

**Number of Complaints Received
According to State Government Agencies
From 1 January – 31 December 2016**

No.	State	Total			
		Received	Under Investigation (%)	Resolved (%)	Resolved Within 15 Days (%)
1.	Johor	358	12 (3.4%)	346 (96.6%)	204 (59.0%)
2.	Selangor	340	57 (16.8%)	283 (83.2%)	118 (41.7%)
3.	Pahang	256	4 (1.6%)	252 (98.4%)	181 (71.8%)
4.	Negeri Sembilan	252	8 (3.2%)	244 (96.8%)	177 (72.5%)
5.	Perak	225	20 (8.9%)	205 (91.1%)	85 (41.5%)
6.	Sabah	178	0	178 (100%)	174 (97.8%)
7.	Melaka	163	2 (1.2%)	161 (87.8%)	135 (83.9%)
8.	Sarawak	144	0	144 (100%)	144 (100%)
9.	Terengganu	138	3 (2.2%)	135 (97.8%)	118 (87.4%)
10.	Kedah	136	12 (8.8%)	124 (91.2%)	56 (45.2%)
11.	Pulau Pinang	124	4 (3.2%)	120 (96.8%)	77 (64.2%)
12.	Kelantan	100	7 (7.0%)	93 (93.0%)	68 (73.1%)
13.	Perlis	6	1 (16.7%)	5 (83.3%)	2 (40.0%)
Total		2,420	130 (5.4%)	2,290 (94.6%)	1,539 (67.2%)

Source: Printed from SISPA System on 4 January 2017