

Biro Pengaduan Awam | Public Complaints Bureau

2010

Laporan Tahunan | Annual Report



Sedia Membantu
Ready to Serve

ISSN 2180-3021



9 772180 302007



Beringatlah bahawa rakyat mengharapkan agar kita bekerja tanpa jemu, sentiasa mendengar rintihan mereka dan terus bekerja tanpa henti demi komitmen kita terhadap 1Malaysia. Begitu juga bahawa kita telah diberi penghormatan untuk berkhidmat kepada rakyat dan negara, lantas kita seharusnya menerima penghormatan tersebut dengan penuh rasa rendah diri dan dedikasi.

YAB Dato' Sri Mohd Najib bin Tun Abdul Razak
Perdana Menteri Malaysia
(9 April 2009)

Bear in mind that the “rakyat” expects us to serve them unwaveringly, to listen to their concerns and to continuously work towards our commitment for a 1Malaysia. We’ve been given the honour to serve them as well as the country; as such, we shall accept this honour with humility and dedication.

YAB Dato' Sri Mohd Najib bin Tun Abdul Razak
Prime Minister of Malaysia
(9 April 2009)



Rakyat Didahulukan, Pencapaian Diutamakan
People First, Performance Now

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MENTERI DI JABATAN PERDANA MENTERI (PERPADUAN NASIONAL DAN PENGURUSAN PRESTASI)

Salam Sejahtera dan Salam 1Malaysia.

Terlebih dahulu, saya mengucapkan tahniah kepada Biro Pengaduan Awam (BPA) atas kejayaan menerbitkan Laporan Tahunan 2010. Tahun 2010 merupakan satu tahun yang paling penting, di mana Kerajaan melaksanakan dua program transformasi yang utama serta meneruskan pelbagai inisiatif di bawah Gagasan “1Malaysia, Rakyat Didahulukan, Pencapaian Diutamakan” demi mengkhidmati rakyat dan masyarakat. Laporan tahunan ini merumuskan usaha-usaha yang dilaksana oleh BPA bersama-sama dengan agensi-agensi kerajaan yang lain untuk meningkatkan lagi mutu penyampaian perkhidmatan awam melalui pengurusan aduan yang menyeluruh dan berkesan.

Pelancaran Program Transformasi Kerajaan (PTK) oleh YAB Perdana Menteri pada 28 Januari 2010 yang mencakupi enam (6) Bidang Keberhasilan Utama Negara berserta dengan Bidang Keberhasilan Utama Menteri dan Petunjuk Prestasi Utama masing-masing adalah bertujuan untuk mentransformasikan Kerajaan supaya menjadi lebih berkesan dalam menyampaikan hasil dalam bidang yang penting pada rakyat, melalui tahap kecekapan dan akauntabiliti yang lebih tinggi. Diikuti pula Rancangan Malaysia Kesepuluh pada 10 Jun 2010 yang dilaksanakan berasaskan hala tuju strategik nasional untuk merealisasikan Wawasan 2020 ke arah mencapai status negara maju. Seterusnya, Program Transformasi Ekonomi (PTE) yang dilancarkan pada 25 Oktober 2010 bagi memacu transformasi Malaysia ke arah sebuah negara berpendapatan tinggi menjelang 2020 secara lebih inklusif dan mampan. Langkah transformasi yang holistik ini membuktikan Kerajaan sememangnya adalah beriltizam sepenuhnya dan amat serius



terhadap menjanakan pertumbuhan ekonomi yang rancak untuk mempertingkatkan lagi kualiti hidup dan kesejahteraan rakyat.

Pengurusan pengaduan awam secara berkesan saling melengkapi usaha meningkatkan kualiti penyampaian perkhidmatan awam. Pengurusan aduan dianggap bukan sebagai suatu fungsi pentadbiran yang rutin, tetapi adalah suatu fungsi strategik dalam Program Transformasi Kerajaan. Penjawat awam seharusnya melihat aduan sebagai sumber inovasi yang mampu membantu agensi-agensi menambah baik kualiti penyampaian perkhidmatan masing-masing melalui proses membatalkan peraturan-peraturan yang kuno, undang-undang yang bertindih, dan prosedur yang tidak perlu atau mewujudkan proses-proses yang lebih mesra rakyat. Sekali gus, ia mampu melonjakkan imej dan kredibiliti Kerajaan yang berorientasikan rakyat dan bertunjangkan pencapaian.

