

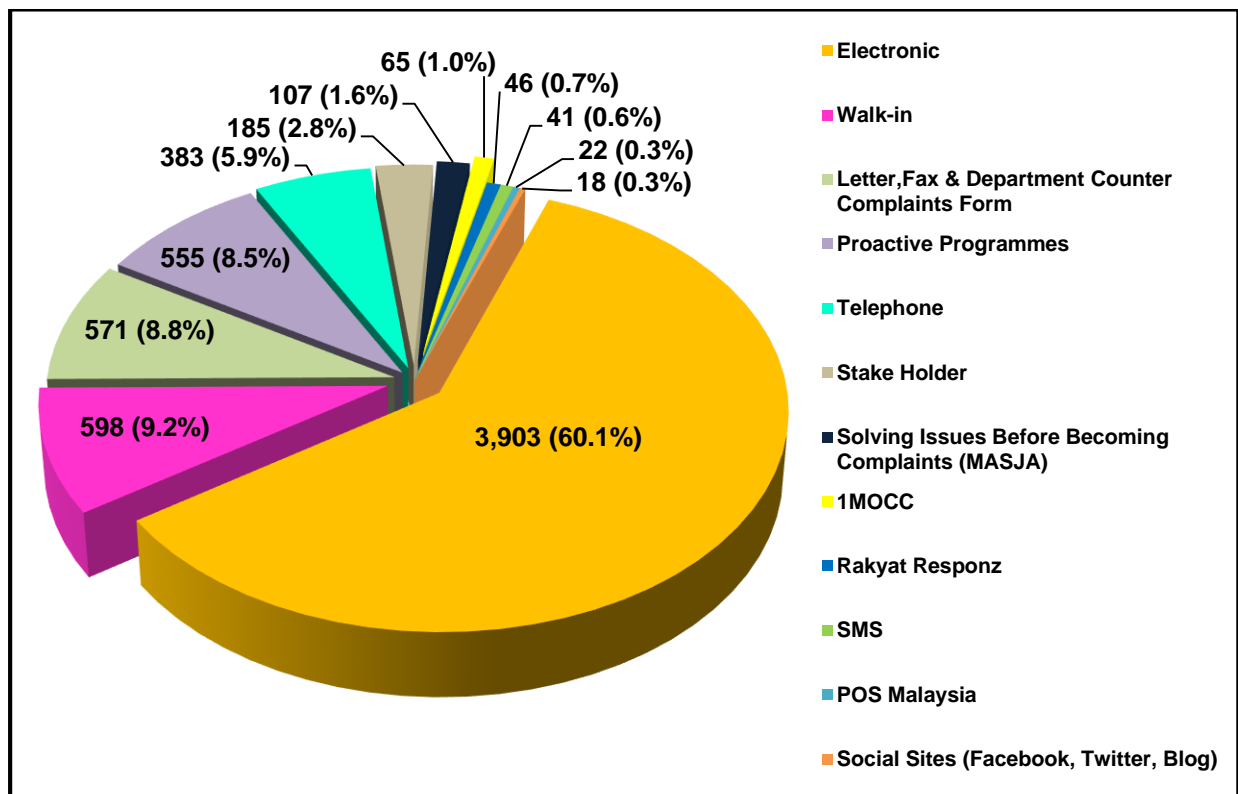
**Sources of Complaints Received  
From 1 January – 31 December 2016**

No	Source	Total Complaints	%
1.	Electronic (E-mail & online complaints form)	3,903	60.1
2.	Walk-in	598	9.2
3.	Letter, Fax and Department Counter Complaints Form	571	8.8
4.	Proactive Programmes*	555	8.5
5.	Telephone	383	5.9
6.	Stake Holder	185	2.8
7.	Solving Issues Before Becoming Complaints (MASJA)	107	1.6
8.	1MOCC	65	1.0
9.	Rakyat Responz	46	0.7
10.	SMS	41	0.6
11.	POS Malaysia	22	0.3
12.	Social Sites (Facebook, Twitter, Blog)	18	0.3
<b>Total</b>		<b>6,494</b>	<b>100</b>

