

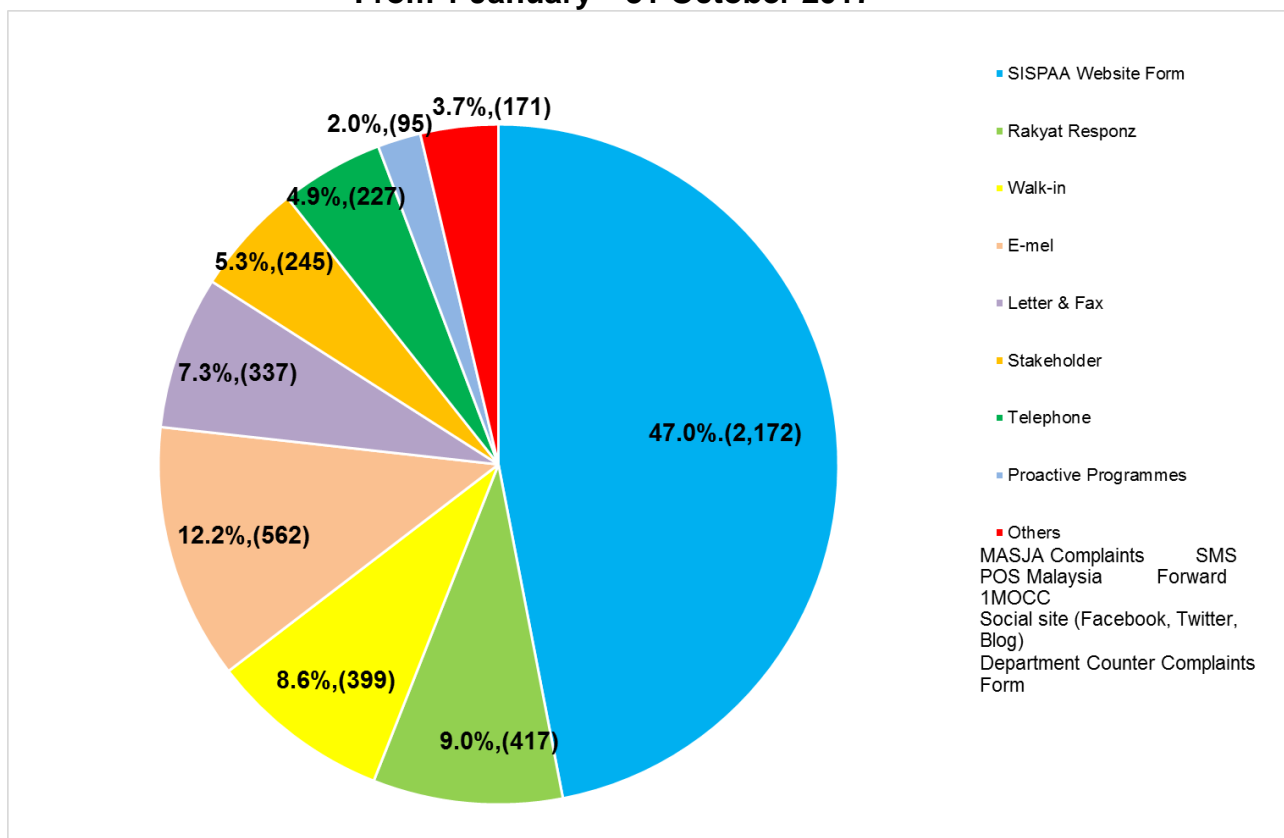
Channel of Complaints Received From 1 January – 31 October 2017

No	Channel	Number of Complaints	%
1.	SISPAA Website Form	2,172	47.0
2.	Rakyat Responz	417	9.0
3.	E-mail	399	8.6
4.	Walk-in	562	12.2
5.	Letter & Fax	337	7.3
6.	Stakeholder	245	5.3
7.	Telephone	227	4.9
8.	Proactive Program*	95	2.0
9.	Department Counter Complaints Form	37	1.0
10.	MASJA Complaint	27	0.4
11.	SMS	17	0.4
12.	POS Malaysia	17	0.2
13.	Social Network (Facebook, Twitter, Blog)	3	0.1
14.	Forward	2	0.1
15.	1MOCC	37	1.0
Total		4,625	100

Source: SISPAA System on 10 November 2017

*Note: Proactive Programs include of MESRA Program, Mobile Complaints Counter and Integrated Mobile Complaints Counter