Peranan dan tanggungjawab BPA sebagai pemudah cara turut berubah sejajar peredaran masa. Sumbangannya menjadi semakin penting bagi mendepani cabaran-cabaran mendatang. BPA telah membuat anjakan gerak kerja menjangkau hanya menerima dan menyelesaikan aduan ke tahap menganalisis isu-isu pengurusan aduan secara kritikal bagi menambah baik dasar, prosedur dan amalan kerja yang sedia ada.

Bagi memartabatkan pendekatan pengurusan aduan awam secara terperinci, BPA dalam tahun 2010 telah melaksanakan pelbagai usaha dan inisiatif termasuk kerjasama strategik dengan beberapa kementerian dan agensi. BPA terus mendokong sepenuhnya aspirasi kerajaan melalui Gagasan 1Malaysia dan program-program transformasi dan bagi meningkatkan lagi daya saingan nasional dan kesejahteraan rakyat.


TAN SRI DR. KOH TSU KOON

Message

MINISTER IN THE PRIME MINISTER'S DEPARTMENT (NATIONAL UNITY AND PERFORMANCE MANAGEMENT)

Warmest Greetings and Salam 1Malaysia.

First and for most, let me congratulate the Public Complaints Bureau (PCB) for successfully publishing the 2010 Annual Report. 2010 was a crucial year which saw the active implementation of two key transformation programmes and the continuation of the various initiatives under the concept of "1Malaysia, People First, Performance Now" to serve the people and the community. This annual report summarises the efforts undertaken by PCB together with various other government agencies to improve the quality of public service delivery through comprehensive and effective complaints management.

The Government Transformation Programme (GTP) was launched by the Prime Minister on 28 January 2010 covering six (6) National Key Results Areas with their respective Ministerial Key Results Areas and Key Performance Indicators to transform the Government to be more effective in delivering results in areas of major concern for the people through higher efficiency and accountability. This was followed by the implementation of the Tenth Malaysia Plan on 10 June 2010 based on the national strategic direction towards realising Vision 2020 to achieve a developed nation status. Subsequently, the Economic Transformation Programme (ETP) was launched on 25 October 2010 to drive the transformation of Malaysia to become a high-income nation by 2020 in an inclusive and sustainable manner. These holistic transformation measures show that the Government is fully committed and indeed very serious about generating robust economic growth to further improve the quality of life and welfare of the people.

Effective public complaints management complements the efforts to improve the quality of public service delivery. Complaints management is no longer seen as an administrative and mundane function, but as a strategic function in the Government Transformation Programme. Therefore, public servants should view complaints as a source of innovation which can help agencies to improve their service delivery through eliminating archaic rules, redundant regulations and unnecessary procedures or by creating more people-friendly processes. This will also help to enhance the image and credibility of the Government that is people-oriented and performance-based.

The roles and responsibilities of PCB as a facilitator have also changed over time. Its contribution is becoming increasingly vital in confronting future challenges. PCB has made a transcending shift from merely accepting and resolving individual complaints to critically analysing complaints management issues as valuable feedback to improve existing policies, procedures and work practices.

To ensure a more comprehensive approach in the management of public complaints, PCB has been implementing various measures and initiatives in 2010, including building strategic partnerships with several ministries and agencies. PCB continues to support the Government's aspirations through the 1Malaysia concept and transformation programmes to further improve national competitiveness and the well-being of the people.



TAN SRI DR. KOH TSU KOON

KETUA SETIAUSAHA NEGARA

Assalamualaikum warahmatullahi wabarakatuh dan Salam 1Malaysia.

Kerajaan adalah pembekal utama perkhidmatan kepada rakyat. Pada masa kini, janji untuk menyampaikan perkhidmatan yang berkualiti secara responsif adalah sesuatu yang perlu dihayati dan ditunaikan oleh agensi sektor awam. Ia merupakan satu cabaran yang mendorong kepada amalan perkhidmatan yang berteraskan pelanggan selaras dengan prinsip “1Malaysia: Rakyat Didahulukan, Pencapaian Diutamakan”.