*Source: Printed from SISPA System on 4 January 2017*

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

**Sources of Complaints  
From 1 January – 31 December 2016**



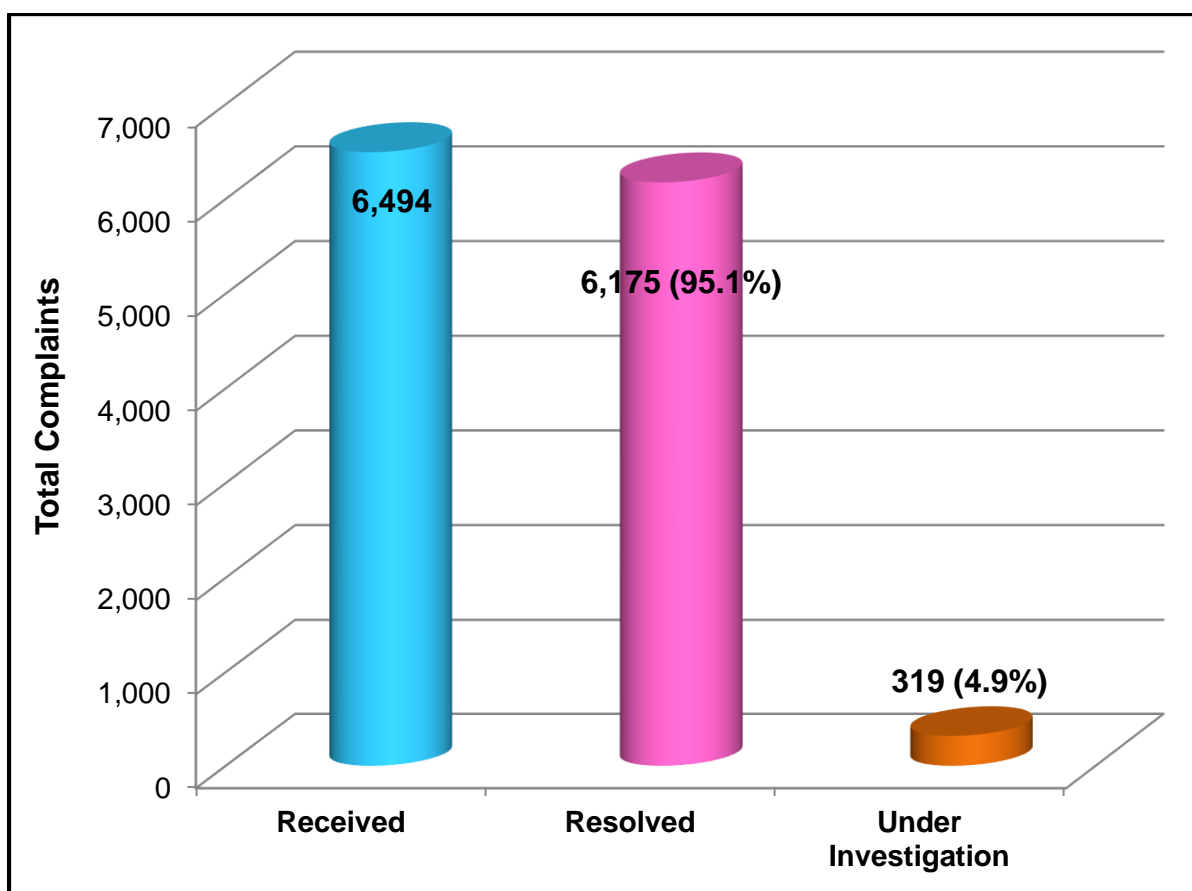
*Source: Printed from SISPA System on 4 January 2017*

**Total Complaints Received and Resolved  
From 1 January – 31 December 2016**

<b>Agencies</b>	<b>Received</b>	<b>Resolved (%)</b>	<b>Under Investigation (%)</b>
Ministries	4,074	3,885 (95.4%)	189 (4.6%)
States	2,420	2,290 (94.6%)	130 (5.4%)
<b>Total</b>	<b>6,494</b>	<b>6,175 (95.1%)</b>	<b>319 (4.9%)</b>

