

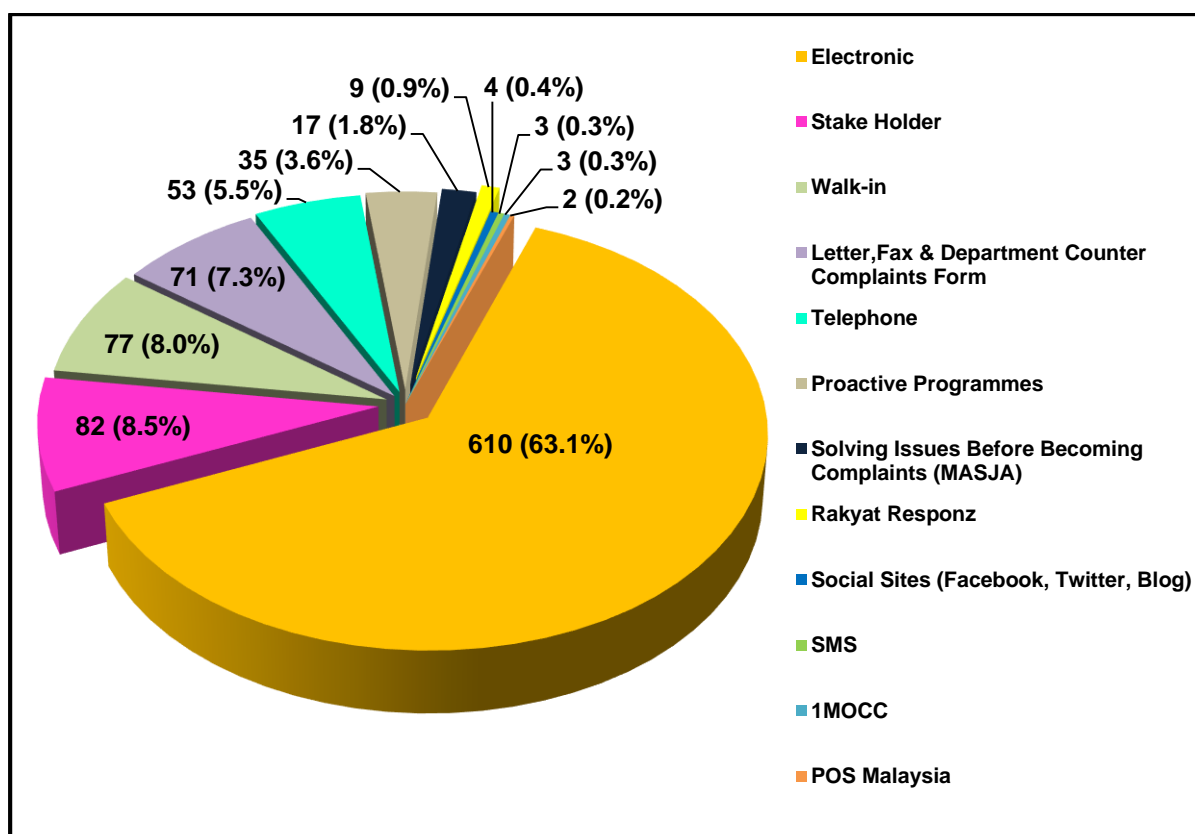
**Sources of Complaints Received
From 1 January – 28 February 2017**

No	Source	Total Complaints	%
1.	Electronic (E-mail & online complaints form)	610	63.1
2.	Stake Holder	82	8.5
3.	Walk-in	77	8.0
4.	Letter, Fax and Department Counter Complaints Form	71	7.3
5.	Telephone	53	5.5
6.	Proactive Programmes*	35	3.6
7.	Solving Issues Before Becoming Complaints (MASJA)	17	1.8
8.	Rakyat Responz	9	0.9
9.	Social Sites (Facebook, Twitter, Blog)	4	0.4
10.	SMS	3	0.3
11.	1MOCC	3	0.3
12.	POS Malaysia	2	0.2
Total		966	100

