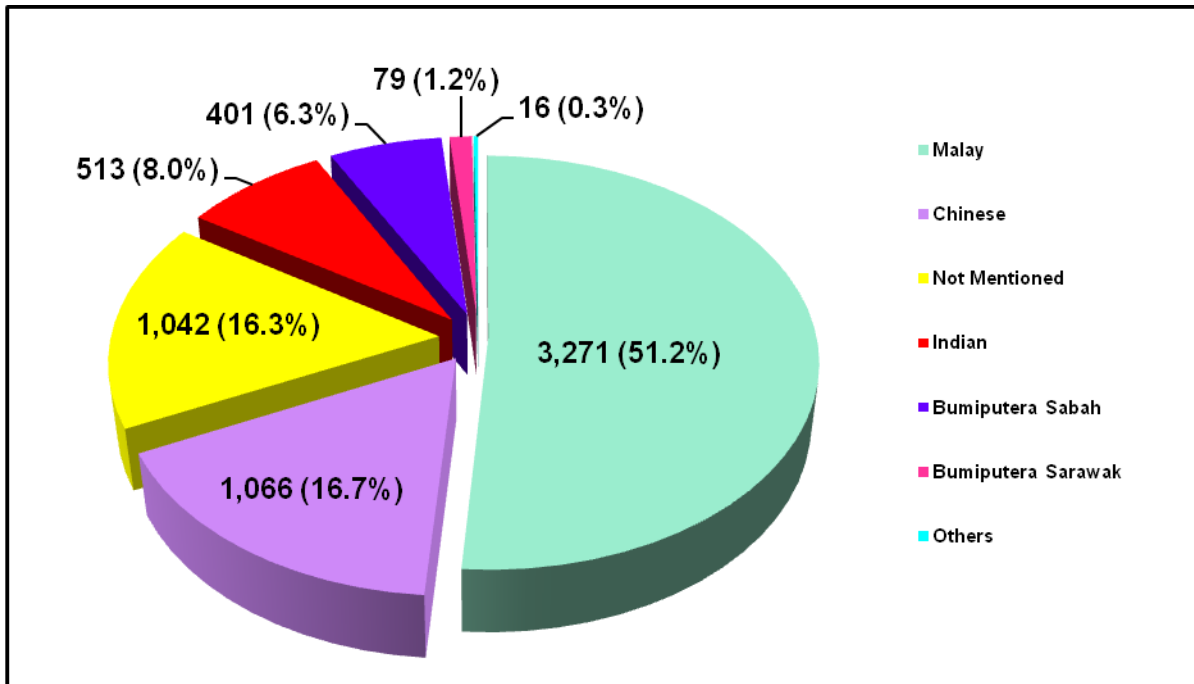
*Source: Printed from SISPA System on 5 February 2016*

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



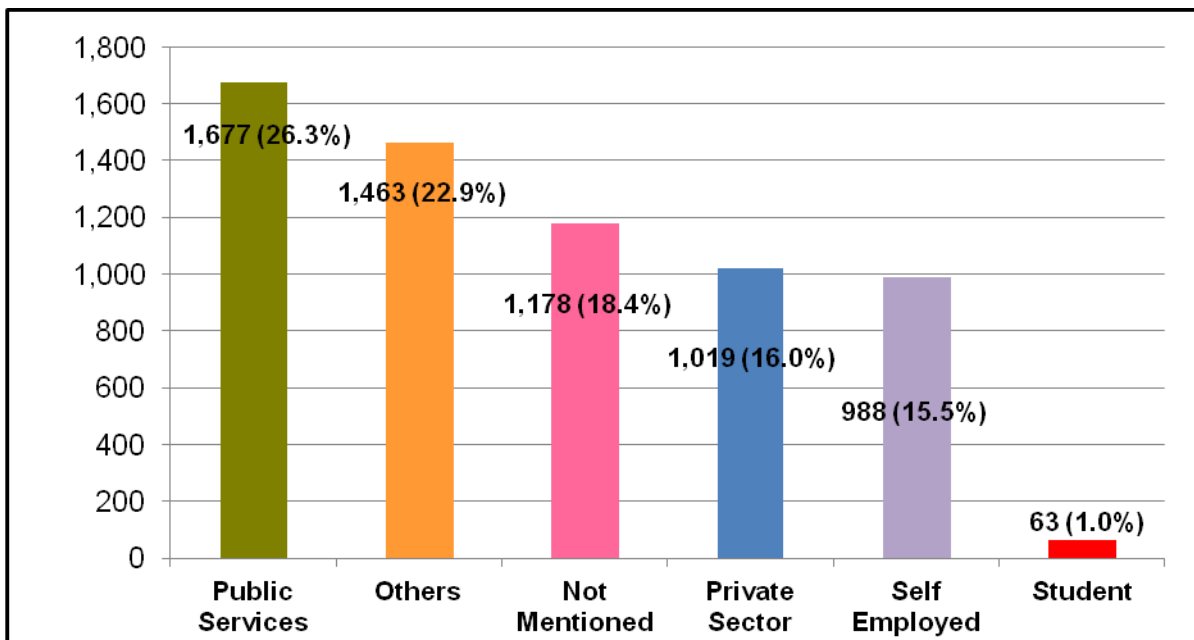
**Complainants Profile**  
**From 1 January – 31 December 2015**