Channel of Complaints Received From 1 January – 31 October 2017



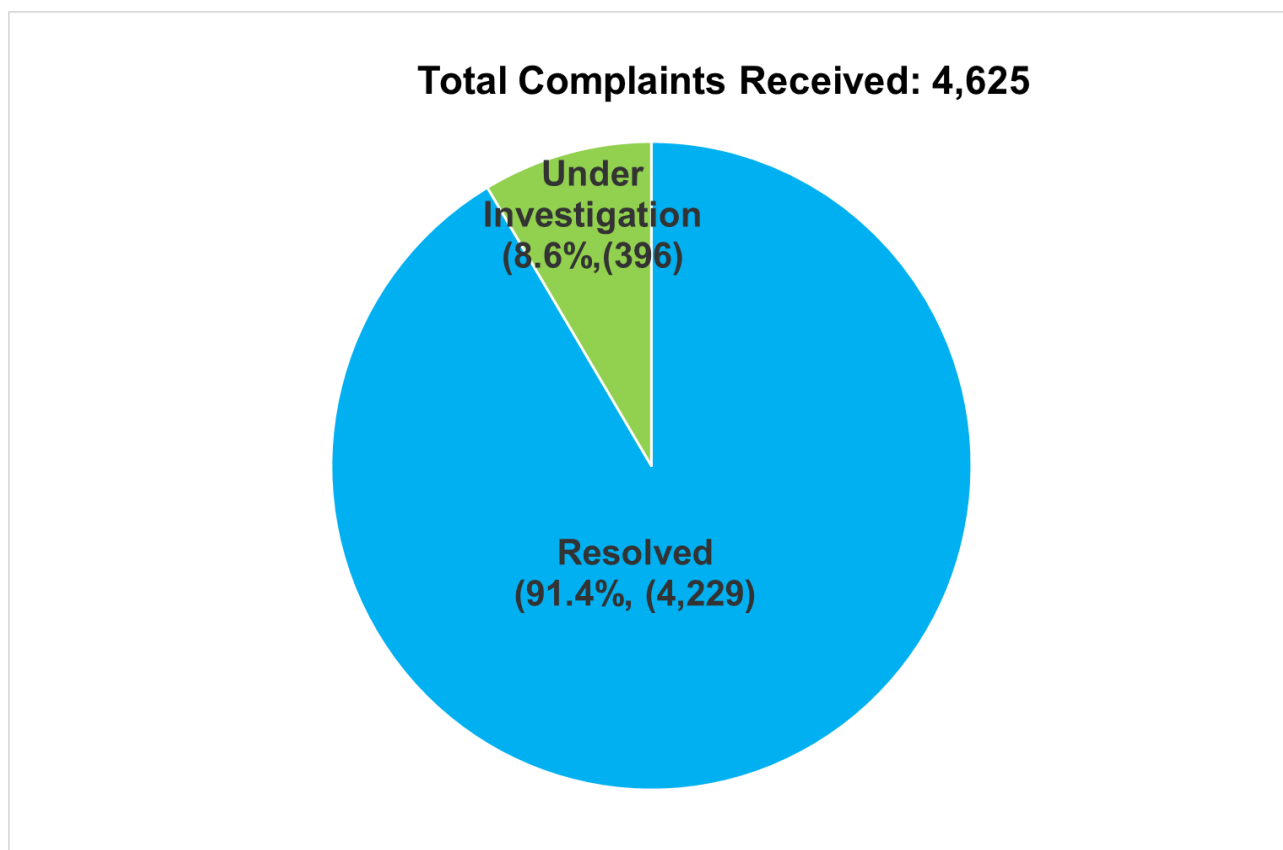
Source: SISPAA System on 8 September 2017

**Total Complaints Received and Resolved
From 1 January – 31 October 2017**

Agency	Total Complaints					
	Received	Resolved (%)				Under Investigation (%)
		Reasonable (%)	Unreasonable (%)	1st Tier (%)	Resolved (%)	
Ministry	2,742	1,915 (76.5%)	528 (21.1%)	60 (2.4%)	2,503 (91.3%)	239 (8.7%)
State	1,883	1,529 (88.6%)	185 (10.7%)	12 (0.7%)	1,726 (91.7%)	157 (8.3%)
Total	4,625	3,444 (81.4%)	713 (16.9%)	72 (1.7%)	4,229 (91.4%)	396 (8.6%)

Source: SISPA System on 10 November 2017

**Complaints Management Status
From 1 January – 31 October 2017**



Source: SISPA System on 10 November 2017

**Category of Complaints Resolution
From 1 January – 31 October 2017**

No.	Complaints Resolution	Total Complaints					
		Ministry	%	State	%	Total	%
1.	The PCB's investigation finds that the complained agency has performed its duties and responsibilities in a fair, orderly manner and in accordance with current laws or regulations.	1,848	58.7	1,300	41.3	3,148	74.4
2.	The complainant is satisfied with the explanation given or actions taken by the complained agency.	368	77.3	108	22.7	476	11.3
3.	Complaints outside the jurisdiction of the PCB such as court hearings, MACC cases, under the Public Accounts Committee and cases between private parties that are not relevant to government agencies.	71	21.7	257	78.4	328	7.8
4.	The PCB's investigation finds the complaints submitted is baseless as the complainant does not meet the required conditions or the complainant gives false information.	150	76.1	47	23.9	197	4.7
5.	Not Defined/Pilot Agency	66	82.5	14	17.5	80	1.9
Total		2,503	59.2	1,726	40.8	4,229	100.0