*Source: Printed from SISPA System on 4 January 2017*

**Status of Complaints  
From 1 January – 31 December 2016**



*Source: Printed from SISPA System on 4 January 2017*

**Category of Complaints Resolution  
From 1 January – 31 December 2016**

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.	2,852	73.4	1,627	71.0	4,479	72.5
2.	The complainant is satisfied with the explanation given by the agency complained of or the actions taken by the agency concerned.	530	13.6	200	8.7	730	11.8
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	77	2.0	328	14.3	405	6.6
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.	157	4.0	72	3.1	229	3.7
5.	Not Defined/Pilot Agencies	269	6.9	63	2.8	332	5.4
<b>Total</b>		<b>3,885</b>	<b>100</b>	<b>2,290</b>	<b>100</b>	<b>6,175</b>	<b>100</b>

*Source: Printed from SISPA System on 4 January 2017*

**Complaints Resolution Outcome  
From 1 January – 31 December 2016**

No.	Outcome	Total Complaints					
		Ministry	%	State	%	Total	%
1.	Reasonable Explanation Given	2,292	59.00	1,430	62.45	3,722	60.28
2.	Instantly Resolved	1,208	31.09	751	32.79	1,959	31.72
3.	Agency Offers Apology	48	1.24	9	0.39	57	0.92
4.	Error Admitted	32	0.82	9	0.39	41	0.66
5.	Compensation/Monetary Remedy	14	0.36	19	0.83	33	0.53
6.	Change Of Decision	11	0.28	6	0.26	17	0.28
7.	Change in Norms/Procedure	6	0.15	2	0.09	8	0.13
8.	Amendment of Law/Policy	5	0.13	1	0.04	6	0.10
9.	Not Defined/Pilot Agencies	269	6.92	63	2.75	332	5.38
<b>Total</b>		<b>3,885</b>	<b>100</b>	<b>2,290</b>	<b>100</b>	<b>6,175</b>	<b>100</b>

*Source: Printed from SISPA System on 4 January 2017*

**Complaints Complexity Level  
From 1 January – 31 December 2016**

No.	Complexity Level	Total Complaints					
		Ministry	%	State	%	Total	%
1.	Moderate	2,909	71.4	1,429	59.0	4,338	66.8
2.	Easy	548	13.5	595	24.6	1,143	17.6
3.	Complex	617	15.1	396	16.4	1,013	15.6
<b>Total</b>		<b>4,074</b>	<b>100</b>	<b>2,420</b>	<b>100</b>	<b>6,494</b>	<b>100</b>