Source: Printed from SISPAA System on 10 March 2017

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

**Sources of Complaints
From 1 January – 28 February 2017**



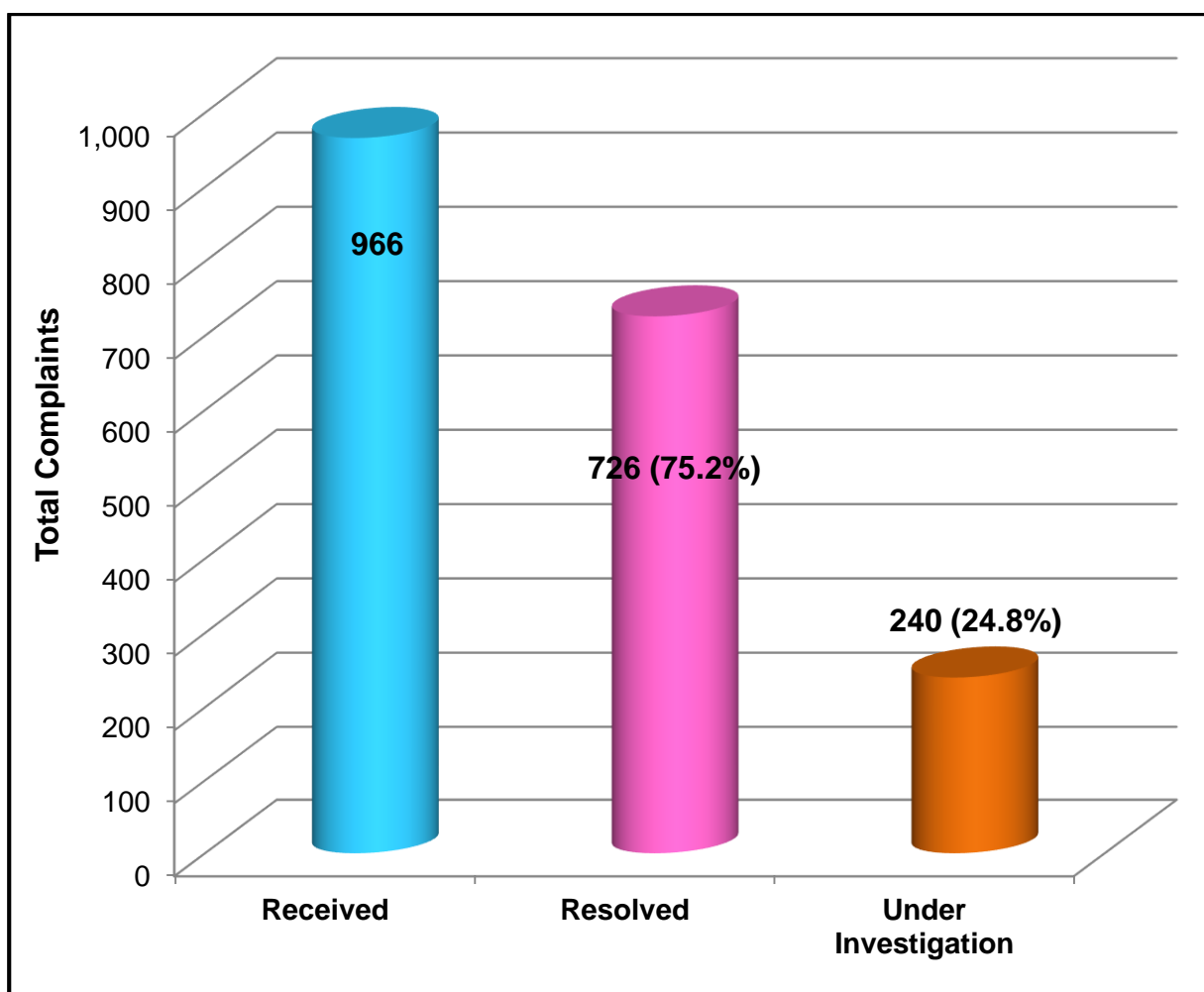
Source: Printed from SISPAA System on 10 March 2017

**Total Complaints Received and Resolved
From 1 January – 28 February 2017**

Agencies	Received	Resolved (%)	Under Investigation (%)
Ministries	605	469 (77.5%)	136 (22.5%)
States	361	257 (71.2%)	104 (28.8%)
Total	966	726 (75.2%)	240 (24.8%)

Source: Printed from SISPA System on 10 March 2017

**Status of Complaints
From 1 January – 28 February 2017**



Source: Printed from SISPA System on 10 March 2017

Category of Complaints Resolution
From 1 January – 28 February 2017

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.	353	75.3	174	67.7	527	72.6
2.	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	14	3.0	53	20.6	67	9.2
3.	The complainant is satisfied with the explanation given by the agency complained of or the actions taken by the agency concerned.	75	16.0	18	7.0	93	12.8
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.	17	3.6	9	3.5	26	3.6
5.	Not Defined/Pilot Agencies	10	2.1	3	1.2	13	1.8
Total		469	100	257	100	726	100