Source: SISPA System on 10 November 2017

**Complaints Resolution Outcome
From 1 January – 31 October 2017**

No.	Outcome	Total Complaints					
		Ministry	%	State	%	Total	%
1.	Reasonable Explanation Given	1,470	58.3	1,052	41.7	2,522	59.6
2.	Instantly Resolved	841	57.3	626	42.7	1,467	34.7
3.	Not Defined/Pilot Agency	68	82.9	14	17.1	82	1.9
4.	Apologies Are Given	58	80.6	14	19.4	72	1.7
5.	Error Admitted	32	82.1	7	17.9	39	0.9
6.	Change Of Decision	19	100.0	0	0.00	19	0.5
7.	Compensation/Monetary Remedy	10	47.6	11	52.4	21	0.5
8.	Change in Norms/Procedure	5	83.3	1	16.7	6	0.1
9.	Amendment of Law/Policy	0	0.00	1	100.0	1	0.0
Total		2,503	59.2	1,726	40.8	4,229	100.0

Source: SISPAA System on 10 November 2017

**Complaints Complexity Level
From 1 January – 31 October 2017**

No.	Complexity Level	Total Complaints					
		Ministry	%	State	%	Total	%
1.	Moderate	1,911	63.5	1,097	36.5	3,008	65.0
2.	Easy	502	56.0	395	44.0	897	19.4
3.	Complex	329	45.7	391	54.3	720	15.6
Total		2,742	59.3	1,883	40.7	4,625	100