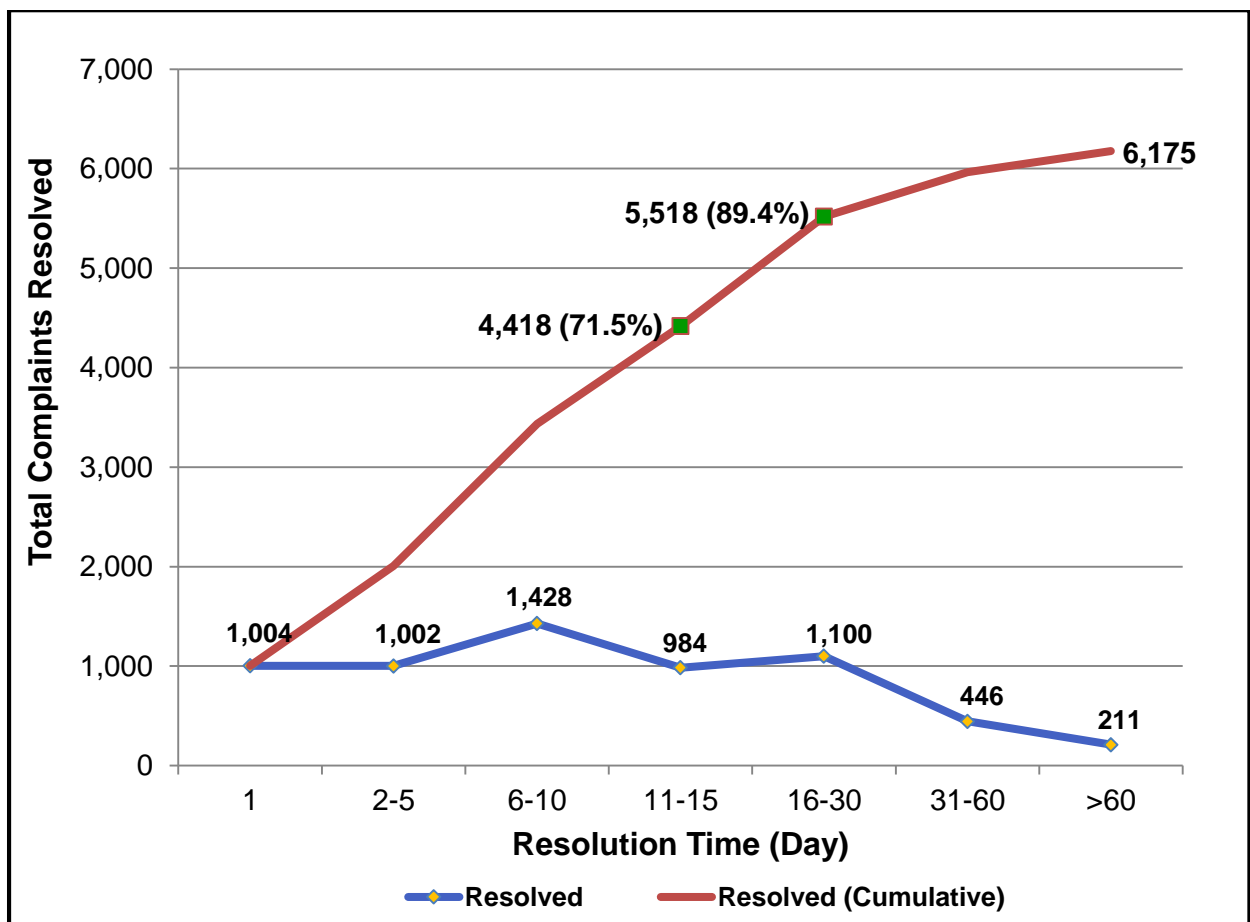
*Source: Printed from SISPA System on 4 January 2017*

**Rate of Resolving Complaints  
From 1 January – 31 December 2016**

Rate of Resolving (Day)	Total		Cumulative Total	
	Total	%	Total	%
1	1,004	16.3	1,004	16.3
2-5	1,002	16.2	2,006	32.5
6-10	1,428	23.1	3,434	55.6
11-15	984	15.9	4,418	71.5
16-30	1,100	17.8	5,518	89.4
31-60	446	7.2	5,964	96.6
>60	211	3.4	<b>6,175</b>	<b>100</b>
<b>Jumlah</b>	<b>6,175</b>	<b>100</b>	-	-

*Source: Printed from SISPA System on 4 January 2017*

**Rate of Resolving Complaints  
From 1 January – 31 December 2016**



*Source: Printed from SISPA System on 4 January 2017*

**Number of Complaints  
Received According to Ministries  
From 1 January – 31 December 2016**

No.	Ministry	Total Complaints			
		Received	Under Investigation (%)	Resolved (%)	Resolved Within 15 Days (%)
1.	Home Affairs	719	23 (3.2%)	696 (96.8%)	475 (68.2%)
2.	Health	445	28 (6.3%)	417 (93.7%)	348 (83.5%)
3.	Prime Minister's Department	395	14 (3.5%)	381 (96.5%)	301 (79.0%)
4.	Education	327	27 (8.3%)	300 (91.7%)	173 (57.7%)
5.	Finance	295	6 (2.0%)	289 (98.0%)	218 (75.4%)
6.	Works	240	15 (6.3%)	225 (93.8%)	157 (69.8%)
7.	Energy, Green Technology and Water	217	17 (7.8%)	200 (92.2%)	155 (77.5%)
8.	Natural Resources and Environment	193	11 (5.7%)	182 (94.3%)	131 (72.0%)
9.	Higher Education Sector	157	12 (7.6%)	145 (92.4%)	112 (77.2%)
10.	Domestic Trade, Co-operatives and Consumerism	150	3 (2.0%)	147 (98.0%)	115 (78.2%)
11.	Communication and Multimedia	143	6 (4.2%)	137 (95.8%)	108 (78.8%)
12.	Urban Wellbeing, Housing and Local Government	139	5 (3.6%)	134 (96.4%)	92 (68.7%)
13.	Federal Territories	128	3 (2.3%)	125 (97.7%)	117 (93.6%)
14.	Human Resource	118	0	118 (100%)	109 (92.4%)
15.	Transport	105	1 (1.0%)	104 (99.0%)	73 (70.2%)
16.	Agriculture and Agro-based Industry	81	4 (4.9%)	77 (95.1%)	63 (81.8%)
17.	Rural and Regional Development	77	5 (6.5%)	72 (93.5%)	45 (62.5%)
18.	Women, Family and Community Development	71	4 (5.6%)	67 (94.4%)	48 (71.6%)
19.	Defence	21	2 (9.5%)	19 (90.5%)	9 (47.4%)