Source: Printed from SISPA System on 10 March 2017

Complaints Resolution Outcome
From 1 January – 28 February 2017

No.	Outcome	Total Complaints					
		Ministry	%	State	%	Total	%
1.	Reasonable Explanation Given	273	58.2	139	54.1	412	56.7
2.	Instantly Resolved	160	34.1	110	42.8	270	37.2
3.	Agency Offers Apology	13	2.8	4	1.6	17	2.3
4.	Error Admitted	6	1.3	1	0.4	7	1.0
5.	Change Of Decision	4	0.9	0	0	4	0.6
6.	Change in Norms/Procedure	3	0.6	0	0	3	0.4
7.	Compensation/Monetary Remedy	0	0	0	0	0	0
8.	Amendment of Law/Policy	0	0	0	0	0	0
9.	Not Defined/Pilot Agencies	10	2.1	3	1.2	13	1.8
Total		469	100	257	100	726	100

Source: Printed from SISPA System on 10 March 2017

Complaints Complexity Level
From 1 January – 28 February 2017

No.	Complexity Level	Total Complaints					
		Ministry	%	State	%	Total	%
1.	Moderate	460	76.0	215	59.6	675	69.9
2.	Easy	67	11.1	105	29.1	172	17.8
3.	Complex	78	12.9	41	11.4	119	12.3
Total		605	100	361	100	966	100

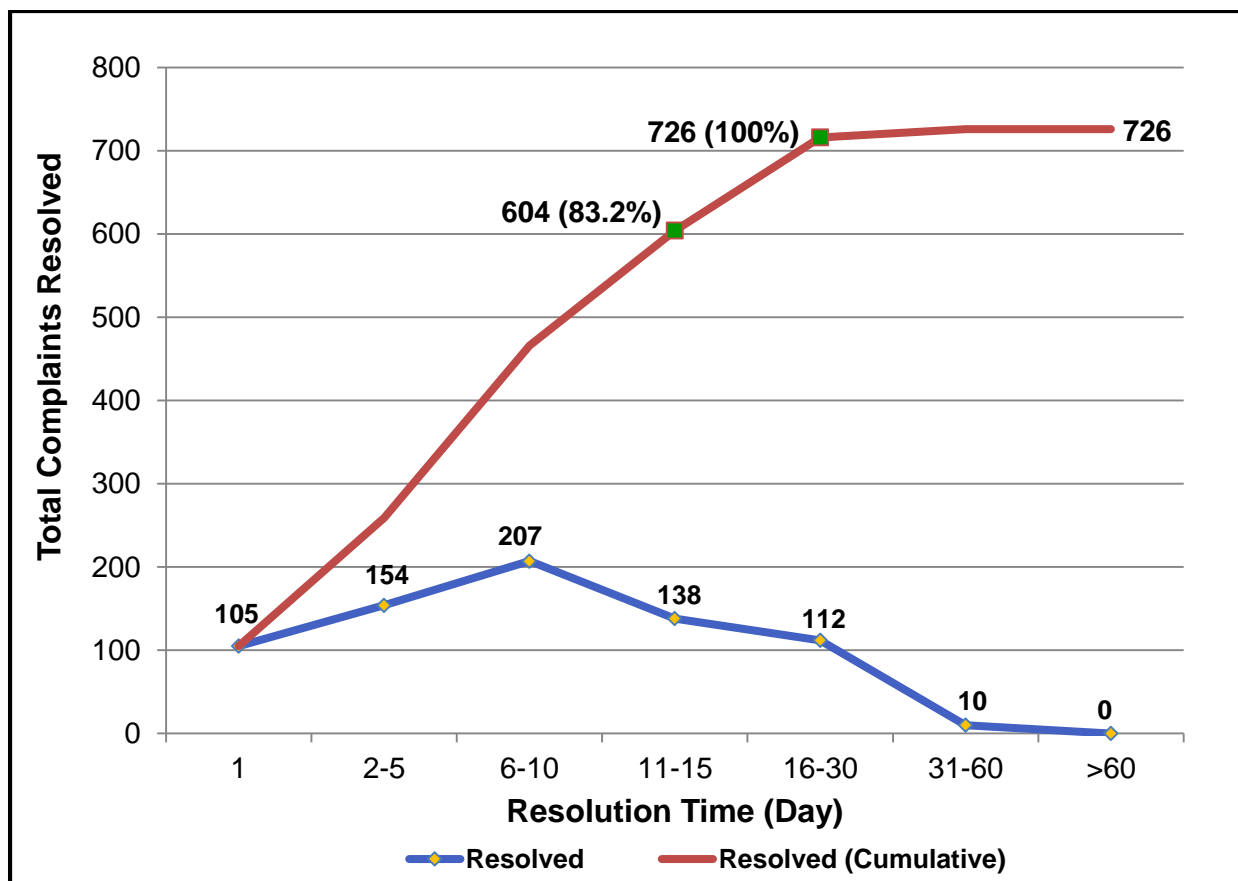
Source: Printed from SISPA System on 10 March 2017