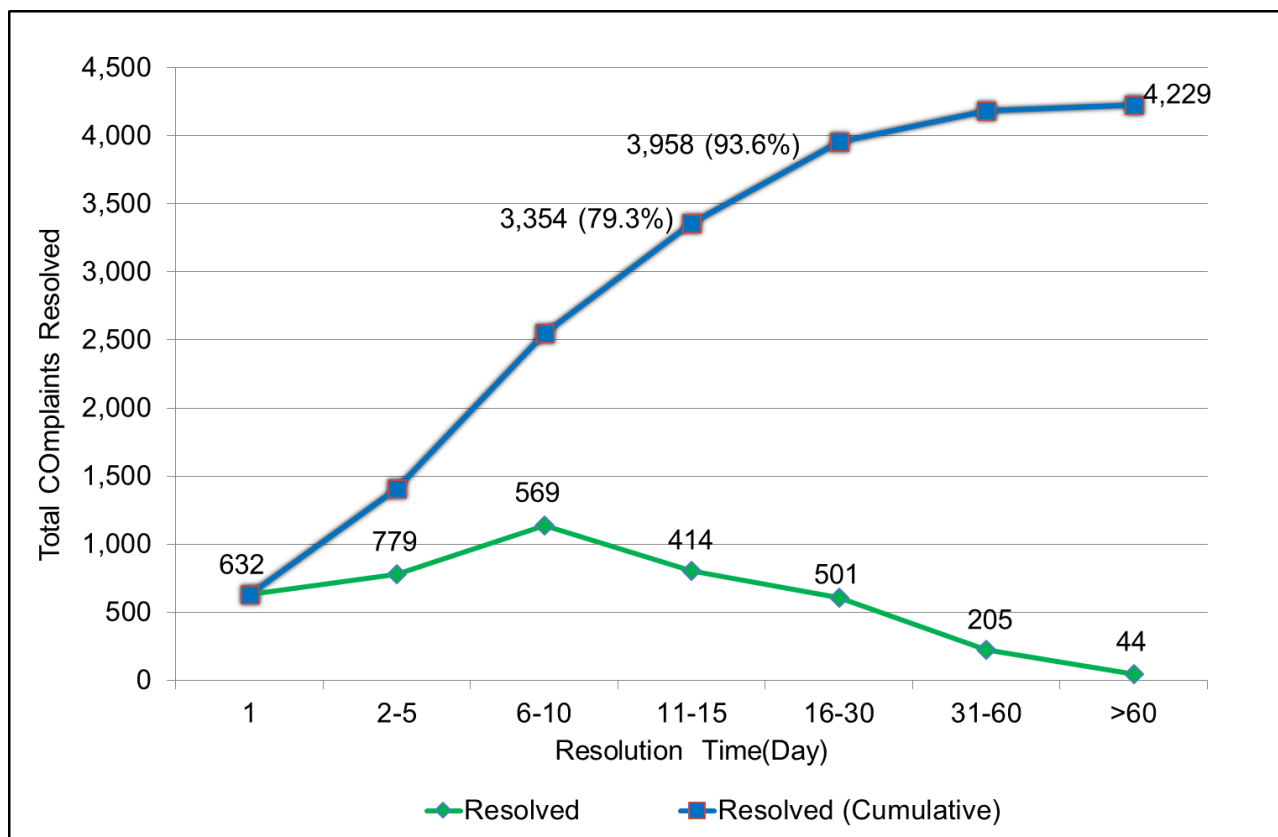
Source: SISPAA System 10 November 2017

Complaints Resolution Period From 1 January – 31 October 2017

Complaints Resolution Period (Day)	Total		Cumulative Total	
	Total	%	Total	%
1	632	14.9	632	14.9
2-5	779	18.4	1,411	33.4
6-10	1139	26.9	2,550	60.3
11-15	804	19.0	3,354	79.3
16-30	604	14.3	3,958	93.6
31-60	227	5.4	4,185	99
>60	44	1	4,229	100
Total	4,229	100	-	-

Source: SISPA System on 10 November 2017

Complaints Resolution Period From 1 January – 31 October 2017



Source: SISPA System on 10 November 2017

**Number of Complaints Received and Resolved According to Ministries
From 1 January – 31 October 2017**

No.	Ministry	Total Complaints			
		Received	Under Investigation (%)	Resolved (%)	Resolved Within 15 Days (Easy and Moderate Categories of Complaints) (%)
1.	Home Affairs	468	21 (4.5%)	447 (95.5%)	278 (86.6%)
2.	Health	294	31 (11.7%)	233 (88.3%)	174 (90.6%)
3.	Education	266	46 (17.3%)	220 (82.7%)	126 (75.0%)
4.	Prime Minister's Department	221	9 (4.1%)	212 (95.9%)	147 (81.2%)
5.	Finance	208	40 (19.2%)	168 (80.8%)	119 (84.4%)
6.	Works	157	12 (7.6%)	145 (92.4%)	89 (85.6%)
7.	Natural Resources and Environment	123	4 (3.3%)	119 (96.7%)	84 (90.3%)
8.	Energy, Green Technology and Water	121	14 (11.6%)	107 (88.4%)	82 (84.5%)
9.	Federal Territories	116	1 (0.9%)	115 (99.1%)	104 (91.2%)
10.	Transport	115	14 (12.2%)	101 (87.8%)	68 (87.2%)
11.	Higher Education	105	9 (8.6%)	96 (91.4%)	62 (76.5%)
12.	Communication and Multimedia	103	4 (3.9%)	99 (96.1%)	72 (80.0%)
13.	Human Resource	93	7 (7.5%)	86 (92.5%)	65 (82.3%)
14.	Urban Wellbeing, Housing and Local Government	85	17 (20.0%)	68 (80.0%)	47 (82.5%)
15.	Domestic Trade, Co-operatives and Consumerism	73	3 (4.1%)	70 (95.9%)	51 (86.4%)
16.	Agriculture and Agro-based Industry	52	1 (1.9%)	51 (98.1%)	40 (93.0%)
17.	Rural and Regional Development	49	1 (2.0%)	48 (98.0%)	43 (93.5%)
18.	Women, Family and Community Development	42	5 (11.9%)	37 (88.1%)	28 (84.9%)
19.	Tourism and Culture	17	0 (0.0%)	17 (100.0%)	15 (88.2%)

No.	Ministry	Total Complaints			
		Received	Under Investigation (%)	Resolved (%)	Resolved Within 15 Days (Easy and Modestly Categories of Complaints (%)
20.	Defence	14	0 (0.0%)	14 (100.0%)	9 (81.8%)
21.	Youth and Sports	9	1 (11.1%)	8 (88.9%)	4 (57.1%)
22.	Foreign Affairs	6	1 (16.7%)	5 (83.3%)	1 (25.0%)
23.	Plantation Industries and Commodities	3	0 (0.0%)	3 (100.0%)	3 (100.0%)
24.	Science, Technology and Innovation	2	0 (0.0%)	2 (100.0%)	2 (100.0%)
25.	International Trade and Industry	0	0 (0.0%)	0 (0.0%)	0 (0.0%)
Total		2,742	239 (8.7%)	2,503 (91.3%)	1,732 (84.8%)

Source: SISPA System on 10 November 2017

**Number of Complaints According to Categories
(Ministries & State Government Agencies)
From 1 January – 31 October 2017**