No.	Ministry	Total Complaints			
		Received	Under Investigation (%)	Resolved (%)	Resolved Within 15 Days (%)
20.	Youth and Sports	17	0	17 (100%)	11 (64.7%)
21.	Tourism and Culture	14	2 (14.3%)	12 (85.7%)	5 (41.7%)
22.	Foreign Affairs	12	1 (8.3%)	11 (91.7%)	7 (63.6%)
23.	Plantation Industries and Commodities	8	0	8 (100%)	6 (75.0%)
24.	International Trade and Industry	2	0	2 (100%)	1 (50.0%)
25.	Science, Technology and Innovation	0	0	0	0
<b>Total</b>		<b>4,074</b>	<b>189 (4.6%)</b>	<b>3,885 (95.4%)</b>	<b>2,879 (74.1%)</b>

*Source: Printed from SISPA System on 4 January 2017*

**Complaints according to Categories  
(Ministries & State Government Agencies)  
From 1 January – 31 December 2016**

No.	Category	Total*					
		Ministry	%	State	%	Received	%
1.	Actions taken do not meet the complainants need	1,013	24.8	679	27.9	1,692	26.0
2.	Failure of Enforcement	601	14.7	544	22.4	1145	17.6
3.	Failure to Adhere to Set Procedures	663	16.2	390	16.0	1053	16.2
4.	Unsatisfactory Quality of Service	684	16.7	270	11.1	954	14.6
5.	Unfair Action	415	10.2	118	4.9	533	8.2
6.	Lack of Public Amenities	222	5.4	310	12.7	532	8.2
7.	Abuse of Power/ Misappropriation	196	4.8	57	2.3	253	3.9
8.	Misconduct of Civil Servant	191	4.7	26	1.1	217	3.3
9.	Inadequacies of Policy Implementation and Law	101	2.5	38	1.6	139	2.1
<b>Total</b>		<b>4,086</b>	<b>100</b>	<b>2,432</b>	<b>100</b>	<b>6,518</b>	<b>100</b>