Rate of Resolving Complaints
From 1 January – 28 February 2017

Rate of Resolving (Day)	Total		Cumulative Total	
	Total	%	Total	%
1	105	14.5	105	14.5
2-5	154	21.2	259	35.7
6-10	207	28.5	466	64.2
11-15	138	19.0	604	83.2
16-30	112	15.4	716	98.6
31-60	10	1.4	726	100
>60	0	0	726	100
Jumlah	726	100	-	-

Source: Printed from SISPA System on 10 March 2017

Rate of Resolving Complaints
From 1 January – 28 February 2017



Source: Printed from SISPA System on 10 March 2017

**Number of Complaints
Received According to Ministries
From 1 January – 28 February 2017**

No.	Ministry	Total Complaints			
		Received	Under Investigation (%)	Resolved (%)	Resolved Within 15 Days (Easy and Modestly Categories of Complaints (%))
1.	Home Affairs	102	35 (34.3%)	67 (65.7%)	48 (92.3%)
2.	Education	59	14 (23.7%)	45 (76.3%)	31 (86.1%)
3.	Health	52	10 (19.2%)	42 (80.8%)	35 (92.1%)
4.	Prime Minister's Department	52	11 (21.2%)	41 (78.8%)	32 (86.5%)
5.	Finance	50	8 (16.0%)	42 (84.0%)	35 (92.1%)
6.	Works	39	10 (25.6%)	29 (74.4%)	22 (78.6%)
7.	Natural Resources and Environment	30	8 (26.7%)	22 (73.3%)	18 (94.7%)
8.	Higher Education Sector	28	8 (28.6%)	20 (71.4%)	16 (94.1%)
9.	Federal Territories	26	0	26 (100%)	24 (92.3%)
10.	Communication and Multimedia	23	7 (30.4%)	16 (69.6%)	12 (85.7%)
11.	Human Resource	22	6 (27.3%)	16 (72.7%)	15 (100%)
12.	Rural and Regional Development	21	5 (23.8%)	16 (76.2%)	14 (87.5%)
13.	Energy, Green Technology and Water	21	5 (23.8%)	16 (76.2%)	12 (80.0%)
14.	Transport	19	3 (15.8%)	16 (84.2%)	9 (90.0%)
15.	Urban Wellbeing, Housing and Local Government	14	2 (14.3%)	12 (85.7%)	11 (91.7%)
16.	Domestic Trade, Co-operatives and Consumerism	12	2 (16.7%)	10 (83.3%)	8 (88.9%)
17.	Women, Family and Community Development	11	0	11 (100%)	8 (72.7%)
18.	Agriculture and Agro-based Industry	10	0	10 (100%)	9 (100%)

No.	Ministry	Total Complaints			
		Received	Under Investigation (%)	Resolved (%)	Resolved Within 15 Days (Easy and Modestly Categories of Complaints (%))
19.	Tourism and Culture	6	1 (16.7%)	5 (83.3%)	5 (100%)
20.	Defence	4	1 (25.0%)	3 (75.0%)	2 (66.7%)
21.	Plantation Industries and Commodities	1	0	1 (100%)	1 (100%)
22.	Youth and Sports	1	0	1 (100%)	1 (100%)
23.	Science, Technology and Innovation	1	0	1 (100%)	1 (100%)
24.	Foreign Affairs	1	0	1 (100%)	0
25.	International Trade and Industry	0	0	0	0
Total		605	136 (22.5%)	469 (77.5%)	369 (89.1%)

