

Complaints Analysis By State In 2010

1. Ranking By Population

| State | Population* | Complaints Received** | Complaints Ratio For Every 10,000 Persons |
|-----------------|-------------------|-----------------------|---|
| Selangor | 5,411,324 | 1,424 | 2.6 |
| Johor | 3,233,434 | 605 | 1.9 |
| Sabah | 3,120,040 | 422 | 1.4 |
| Sarawak | 2,420,009 | 441 | 1.8 |
| Perak | 2,258,428 | 499 | 2.2 |
| Kedah | 1,890,098 | 188 | 1.0 |
| Pulau Pinang | 1,520,143 | 242 | 1.6 |
| Kelantan | 1,459,994 | 176 | 1.2 |
| Pahang | 1,443,365 | 324 | 2.2 |
| Terengganu | 1,015,776 | 282 | 2.8 |
| Negeri Sembilan | 997,071 | 270 | 2.7 |
| Melaka | 788,706 | 229 | 2.9 |
| Perlis | 227,025 | 95 | 4.2 |
| Total | 25,785,413 | 5,197 | 2.0 |

Notes:

*Source: Department of Statistics Malaysia, population projections for 2010

** Source: Printed from i-Aduan System on 1 February 2011

2. Ranking By Complaints Received

| State | Population* | Complaints Received** | Complaints Ratio For Every 10,000 Persons |
|-----------------|-------------------|-----------------------|---|
| Selangor | 5,411,324 | 1,424 | 2.6 |
| Johor | 3,233,434 | 605 | 1.9 |
| Perak | 2,258,428 | 499 | 2.2 |
| Sarawak | 2,420,009 | 441 | 1.8 |
| Sabah | 3,120,040 | 422 | 1.4 |
| Pahang | 1,443,365 | 324 | 2.2 |
| Terengganu | 1,015,776 | 282 | 2.8 |
| Negeri Sembilan | 997,071 | 270 | 2.7 |
| Pulau Pinang | 1,520,143 | 242 | 1.6 |
| Melaka | 788,706 | 229 | 2.9 |
| Kedah | 1,890,098 | 188 | 1.0 |
| Kelantan | 1,459,994 | 176 | 1.2 |
| Perlis | 227,025 | 95 | 4.2 |
| Total | 25,785,413 | 5,197 | 2.0 |

Notes:

*Source: Department of Statistics Malaysia, population projections for 2010

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3. Ranking By Complaints Received For Every 10,000 Persons

| State | Population* | Complaints Received** | Complaints Ratio For Every 10,000 Persons |
|-----------------|-------------------|-----------------------|---|
| Perlis | 227,025 | 95 | 4.2 |
| Melaka | 788,706 | 229 | 2.9 |
| Terengganu | 1,015,776 | 282 | 2.8 |
| Negeri Sembilan | 997,071 | 270 | 2.7 |
| Selangor | 5,411,324 | 1,424 | 2.6 |
| Perak | 2,258,428 | 499 | 2.2 |
| Pahang | 1,443,365 | 324 | 2.2 |
| Johor | 3,233,434 | 605 | 1.9 |
| Sarawak | 2,420,009 | 441 | 1.8 |
| Pulau Pinang | 1,520,143 | 242 | 1.6 |
| Sabah | 3,120,040 | 422 | 1.4 |
| Kelantan | 1,459,994 | 176 | 1.2 |
| Kedah | 1,890,098 | 188 | 1.0 |
| Total | 25,785,413 | 5,197 | 2.0 |

Notes:

*Source: Department of Statistics Malaysia, population projections for 2010

** Source: Printed from i-Aduan System on 1 February 2011

4. Ranking By Complaints Resolved

| State | Population* | Complaints Received** | Complaints Resolved** (%) |
|-----------------|-------------------|-----------------------|---------------------------|
| Sarawak | 2,420,009 | 441 | 441 (100%) |
| Sabah | 3,120,040 | 422 | 422 (100%) |
| Pahang | 1,443,365 | 324 | 324 (100%) |
| Terengganu | 1,015,776 | 282 | 282 (100%) |
| Negeri Sembilan | 997,071 | 270 | 270 (100%) |
| Kelantan | 1,459,994 | 176 | 176 (100%) |
| Johor | 3,233,434 | 605 | 604 (99.8%) |
| Perak | 2,258,428 | 499 | 495 (99.2%) |
| Melaka | 788,706 | 229 | 227 (99.1%) |
| Perlis | 227,025 | 95 | 94 (98.9%) |
| Pulau Pinang | 1,520,143 | 242 | 239 (98.8%) |
| Kedah | 1,890,098 | 188 | 185 (98.4%) |
| Selangor | 5,411,324 | 1,424 | 1,362 (95.6%) |
| Total | 25,785,413 | 5,197 | 5,121 (98.5%) |

Notes:

*Source: Department of Statistics Malaysia, population projections for 2010

** Source: Printed from i-Aduan System on 1 February 2011

5. Ranking By Population (Including Federal Territory)

| State | Population* | Complaints Received** | Complaints Ratio For Every 10,000 Persons |
|-------------------|-------------------|-----------------------|---|
| Selangor | 5,411,324 | 1,424 | 2.6 |
| Johor | 3,233,434 | 605 | 1.9 |
| Sabah | 3,120,040 | 422 | 1.4 |
| Sarawak | 2,420,009 | 441 | 1.8 |
| Perak | 2,258,428 | 499 | 2.2 |
| Kedah | 1,890,098 | 188 | 1.0 |
| Federal Territory | 1,780,408 | 1,246 | 7.0 |
| Pulau Pinang | 1,520,143 | 242 | 1.6 |
| Kelantan | 1,459,994 | 176 | 1.2 |
| Pahang | 1,443,365 | 324 | 2.2 |
| Terengganu | 1,015,776 | 282 | 2.8 |
| Negeri Sembilan | 997,071 | 270 | 2.7 |
| Melaka | 788,706 | 229 | 2.9 |
| Perlis | 227,025 | 95 | 4.2 |
| Total | 27,565,821 | 6,443 | 2.3 |

Notes:

*Source: Department of Statistics Malaysia, population projections for 2010

** Source: Printed from i-Aduan System on 1 February 2011