Aduan adalah keluhan rasa tidak puas hati atau rungutan pelanggan mengenai tahap penyampaian sesuatu perkhidmatan. Bagi sektor awam, perasaan ini lebih memuncak lagi kerana ekspektasi bahawa agensi Kerajaan adalah berkewajipan untuk memberikan perkhidmatan yang cepat dan berkesan kepada rakyat dan perniagaan. Dalam hubungan ini, pengurusan aduan dan maklum balas awam secara efektif adalah penting. Selain menjadi indikator tahap penyampaian perkhidmatan yang kurang memuaskan, aduan juga merupakan maklum balas bagi tindakan pembetulan serta-merta dan yang lebih penting, untuk meningkatkan tahap perkhidmatan.

Budaya kerja yang menumpukan aspek menggembirakan pelanggan melalui perkhidmatan yang responsif, boleh dipercayai dan mesra hendaklah diterapkan. Ia harus menekankan bahawa aduan itu adalah suatu “hadiah” dan bukan sesuatu yang ingin dielakkan. Setiap aduan yang diterima tidak boleh dipandang ringan. Malah, menangani dan menyelesaikan aduan dengan cepat adalah merupakan tanggungjawab utama agensi sektor awam dalam menyampaikan perkhidmatan dengan penuh integriti demi kepentingan orang ramai.

Sebagai penjawat awam, kita perlu sedar bahawa apabila rakyat tampil ke hadapan dengan aduan, ia sebenarnya menandakan keyakinan rakyat bahawa perkhidmatan awam sensitif terhadap keperluan mereka serta bersedia untuk membantu menyelesaikan masalah mereka. Hasilnya adalah imej Kerajaan yang positif dan benar-benar mendahulukan rakyat.

Biro Pengaduan Awam (BPA) merupakan tumpuan utama Kerajaan dan rakyat berhubung aspek pengurusan aduan di dalam sektor awam. Selain berperanan mengukuhkan mekanisme pengurusan aduan awam, BPA juga bertindak melaksanakan peralihan minda bagi membina perkhidmatan awam yang lebih mesra pelanggan, yang berusaha menambah baik perkhidmatan secara berterusan, mementingkan kecekapan, memastikan nilai untuk wang dan mempertingkatkan kepuasan pelanggan.

Marilah kita bersama-sama melaksanakan tugas ini dengan penuh ketekunan dan dedikasi untuk kesejahteraan rakyat serta kemakmuran Negara.



TAN SRI MOHD SIDEK BIN HJ. HASSAN



CHIEF SECRETARY TO THE GOVERNMENT

Assalamualaikum warahmatullahi wabarakatuh and Salam 1 Malaysia.

The Government is the primary provider of services to citizens and its many other constituents. Today, the promise of delivering quality services with a high level of responsiveness is a fact of life for public sector agencies. It is a challenge that has led to the adoption of more customer-centric approach to public service delivery in keeping with the principles of “1Malaysia: People First, Performance Now”.

Complaints are statements of dissatisfaction or grievances by the client about the provision of services. For the public sector, such dissatisfaction or grievance is heightened by the expectation that Government agencies are duty-bound to render efficient and speedy services to citizens and businesses. The importance of managing public complaints and feedback needs no emphasis. As indicators of deficient service delivery, complaints offer an immediate opportunity for remedial action and more importantly, service enhancements.

What is important is the assimilation of a public sector work culture that aims to delight the customer through responsive, reliable and courteous services. Such a work culture must incorporate the perspective of welcoming complaints as a gift, not as something that is to be avoided. No complaint is to be taken lightly. Addressing and resolving a complaint should be seen as being part and parcel of an agency’s responsibility to discharge its duties with integrity and in the interest of the public.

As public servants, we must appreciate that when citizens come forward with complaints about our services, this is in fact a show of confidence in the public sector. It means that they believe we are sensitive to their needs and that we are willing to address their concerns and resolve their grievances. The end result is the positive image of a Government that truly puts its people first.

The Public Complaints Bureau (PCB) continues to serve as an effective focal point between the Government and the people in managing complaints about the public sector. Apart from strengthening the complaints management mechanism, the PCB will continue to focus on mind-set shifting efforts in building a customer-friendly public sector that strives to continuously deliver service improvements, creates efficiency gains, ensures value for money and enhances customer satisfaction.

Let us embark upon this task with diligence and dedication for the well-being of citizens and the prosperity of the nation.