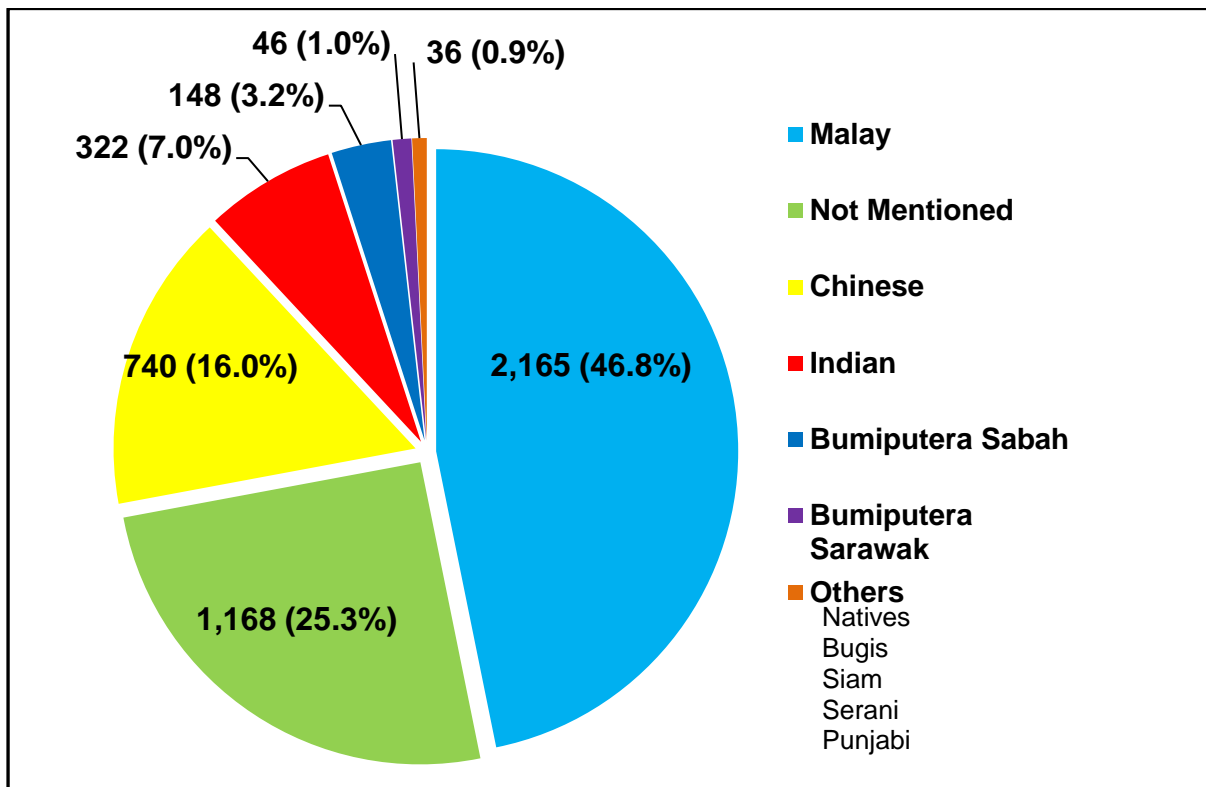
No.	Category	Total*					
		Ministry	%	State	%	Received	%
1.	Unsatisfactory Quality of Service Including Counter and Telephone	636	22.9	310	16.3	946	20.2
2.	Failure to Adhere Set of Procedures	453	16.3	362	19.0	815	17.4
3.	Actions That Do Not Meet Complainants Requirements	445	16.0	307	16.1	752	16.1
4.	Failure of Enforcement	392	14.1	445	23.4	837	17.9
5.	Unfair Action	293	10.5	61	3.2	354	7.6
6.	Misconduct of Civil Servant	149	5.4	15	0.8	164	3.5
7.	Abuse of Power / Misappropriation	141	5.1	39	2.1	180	3.8
8.	Lack of Public Amenities	135	4.9	280	14.7	415	8.9
9.	Inadequacies of Policy Implementation and Law	74	2.7	38	2.0	112	2.4
10.	Others	59	2.1	49	2.6	108	2.3
Total		2,777	100	1,906	100	4,683	100