Source: Printed from SISPA System on 10 March 2017

**Complaints according to Categories
(Ministries & State Government Agencies)
From 1 January – 28 February 2017**

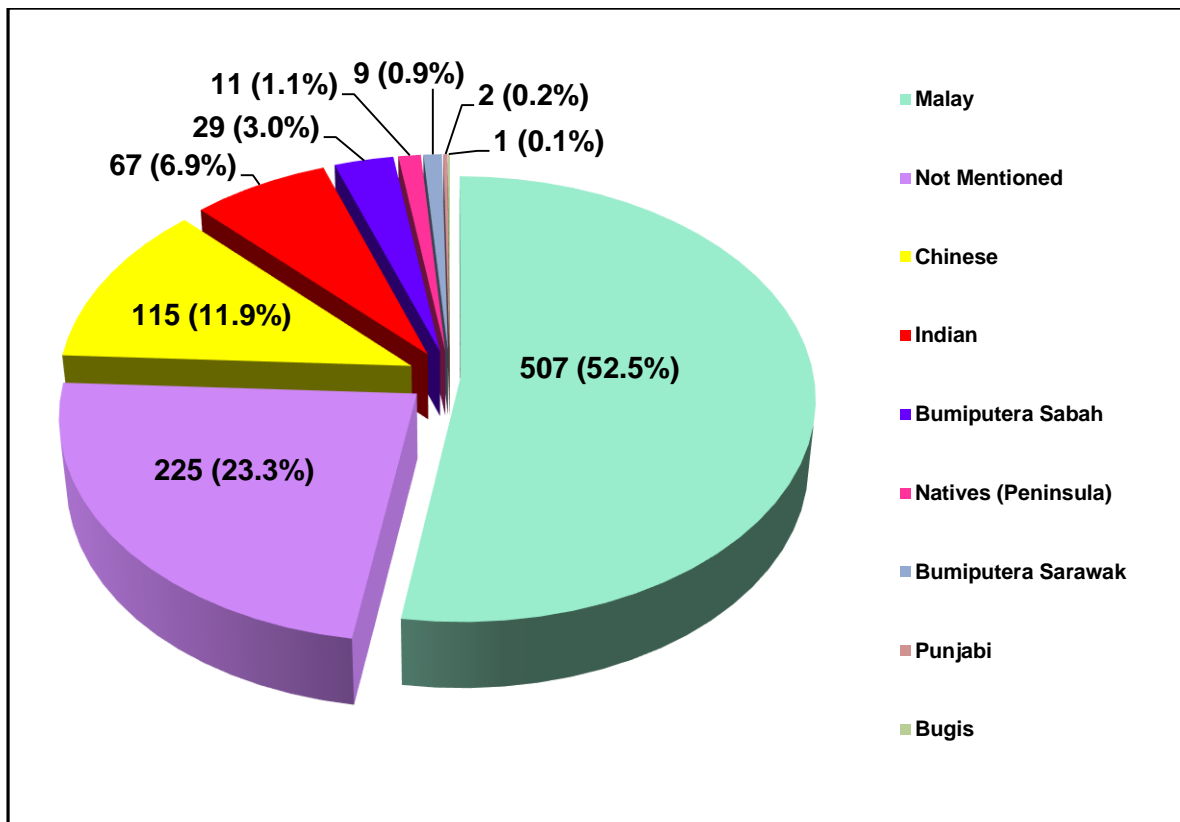
No.	Category	Total*					
		Ministry	%	State	%	Received	%
1.	Unsatisfactory Quality of Service	142	23.4	74	20.4	216	22.3
2.	Failure of Enforcement	108	17.8	94	25.9	202	20.8
3.	Failure to Adhere to Set Procedures	96	15.8	63	17.4	159	16.4
4.	Actions taken do not meet the complainants need	80	13.2	47	12.9	127	13.1
5.	Unfair Action	65	10.7	18	5.0	83	8.6
6.	Lack of Public Amenities	31	5.1	53	14.6	84	8.7
7.	Misconduct of Civil Servant	36	5.9	4	1.1	40	4.1
8.	Abuse of Power/ Misappropriation	31	5.1	5	1.4	36	3.7
9.	Inadequacies of Policy Implementation and Law	18	3.0	5	1.4	23	2.4
Total		607	100	363	100	970	100