TAN SRI MOHD SIDEK BIN HJ. HASSAN

KETUA PENGARAH BIRO PENGADUAN AWAM

Salam Sejahtera dan Salam 1Malaysia.

Pengurusan aduan yang berkesan dan proaktif merupakan asas dalam penyediaan sesuatu perkhidmatan berkualiti kepada pelanggan. Keterbukaan dan kesediaan Kerajaan untuk mendengar suara rakyat dan menyelami denyut nadi kehidupan mereka telah mendorong rakyat berkomunikasi dengan lebih terbuka dengan agensi-agensi awam. Pengurusan aduan yang dilaksanakan secara tuntas menggambarkan keprihatinan Kerajaan terhadap keluh kesah rakyat selaras dengan gagasan “1Malaysia, Rakyat Didahulukan, Pencapaian Diutamakan”.

Aduan tidak harus dianggap berita buruk sebaliknya suatu hadiah dan rahmat yang boleh membenihkan inovasi kepada penambahbaikan sistem penyampaian perkhidmatan kerajaan. Sehubungan itu, adalah penting bagi semua peringkat penjawat awam memberi perhatian ke atas aduan yang diterima, menganalisisnya dari segi punca, trend dan isu-isu yang sering dibangkitkan. Pendekatan yang memberi penekanan kepada tindakan pembetulan dan pencegahan terhadap sesuatu aduan diterima juga mampu mencegah aduan sama berulang.

Secara keseluruhannya, jumlah penerimaan aduan bagi tahun 2010 adalah sebanyak 14,700 aduan. Ia menunjukkan peningkatan sebanyak 15.9% aduan berbanding dengan jumlah penerimaan aduan bagi tahun 2009. Dari jumlah tersebut, BPA telah menyelesaikan sebanyak 14,502 (98.7%) aduan dengan kerjasama agensi-agensi kerajaan berbanding 97.6% daripada jumlah 12,683 aduan yang diterima pada tahun 2009.

Dalam mendepani perubahan landskap pemikiran rakyat serta asakan teknologi maklumat dan komunikasi, fungsi dan peranan BPA adalah kritikal sebagai pemangkin yang berupaya membantu agensi memperkukuhkan sistem pengurusan aduan masing-masing. Di samping itu, BPA turut berperanan sebagai “pengantara” kepada pengadu dan menjadi barisan hadapan kepada perkhidmatan awam.

Akhir kata, saya mengucapkan setinggi-tinggi penghargaan dan terima kasih kepada Pengerusi dan Ahli-Ahli Jawatankuasa Tetap Pengaduan Awam (JKTPA), Lembaga Penasihat BPA, semua Ketua Setiausaha Kementerian serta Ketua-ketua Jabatan dan Agensi di peringkat Persekutuan dan Negeri di atas komitmen dan kerjasama yang diberikan dalam menyelesaikan aduan awam dengan segera.



DATO' DR. TAM WENG WAH



DIRECTOR-GENERAL OF PUBLIC COMPLAINTS BUREAU

Warm Greetings and Salam 1 Malaysia.

Effective and proactive complaints management is fundamental to providing quality service to customers. The willingness of the Government to listen and feel the “pulse of the people” has encouraged the public to communicate more openly with public agencies. Complaints management conducted in a more comprehensive manner also reflects the Government’s genuine concern towards the grievances of the people in accordance with the concept “1Malaysia, People First, Performance Now”.

Complaints should not be considered as bad news; instead it must be viewed as a source of innovation for improving the system of public service delivery. In this regard, it is important for all levels of civil servants to give due attention to the complaints received as well as analyse the sources, trends and issues often raised. The approach that focusses on corrective and preventive measures against complaints received also helps to eliminate recurring complaints.

In 2010, the total number of complaints received was 14,700. There was an increase of 15.9% as compared to the number of complaints received in the 2009. Of that total, with the excellent cooperation of the various government agencies, PCB managed to resolve 14,502 or 98.7% of the complaints as compared to 97.6% of the total 12,683 complaints received in 2009.

Confronted with a landscape of mindset change and rapid information and communication technology development, PCB serves its role and function as a critical catalyst in strengthening the complaints management system in the respective agencies. In addition, being in the frontline, PCB also serves as a “mediator” between the complainant and the public service.