Source: SISPA System on 10 November 2017

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

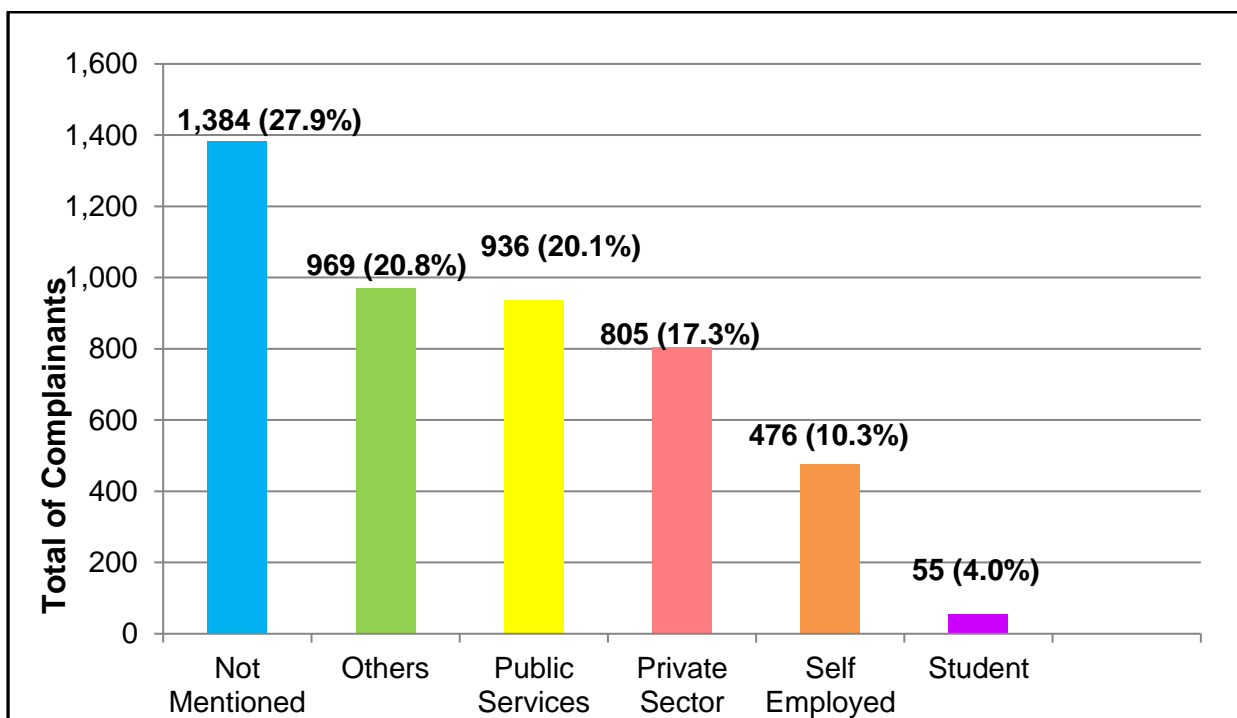
Complainants Profile
From 1 January – 31 October 2017

(i) Complainant's Profile by Race



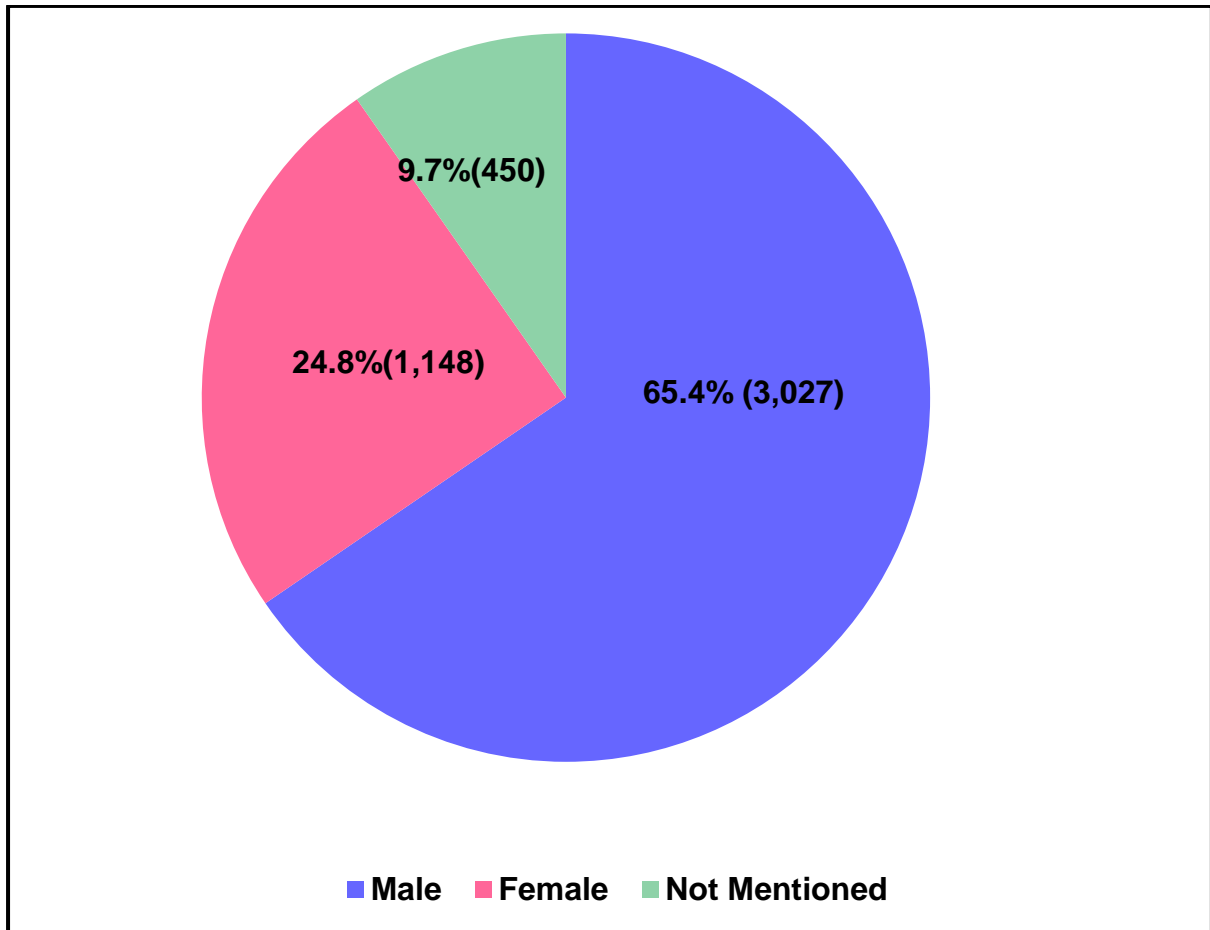
Source: SISPAA System on 10 November 2017