Source: Printed from SISPA System on 10 March 2017

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

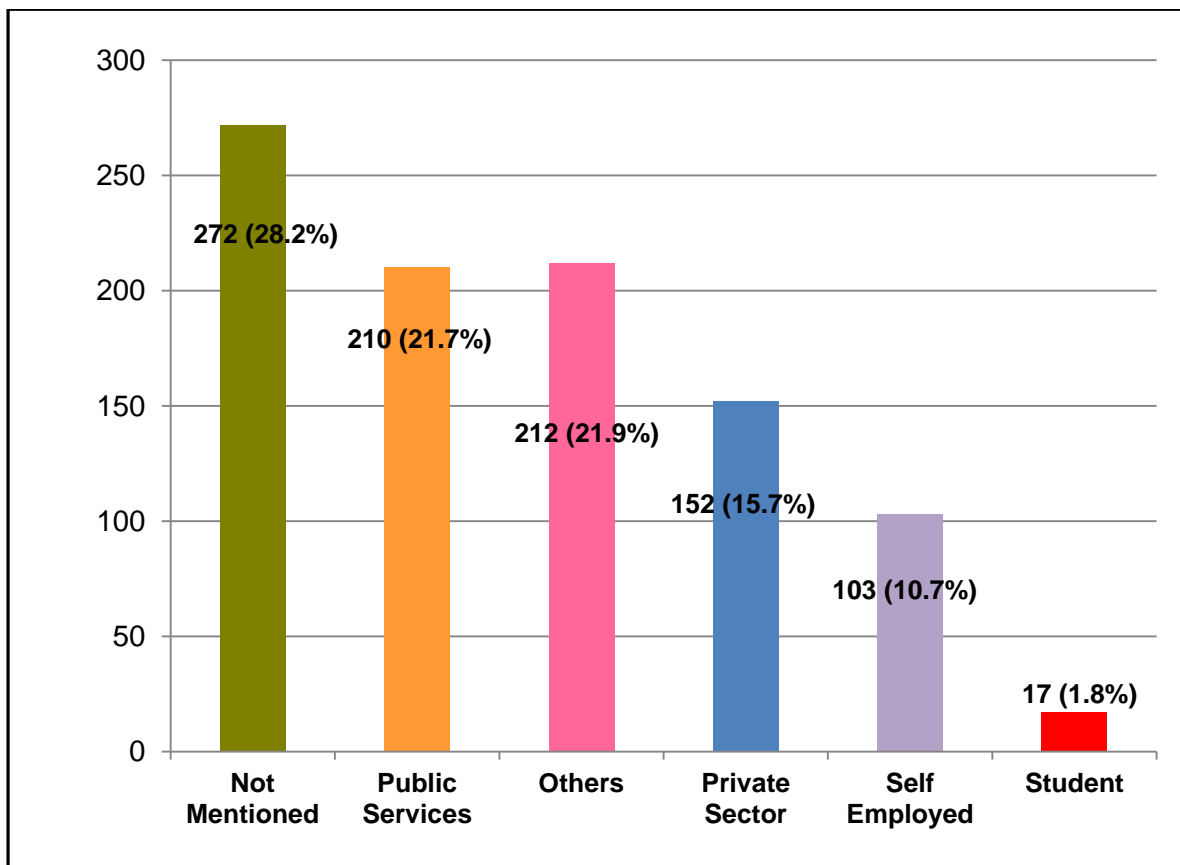
Complainants Profile From 1 January – 28 February 2017