In conclusion, I would like to express my deepest gratitude and sincere appreciation to the Chairman and Members of the Permanent Committee on Public Complaints (PCPC), the PCB Advisory Board, all Secretaries General of the Ministries as well as Heads of Departments and Agencies at the Federal and State levels for the commitment and cooperation provided in resolving public complaints expeditiously.



DATO' DR. TAM WENG WAH

LEMBAGA PENASIHAT BPA

PCB ADVISORY BOARD

Lembaga Penasihat BPA adalah badan penasihat yang ditubuhkan bertujuan untuk mempertingkatkan keberkesanan BPA dalam menjalankan tanggungjawabnya. Lembaga Penasihat ini diketuai oleh seorang pengerusi dengan ahli-ahlinya terdiri daripada individu yang mewakili agensi kerajaan, sektor swasta, akademik, media dan Badan Bukan Kerajaan (NGO). Bagi tahun 2010, Lembaga Penasihat telah bermesyuarat sebanyak dua kali, iaitu pada 13 April dan 15 Disember.

Tan Sri Abdul Halim Ali
Pengerusi Lembaga Penasihat BPA
Chairman of PCB Advisory Board



The PCB Advisory Board is a body established to enhance the effectiveness of PCB in exercising its responsibilities. The Advisory Board is headed by a chairman with members comprising individuals representing government agencies, the private sector, the media, academia, and Non-Governmental Organisations (NGOs). In 2010, the Advisory Board met twice, i.e. on 13 April and 15 December.

LEMBAGA PENASIHAT THE ADVISORY BOARD

Ahli/Member



Dato' Dr. Nellie S.L. Tan-Wong
Timbalan Pengerusi/ Ketua Pegawai
Eksekutif *Women's Institute
of Management*
Sehingga 31 Ogos 2010
*Deputy Chairman/
Chief Executive Officer Women's Institute
of Management*
Until 31 August 2010

Ahli/Member



Prof. Madya Dr. Madeline Berma
Pensyarah
Universiti Kebangsaan Malaysia
Sehingga 31 Ogos 2010
Lecturer
Universiti Kebangsaan Malaysia
Until 31 August 2010

Ahli/Member



Datuk Patrick Sindu
Presiden
Persatuan Pengguna Sabah dan
Wilayah Persekutuan Labuan
Sehingga 31 Ogos 2010
President
*Consumers' Association of Sabah and
Federal Territory of Labuan*
Until 31 August 2010

Ahli/Member



**Datuk Dr. Clarence Bongkos
Malakun**
Presiden
Persatuan Jaksa-Jaksa
Pendamai Sabah
Sehingga 31 Ogos 2010
President
Sabah Justice of Peace Council
Until 31 August 2010

Ahli/Member



Dato' Alwi bin Hj. Ibrahim
Ketua Pengarah
Jabatan Pendaftaran Negara
Sehingga 31 Ogos 2010
Director-General
National Registration Department
Until 31 August 2010

Ahli/Member



Dato' Seri Mohd Annuar Zaini
Pengerusi
Pertubuhan Berita Nasional
Malaysia (BERNAMA)
Sehingga 31 Ogos 2010
Chairman
Malaysian National News Agency
Until 31 August 2010

LEMBAGA PENASIHAT THE ADVISORY BOARD

Ahli/Member



Datuk Dr. Mohd Tap Salleh
Presiden
Institut Integriti Malaysia
Sehingga 31 Ogos 2010
*President
Malaysia Institute of Integrity
Until 31 August 2010*

Ahli/Member



Adj. Prof. Dato' Syed Amin Aljeffri
Yang DiPertua
Dewan Perniagaan Melayu
Malaysia Kuala Lumpur (DPMM)
*President
Kuala Lumpur Malay Chamber of
Commerce*

Ahli/Member



Datuk Haji Zaini Mohd Nor
Ketua Pegawai Eksekutif
Perbadanan Pengurusan Sisa
Pepejal dan Pembersihan Awam
*Chief Executive Officer
National Solid Waste and Public
Cleanliness Corporation*

Ahli/Member



Datuk Marimuthu Nadason
Presiden
Gabungan Persatuan Pengguna
Malaysia (FOMCA)
*President
Federation of Malaysian Consumers
Associations (FOMCA)*

Ahli/Member



Tan Sri Datuk Dr. Rafiah Salim
Pengarah
NAM Institute for the Empowerment
of Women Malaysia
*Director
NAM Institute for the Empowerment
of Women Malaysia
Mulai/Effective 24 September 2010*