(ii) Complainants Profile by Profession



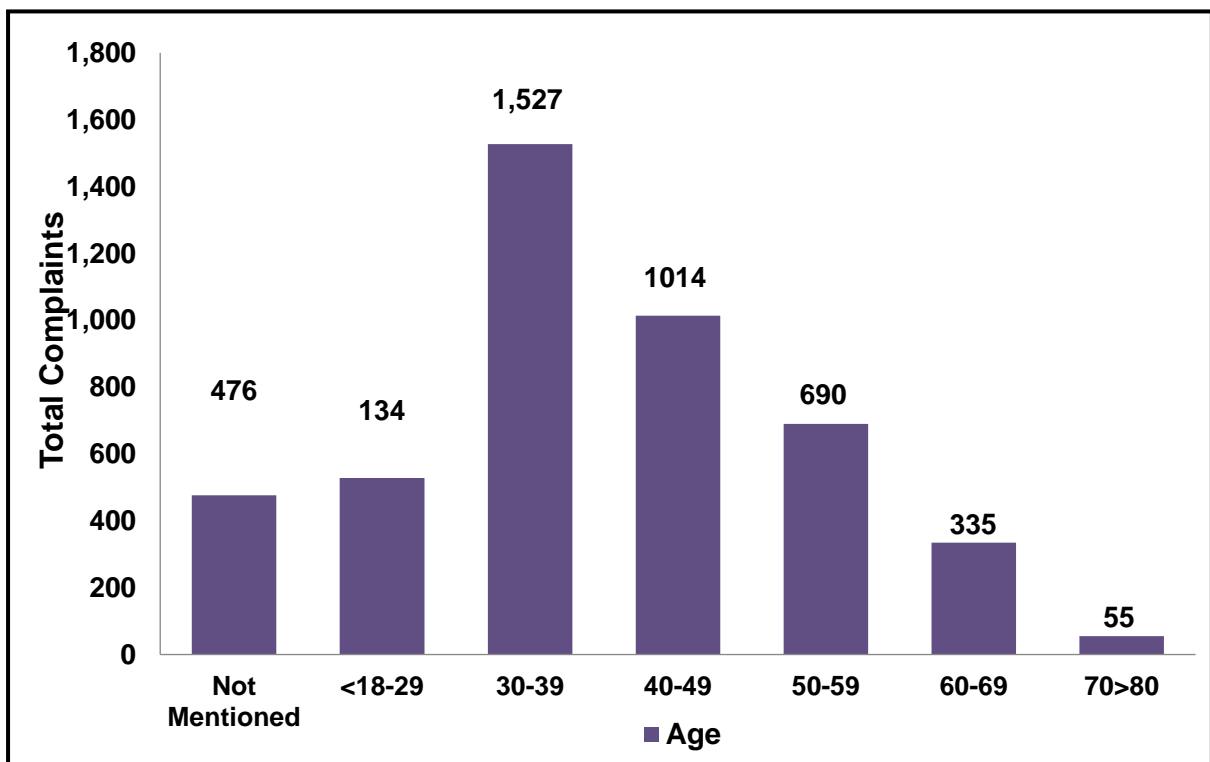
Source: SISPAA System on 10 November 2017

(iii) Complainants Profile by Gender



Source: SISPA System on 10 November 2017

(iv) Complainants Profile by Age



Source: SISPA System on 10 November 2017

**10 Agencies (Ministry's) including
GLCs Receiving Highest Complaints
From 1 January – 31 October 2017**

A. Ministry's Agencies

No.	Agency	Total Complaints		
		Received	Under Investigation (%)	Resolved (%)
1.	Royal Malaysian Police	274	13 (4.7%)	261 (95.3%)
2.	State Health Department	222	20 (9.0%)	202 (91.0%)
3.	State Education Department	200	39 (19.5%)	161 (80.5%)
4.	Public Works Department	117	10 (8.5%)	107 (91.5%)
5.	Immigration Department	84	6 (7.1%)	78 (92.9%)
6.	Road Transport Department	89	8 (9.0%)	81 (91.0%)
7.	Kuala Lumpur City Hall	79	0 (0.0%)	79 (100.0%)
8.	Department of Irrigation and Drainage	46	1 (2.2%)	45 (97.8%)