**(i) Complainants Profile by Race**



Source: Printed from SISPA System on 5 February 2016

**(ii) Complainants Profile by Profession**



Source: Printed from SISPA System on 5 February 2016

**Ten Agencies (Ministries) Including GLC  
With Highest Cases Received  
From 1 January – 31 December 2015**

**A. Ministry's Agencies**

No.	Agency	Total Complaints		
		Received	Under Investigation (%)	Resolved (%)
1.	Royal Malaysian Police	343	1 (0.3%)	342 (99.7%)
2.	Public Works Department	270	5 (1.9%)	265 (98.1%)
3.	State Health Department	264	0	264 (100%)
4.	State Education Department	223	2 (0.9%)	221 (99.1%)
5.	Immigration Department	188	0	188 (100%)
6.	Kuala Lumpur City Hall	113	0	113 (100%)
7.	Road Transport Department	78	1 (1.3%)	77 (98.7%)
8.	National Registration Department	71	0	71 (100%)

*Source: Printed from SISPA System on 5 February 2016*

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

No.	Agency	Total Complaints		
		Received	Under Investigation (%)	Resolved (%)
1.	Tenaga Nasional Berhad	103	0	103 (100%)
2.	Telekom Malaysia Berhad	89	0	89 (100%)

*Source: Printed from SISPA System on 5 February 2016*

**Proactive Programmes Organised By PCB's State Offices  
From 1 January – 31 December 2015**

<b>Programme</b>	<b>No. of Programme</b>	<b>No. of Attendees</b>	<b>No. of Advices</b>	<b>No. of Complaints</b>
MCC	71	7,838	2,545	199
IMCC	14	8,916	1,758	244
MESRA	8			125
<b>Total</b>	<b>93</b>	<b>16,754</b>	<b>4,303</b>	<b>568</b>

<b>Programme Location</b>	<b>Number of Proactive Programme</b>			
	<b>MCC</b>	<b>IMCC</b>	<b>MESRA</b>	<b>Total</b>
Sabah	12	1	1	14
Pahang	11	1	1	13
Selangor	10	1	1	12
Melaka	8	-	-	8
Sarawak	6	1	1	8
Kedah	7	1	-	8
Perak	3	2	1	6
Johor	3	1	1	5
Perlis	3	2	-	5
Negeri Sembilan	3	1	1	5
Kelantan	1	2	1	4
Pulau Pinang	3	-	-	3
Terengganu	1	1	-	2
<b>Total</b>	<b>71</b>	<b>14</b>	<b>8</b>	<b>93</b>

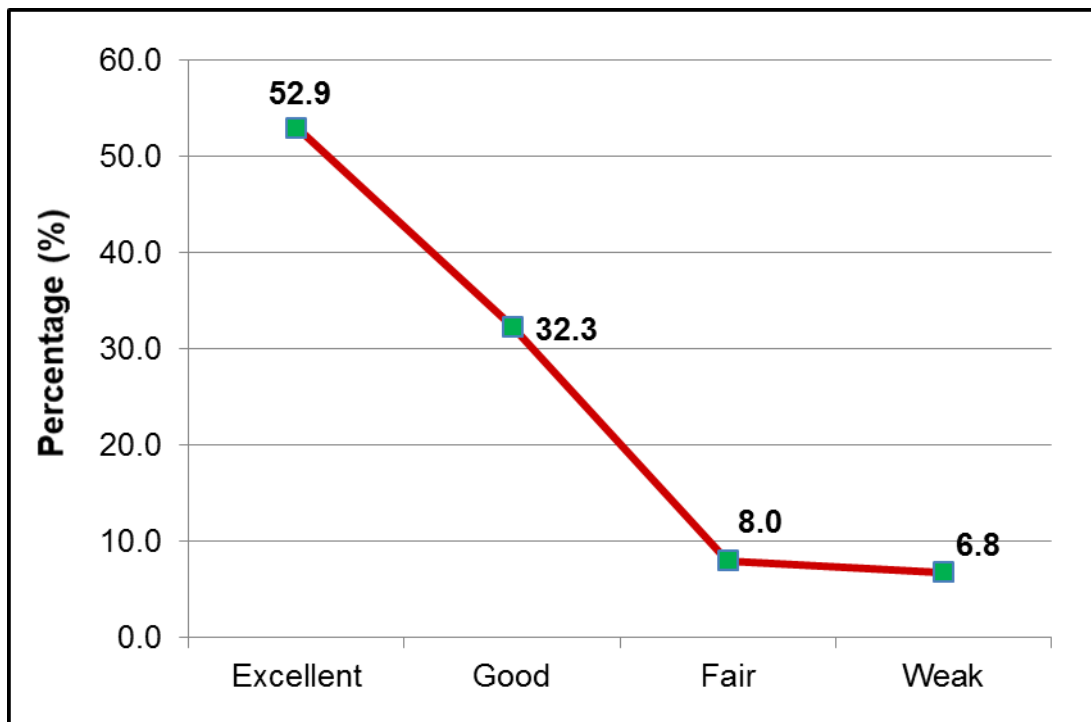
*Source: Printed from SISPAAs System on 5 February 2016*

**\*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 2015**

Satisfaction Level	%
Excellent	52.9
Good	32.3
Fair	8.0
Weak	6.8
<b>Total</b>	<b>100</b>

**Level of Customer Satisfaction Towards PCB Services  
From 1 January – 31 December 2015**



**\* Note: A total of 747 Customer Feedback Forms were collected from 1 January till 31 December 2015 (Hardcopy: 323 (43.2%), Online: 424 (56.8%))**