Ahli/Member



Datuk Yong Soo Heong
Ketua Pengarang
Pertubuhan Berita Nasional
Malaysia
*Chief Editor
Malaysian National News Agency
Mulai/Effective 24 September 2010*

LEMBAGA PENASIHAT
THE ADVISORY BOARD

Ahli/Member



Prof. Tan Sri Dato' Wira Dr. Sharifah Hapsah Syed Hasan Shahabudin
Presiden
Majlis Kebangsaan Pertubuhan Wanita
*President
National Council of Women's Organisations
Mulai/Effective 24 September 2010*

Ahli/Member



Tan Sri Dato' Lee Lam Thye
Naib Pengerusi
Yayasan Pencegahan Jenayah Malaysia
*Vice-Chairman
Malaysian Crime Prevention Foundation
Mulai/Effective 24 September 2010*

Ahli/Member



Prof. Madya Dr. Abu Hassan Bin Hasbullah
Pensyarah
Jabatan Pengajian Media
Fakulti Seni dan Sains Sosial
Universiti Malaya
*Lecturer
Department of Media Studies
Faculty of Arts and Social Sciences
University of Malaya
Mulai/Effective 24 September 2010*

Ahli/Member



Dato' Siva Subramaniam a/l Nagaratnam
Perunding
Pasukan Petugas Khas Pelaksanaan
Jawatankuasa Kabinet Masyarakat India
*Consultant
Special Implementation Taskforce
Cabinet Committee on the Indian Community
Mulai/Effective 24 September 2010*

JAWATANKUASA TETAP PENGADUAN AWAM **PERMANENT COMMITTEE ON PUBLIC COMPLAINTS**

Bidang kuasa Jawatankuasa Tetap Pengaduan Awam (JKTPA) adalah seperti berikut:

- Menentukan dasar-dasar mengenai sistem pengendalian pengaduan awam;
- Menimbang dan membuat keputusan mengenai laporan/kes yang dikemukakan oleh BPA mengenai pengaduan awam; dan
- Mengarahkan jabatan/agensi yang berkenaan supaya mengambil tindakan pembetulan dalam menyelesaikan sesuatu aduan/kes yang dirujuk kepadanya.

Keahlian JKTPA adalah seperti berikut:

- Ketua Setiausaha Negara (Pengerusi);
- Ketua Pengarah Perkhidmatan Awam Malaysia;
- Ketua Setiausaha Perbendaharaan;
- Ketua Pesuruhjaya, Suruhanjaya Pencegahan Rasuah Malaysia;
- Ketua Pengarah, Unit Pemodenan Tadbiran dan Perancangan Pengurusan Malaysia; dan
- Timbalan Ketua Setiausaha Kanan, Jabatan Perdana Menteri.



The terms of reference of the Permanent Committee on Public Complaints (PCPC) are as follows:

- *To determine policies regarding the public complaints management system;*
- *To consider and decide on reports/cases submitted by PCB on public complaints; and*
- *To direct relevant departments/agencies to take remedial action to resolve cases/complaints referred to it.*

The committee members are:

- *Chief Secretary to the Government of Malaysia (Chairman);*
- *Director-General of Public Service Malaysia;*
- *Secretary-General, Ministry of Finance;*
- *Chief Commissioner, Malaysian Anti-Corruption Commission;*
- *Director-General, Malaysian Administrative Modernisation and Management Planning Unit; and*
- *Senior Deputy Secretary-General, Prime Minister's Department.*

AHLI JAWATANKUASA TETAP PENGADUAN AWAM
MEMBERS OF PERMANENT COMMITTEE ON PUBLIC COMPLAINTS



Tan Sri Ismail Adam
(Sehingga 30 Jun 2010/*Until 30 June 2010*)
Ketua Pengarah Perkhidmatan Awam Malaysia
Director-General of Public Service Malaysia



Tan Sri Abu Bakar Haji Abdullah
(Mulai 1 Julai 2010/*Effective 1 July 2010*)
Ketua Pengarah Perkhidmatan Awam Malaysia
Director-General of Public Service Malaysia



Tan Sri Dr. Wan Abd Aziz Wan Abdullah
Ketua Setiausaha Perbendaharaan
Secretary-General, Ministry of Finance