Source: SISPA System on 10 November 2017

B. Government-Linked Company (GLC)

No.	Agency	Total Complaints		
		Received	Under Investigation (%)	Resolved (%)
1.	Tenaga Nasional Berhad	69	8 (11.6%)	61 (88.4%)
2.	Telekom Malaysia Berhad	38	0 (0.0%)	38 (100.0%)

Source: SISPA System on 10 November 2017

**Proactive Programmes Organised by PCB's State Offices
From 1 January – 31 October 2017**

Programme	No. of Programme	No. of Attendees	No. of Advices
MCC	123	9,777	4,301
IMCC	6	6,956	1,092
MESRA	9		
Total	123	16,733	5,393

States	Number of Proactive Programme			
	MCC	IMCC	MESRA	Total
Pahang	13	1	1	15
Johor	12	1	1	14
Sabah	10	-	1	11
Melaka	13	-	1	14
Selangor	13	-	-	13
Terengganu	9	1	2	11
Sarawak	12	-	-	12
Pulau Pinang	7	-	1	8
Negeri Sembilan	8	-	-	8
Perak	15	1	1	17
Kedah	6	-	-	6
Kelantan	3	2	1	6
Perlis	2	-	-	2
Total	123	6	9	138

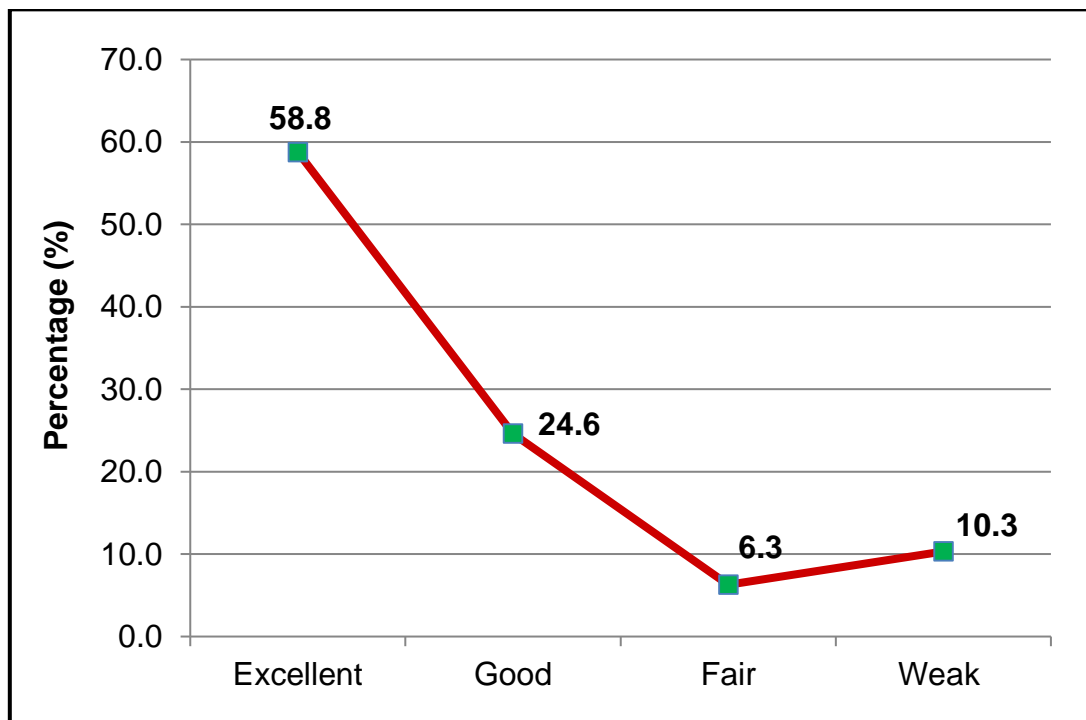
Source: SISPAAS System on 10 November 2017

*Note: MCC - Mobile Complaints Counter;
IMCC - Integrated Mobile Complaints Counter;
MESRA - MESRA Rakyat Programme

**Level of External Customer Satisfaction on PCB Services
From 1 January – 31 October 2017**

Satisfaction Level	%
Excellent	59.0
Good	24.4
Fair	6.4
Weak	10.2
Total	100

**Level of External Customer Satisfaction on PCB Services
From 1 January – 31 October 2017**



** Note: A total of 629 customer feedback forms were collected from 1 January - 31 October 2017
(Hardcopy: 286 (45.5%), Online: 343 (54.5%))*