

**Number of Complaints Received
According to State Government Agencies
From 1 January – 31 December 2015**

No.	State	Total			
		Received	Under Investigation (%)	Resolved (%)	Resolved Within 15 Days (%)
1.	Selangor	377	10 (2.7%)	367 (97.3%)	112 (30.5%)
2.	Johor	331	6 (1.8%)	325 (98.2%)	171 (52.6%)
3.	Pahang	303	0	303 (100%)	181 (59.7%)
4.	Sabah	261	0	261 (100%)	259 (99.2%)
5.	Melaka	238	0	238 (100%)	183 (76.9%)
6.	Perak	236	9 (3.8%)	227 (96.2%)	106 (46.7%)
7.	Negeri Sembilan	229	0	229 (100%)	153 (66.8%)
8.	Sarawak	126	0	126 (100%)	126 (100%)
9.	Terengganu	103	0	103 (100%)	82 (79.6%)
10.	Kedah	101	7 (6.9%)	94 (93.1%)	35 (37.2%)
11.	Pulau Pinang	81	0	81 (100%)	27 (33.3%)
12.	Kelantan	75	0	75 (100%)	52 (69.3%)
13.	Perlis	35	0	35 (100%)	18 (51.4%)
Total		2,496	32 (1.3%)	2,464 (98.7%)	1,505 (61.1%)

Source: Printed from SISPA System on 5 February 2016