(i) Complainants Profile by Race



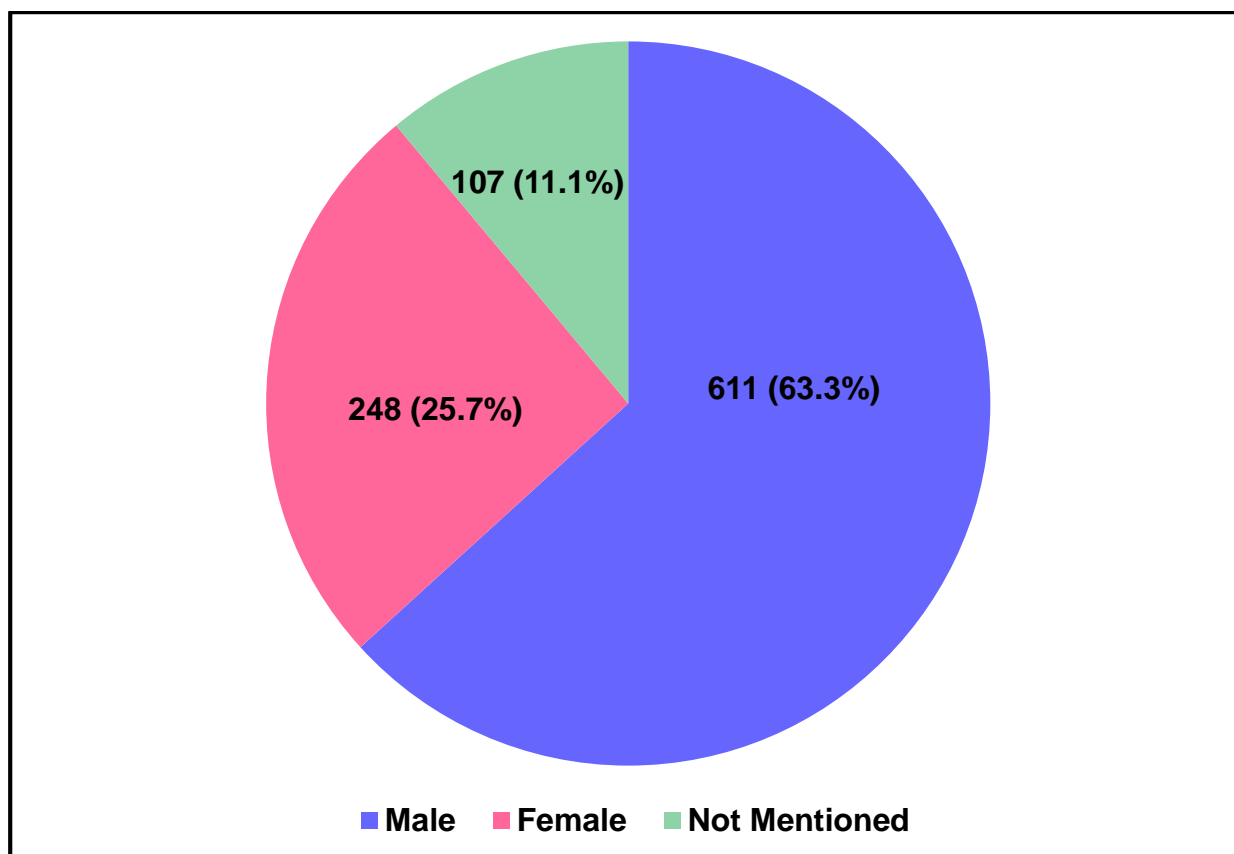
Source: Printed from SISPA System on 10 March 2017

(ii) Complainants Profile by Profession



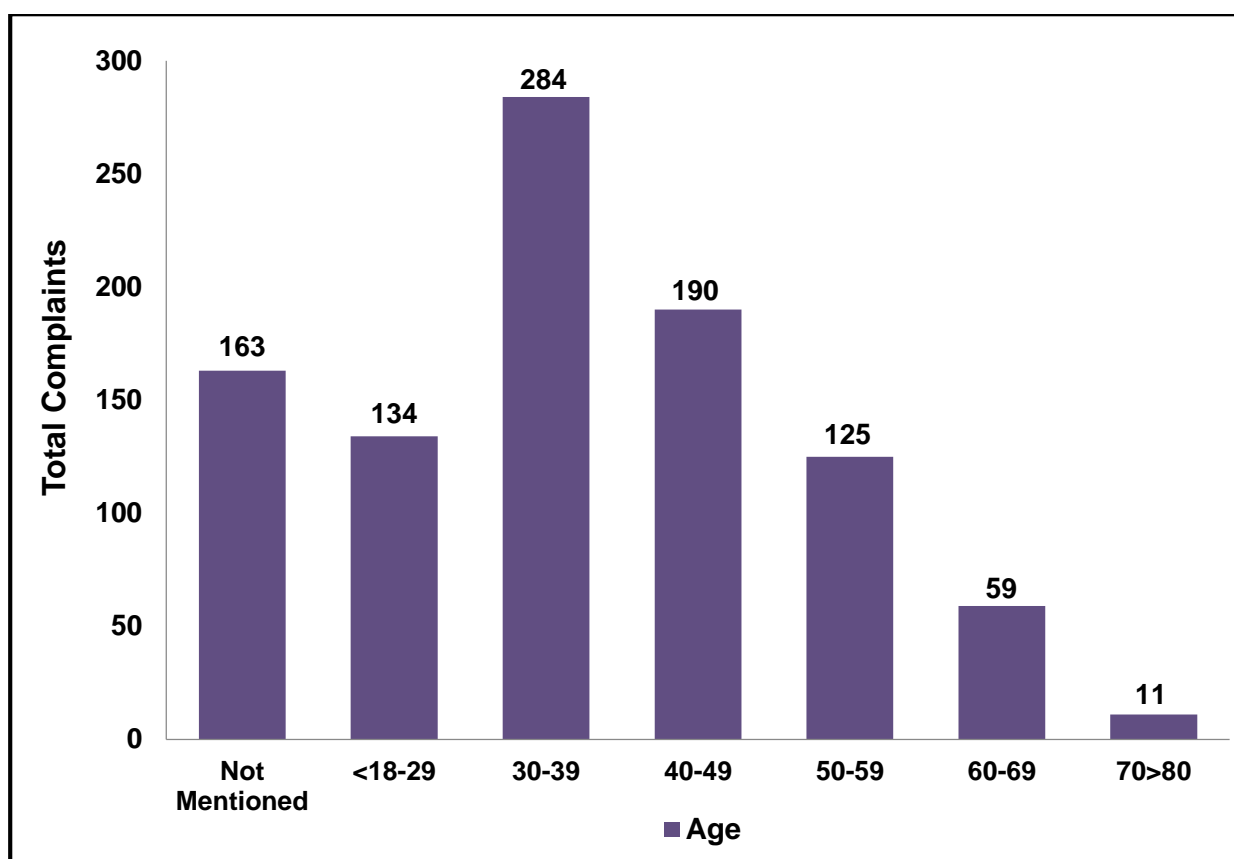
Source: Printed from SISPA System on 10 March 2017