Dato' Sri Hj. Abu Kassim Mohammed
Ketua Pesuruhjaya Suruhanjaya Pencegahan Rasuah Malaysia
Chief Commissioner, Malaysian Anti-Corruption Commission



Datuk Normah Md Yusof
(Sehingga 31 Mei 2010/*Until 31 May 2010*)
Ketua Pengarah
Unit Pemodenan Tadbiran dan
Perancangan Pengurusan Malaysia
*Director-General,
Malaysian Administrative Modernisation and
Management Planning Unit*

Dato' Mohamad Zabidi Zainal
(Mulai 1 Jun 2010/*Effective 1 June 2010*)
Ketua Pengarah
Unit Pemodenan Tadbiran dan
Perancangan Pengurusan Malaysia
*Director-General,
Malaysian Administrative Modernisation and
Management Planning Unit*



Datuk Zainol Othman
Timbalan Ketua Setiausaha Kanan, Jabatan Perdana Menteri
Senior Deputy Secretary-General, Prime Minister's Department

JAWATANKUASA TETAP PENGADUAN AWAM
PERMANENT COMMITTEE ON PUBLIC COMPLAINTS

Sepanjang tahun 2010, JKTPA telah bersidang sebanyak 5 kali, iaitu 25 Februari, 1 Jun, 24 Jun, 12 Ogos dan 9 Disember 2010. Mesyuarat telah membincang dan menimbangkan 12 kertas kerja yang menyentuh pelbagai isu aduan yang menitikberatkan penghasilan kepada masyarakat umum khususnya, di samping menambah baik penyampaian perkhidmatan awam. Dalam konteks ini, isu-isu yang diketengahkan adalah lebih bersifat holistik dan memberi manfaat kepada banyak pihak. Sejak sidang pertama pada 6 Oktober 1984 sehingga 31 Disember 2010, JKTPA telah mengadakan mesyuarat sebanyak 89 kali dan menimbangkan 408 kertas kerja.

In 2010, PCPC met five times, i.e. on 25 February, 1 June, 24 June, 12 August and 9 December 2010. The meetings discussed and considered 12 working papers on various issues on complaints, emphasising on outcomes that benefit the general public, especially improving public service delivery. In this context, the issues raised are more holistic and beneficial to many parties. From its inaugural meeting on 6 October 1984 to 31 December 2010, PCPC has met 89 times and discussed 408 papers.

Senarai Kertas Kerja Yang Telah Dibentangkan Dalam Mesyuarat Jawatankuasa Tetap Pengaduan Awam (JKTPA) Sepanjang Tahun 2010

List of Papers Presented at the Permanent Committee on Public Complaints (PCPC) Meetings in 2010

Cadangan Menambah Baik Urusan Penangguhan Individu Ke Luar Negara Atas Sebab Berhutang dan Keselamatan
Proposal to Improve the Process that Suspends Individuals from Travelling Abroad Due to Debt and Security Reasons

Cadangan Menambah Baik Pengurusan Pinjaman Perbadanan Tabung Pendidikan Tinggi Nasional
Proposal to Improve the Loan Management of the National Higher Education Fund Corporation

Cadangan Tanggungjawab Perkhidmatan Seliaan Saluran Pembetungan Di Kawasan Rezab Awam
Proposal on Supervision Responsibility of Sewerage Service Channels in Public Reserve Areas

Cadangan Pengkalan Caruman Kumpulan Wang Simpanan Pekerja Bagi Penjawat Awam Berumur 55 - 58 Tahun
Proposal to Maintain Provident Fund Contributions for Civil Servants Aged 55 - 58 Years

Cadangan Menambah Baik Perkhidmatan Jabatan Pelajaran Negeri
Proposal to Improve Services of the State Education Departments

Cadangan Penambahbaikan Prosedur Langganan Polisi Insurans Hayat, Insurans Perubatan dan Kesihatan
Proposal to Improve the Subscription Procedures of Life Insurance, Medical and Health Insurance Policies

Cadangan Penambahbaikan Proses Pengeluaran Laporan Perubatan Di Hospital-Hospital
Proposal to Improve Process of Issuing Medical Reports in Hospitals

Cadangan Penambahbaikan Sistem Bacaan Bil Elektrik
Proposal to Improve the Reading System for Electricity Bills