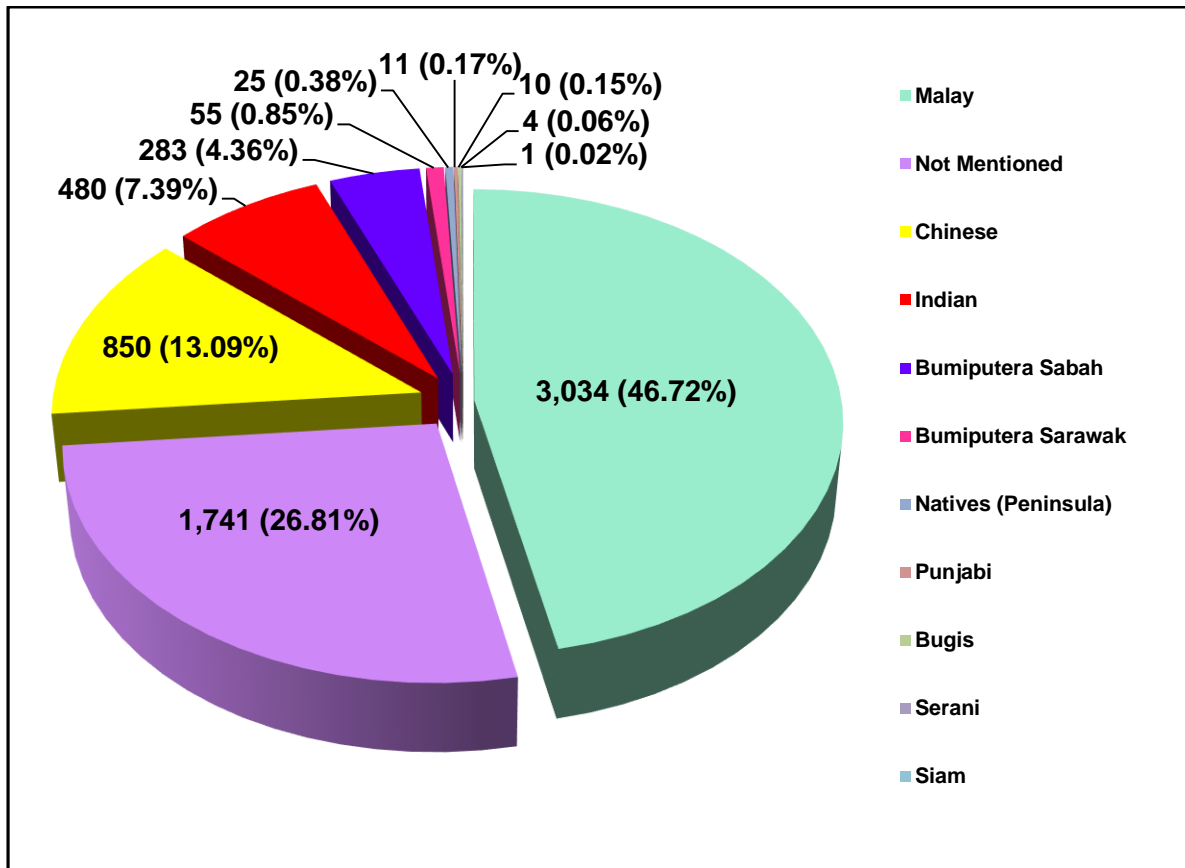
*Source: Printed from SISPA System on 4 January 2017*

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



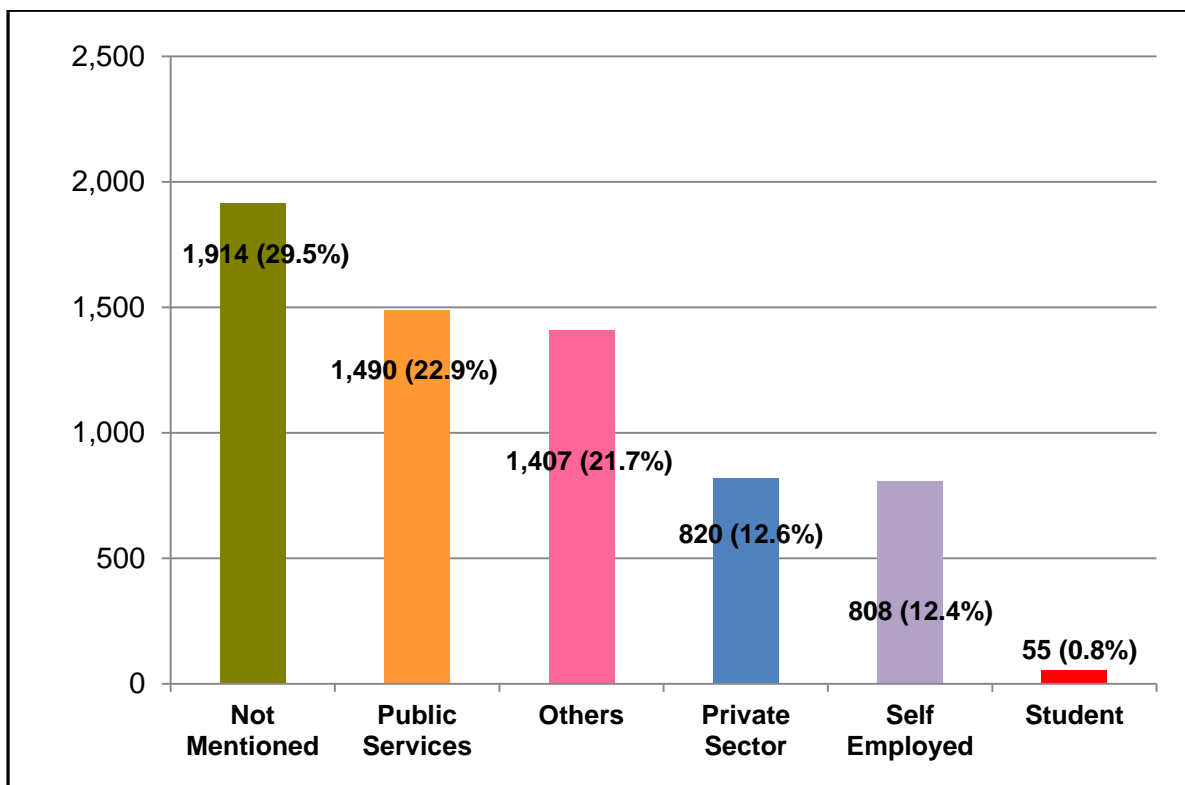
## Complainants Profile From 1 January – 31 December 2016