(iii) Complainants Profile by Gender



Source: Printed from SISPA System on 10 March 2017

(iv) Complainants Profile by Age



Source: Printed from SISPA System on 10 March 2017

**Ten Agencies (Ministries) Including GLC
With Highest Cases Received
From 1 January – 28 February 2017**

A. Ministry's Agencies

No.	Agency	Total Complaints		
		Received	Under Investigation (%)	Resolved (%)
1.	Royal Malaysian Police	57	22 (38.6%)	35 (61.4)
2.	State Education Department	49	11 (22.4%)	38 (77.6%)
3.	State Health Department	40	8 (20.0%)	32 (80.0%)
4.	Public Works Department	35	8 (22.9%)	27 (77.1)
5.	Immigration Department	23	2 (8.7%)	21 (91.3%)
6.	Public Sector Home Financing Board	17	0	17 (100%)
7.	Kuala Lumpur City Hall	16	0	16 (100%)
8.	Road Transport Department	14	3 (21.4%)	11 (78.6%)

Source: Printed from SISPA System on 10 March 2017

B. Government-Linked Company (GLC)

No.	Agency	Total Complaints		
		Received	Under Investigation (%)	Resolved (%)
1.	Telekom Malaysia Berhad	12	3 (25.0%)	9 (75.0%)
2.	Tenaga Nasional Berhad	11	4 (26.4%)	7 (63.6%)

Source: Printed from SISPA System on 10 March 2017

**Proactive Programmes Organised By PCB's State Offices
From 1 January – 28 February 2017**

Programme	No. of Programme	No. of Attendees	No. of Advices	No. of Complaints
MCC	23	2,141	476	35
IMCC	-	-	-	-
MESRA	-			-
Total	23	2,141	476	35

Programme Location	Number of Proactive Programme			
	MCC	IMCC	MESRA	Total
Pahang	7	-	-	7
Melaka	4	-	-	4
Selangor	3	-	-	3
Perak	2	-	-	2
Terengganu	2	-	-	2
Johor	1	-	-	1
Pulau Pinang	1	-	-	1
Negeri Sembilan	1	-	-	1
Sabah	1	-	-	1
Kelantan	1	-	-	1
Kedah	-	-	-	-
Sarawak	-	-	-	-
Perlis	-	-	-	-
Total	23	-	-	23

Source: Printed from SISPAASystem on 10 March 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 – 28 February 2017**

Satisfaction Level	%
Excellent	49.0
Good	31.9
Fair	9.3
Weak	9.8
Total	100

**Level of Customer Satisfaction Towards PCB Services
From 1 January – 28 February 2017**



*** Note: A total of 111 Customer Feedback Forms were collected from 1 January till 28 Februari 2017 (Hardcopy: 32 (28.8%), Online: 79 (71.2%))**