

**Number of Complaints Received
According to State Government Agencies
From 1 January – 31 October 2017**

No.	State	Total			
		Received	Under Investigation (%)	Resolved (%)	Resolved Within 15 Days (Easy and Modestly Categories of Complaints (%)
1.	Johor	361	31 (8.6%)	330 (91.4 %)	181 (78.7%)
2.	Selangor	207	89 (43.0%)	118 (57.0%)	94 (94.0%)
3.	Perak	189	2 (1.1%)	187 (98.9%)	151 (84.8%)
4.	Negeri Sembilan	176	7 (4.0%)	169 (96.0%)	103 (67.3%)
5.	Sabah	174	0 (0.0%)	174 (100.0%)	173 (99.4%)
6.	Pahang	162	0 (0.0%)	162 (100.0%)	138 (98.6%)
7.	Pulau Pinang	145	6 (4.1%)	139 (95.9%)	85 (100.0%)
8.	Melaka	123	1 (0.8%)	122 (99.2%)	78 (79.6%)
9.	Kedah	104	12 (11.5%)	92 (75.6%)	30 (90.9%)
10.	Sarawak	86	0 (0.0%)	86 (100.0%)	84 (100.0%)
11.	Terengganu	76	1 (1.3%)	75 (98.7%)	43 (97.7%)
12.	Kelantan	49	5 (10.2%)	44 (89.8%)	26 (100.0%)
13.	Perlis	31	3 (9.7%)	28 (90.3%)	18 (100.0%)
Total		1,883	157 (8.3%)	1,726 (91.7%)	1,204 (88.3%)

Source: Printed from SISPA System on 10 November 2017