### (i) Complainants Profile by Race



Source: Printed from SISPA System on 4 January 2017

### (ii) Complainants Profile by Profession



Source: Printed from SISPA System on 4 January 2017

**Ten Agencies (Ministries) Including GLC  
With Highest Cases Received  
From 1 January – 31 December 2016**

**A. Ministry's Agencies**

No.	Agency	Total Complaints		
		Received	Under Investigation (%)	Resolved (%)
1.	Royal Malaysian Police	387	19 (4.9%)	368 (95.1%)
2.	State Health Department	333	22 (6.6%)	311 (93.4%)
3.	State Education Department	267	20 (7.5%)	247 (92.5%)
4.	Public Works Department	217	9 (4.1%)	208 (95.9%)
5.	Immigration Department	202	2 (1.0%)	200 (99.0%)
6.	Kuala Lumpur City Hall	102	3 (2.9%)	99 (97.1%)
7.	Road Transport Department	85	1 (1.2%)	84 (98.8%)
8.	Land Public Transport Commission	77	2 (2.6%)	75 (97.4%)

*Source: Printed from SISPA System on 4 January 2017*

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

No.	Agency	Total Complaints		
		Received	Under Investigation (%)	Resolved (%)
1.	Tenaga Nasional Berhad	133	9 (6.8%)	124 (93.2%)
2.	Telekom Malaysia Berhad	63	3 (4.8%)	60 (95.2%)

*Source: Printed from SISPA System on 4 January 2017*

**Proactive Programmes Organised By PCB's State Offices  
From 1 January – 31 December 2016**

<b>Programme</b>	<b>No. of Programme</b>	<b>No. of Attendees</b>	<b>No. of Advices</b>	<b>No. of Complaints</b>
MCC	141	19,635	3,616	358
IMCC	12	11,867	6,359	28
MESRA	9			169
<b>Total</b>	<b>162</b>	<b>31,502</b>	<b>9,975</b>	<b>555</b>

<b>Programme Location</b>	<b>Number of Proactive Programme</b>			
	<b>MCC</b>	<b>IMCC</b>	<b>MESRA</b>	<b>Total</b>
Terengganu	17	4	1	22
Pahang	17	1	1	19
Johor	16	1	1	18
Selangor	14	1	1	16
Perak	14	1	1	16
Sabah	14	1	1	16
Sarawak	14	1	1	16
Negeri Sembilan	12	1	1	14
Kedah	6	-	1	7
Kelantan	5	1	-	6
Melaka	5	-	-	5
Pulau Pinang	4	-	-	4
Perlis	3	-	-	3
<b>Total</b>	<b>141</b>	<b>12</b>	<b>9</b>	<b>162</b>

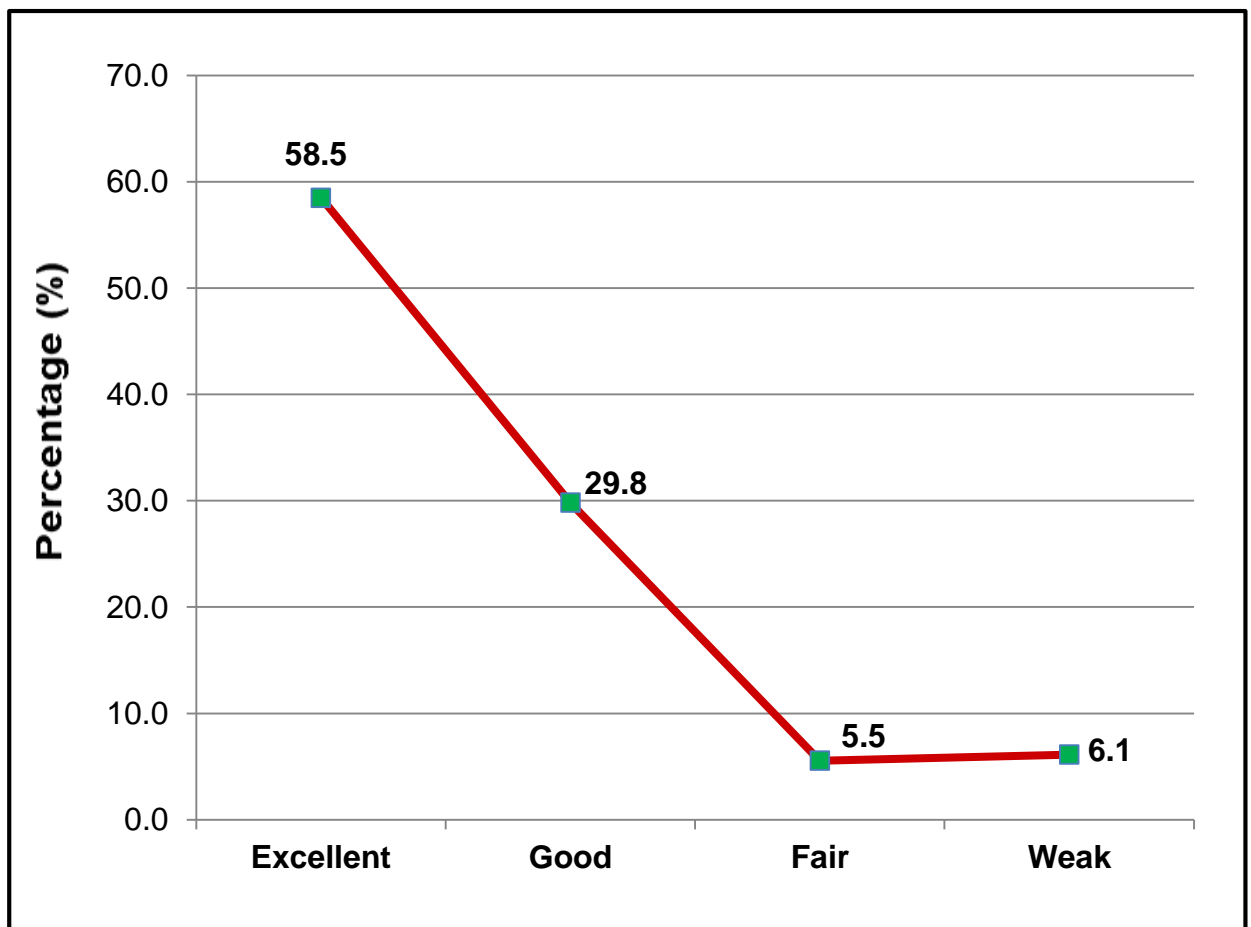
*Source: Printed from SISPA System on 4 January 2017*

**\*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 2016**

Satisfaction Level	%
Excellent	58.5
Good	29.8
Fair	5.5
Weak	6.1
<b>Total</b>	<b>100</b>

**Level of Customer Satisfaction Towards PCB Services  
From 1 January – 31 December 2016**



**\* Note: A total of 924 Customer Feedback Forms were collected from 1 January till 31 December 2016 (Hardcopy: 487 (52.7%), Online: 437 (47.3%))**