Cadangan Penambahbaikan Bagi Mengatasi Masalah Program Pengajian Tanpa Perakuan Akreditasi Daripada Agensi Kelayakan Malaysia
Proposal to Improve the Process of Resolving the Problem of Academic Courses Without Accreditation Certification from Malaysian Qualifications Agency

Makluman Mengenai Isu Fi Tinggi Yang Dilevikan oleh Pesuruhjaya Sumpah
Information on High Fees Levied by the Commissioner for Oaths

Cadangan Menambah Baik Kaedah dan Skala Tuntutan Bayaran Kepada Saksi Yang Disepina
Proposal to Improve the Procedure and Scale of Claim Payments for Subpoenaed Witnesses

Cadangan Penambahbaikan Pengurusan Skim Pembiayaan Tabung Ekonomi Kumpulan Usaha Niaga (TEKUN)
Proposal to Improve the Financing Scheme under the Tabung Ekonomi Kumpulan Usaha Niaga (TEKUN)

Contoh Keberhasilan Kertas JKTPA

Cadangan Penambahbaikan Pengurusan Pinjaman Perbadanan Tabung Pendidikan Tinggi Nasional

Perbadanan Tabung Pendidikan Tinggi Nasional (PTPTN) bersetuju dengan cadangan pelaksanaan kiosk dan perluasan waktu operasi *call centre* mulai 21 Jun 2010 sehingga 31 Julai 2010 (tempoh kemasukan arus perdana IPTA). PTPTN juga akan melaksanakan kaedah bayaran balik pinjaman secara automatik menerusi Lembaga Hasil Dalam Negeri (LHDN).

Cadangan Penambahbaikan Proses Pengeluaran Laporan Perubatan Di Hospital - Hospital Kerajaan

Kementerian Kesihatan Malaysia telah memperkenalkan Surat Pekeliling Ketua Pengarah Kesihatan Bil. 16/2010, Garis Panduan Penyediaan Laporan Perubatan dan Surat Pekeliling Ketua Pengarah Kesihatan Bil. 17/2010, Garis Panduan Pengendalian Pengurusan Rekod Perubatan Pesakit bagi memperkemas lagi proses penyediaan laporan dan pengurusan rekod perubatan.

Cadangan Penambahbaikan Bagi Mengatasi Masalah Program Pengajian Tanpa Perakuan Akreditasi Pengajian Daripada Agensi Kelayakan Malaysia

Kementerian Pengajian Tinggi akan menyediakan pindaan peraturan di bawah Akta Institusi Pengajian Tinggi Swasta (IPTS) 1996 (Akta 555) bagi mewajibkan sesuatu kursus pengajian mendapat akreditasi penuh terlebih dahulu sebelum diperbaharui kelulusan serta menyediakan syarat supaya IPTS mempamerkan maklumat status akreditasi kursus pengajian, tahap Sistem Penarafan Institusi Pengajian Tinggi (SETARA) dan yuran pengajian di dalam iklan IPTS sebagai maklumat bagi membantu pelajar memilih IPTS.

Examples of Outcomes of Papers Presented at Permanent Committee on Public Complaints Meetings

The Proposal to Improve the Loan Management of the National Higher Education Fund Corporation

The National Higher Education Fund Corporation (NHEFC) agreed with the proposal to set up a kiosk and to extend the operating hours of call centres from 21 June 2010 to 31 July 2010 (entry period for mainstream admission in Institutes of Higher Learning). NHEFC will also implement the automatic loan repayment method through the Inland Revenue Board.

The Proposal to Improve Process of Issuing Medical Reports in Hospitals

The Ministry of Health (MOH) has introduced a Guideline for Preparing Medical Reports (Director-General of Health - Circular No. 16/2010) and a Guideline for Managing Patients' Medical Records (Director-General of Health - Circular No 17/2010) in an effort to further improve the process of preparing reports and managing medical records.

The Proposal to Improve the Process of Resolving the Problem of Academic Courses Without Accreditation Certification from Malaysian Qualifications Agency

The Ministry of Higher Education (MHE) has amended regulations under the Private Institutes of Higher Learning (PIHL) Act 1996 (Act 555) in an effort to make it mandatory for an academic course to obtain full accreditation before renewing its approval. It has also made it a condition that all PIHL advertise information about the accreditation status of the course of study, the level achieved under the Higher Education Institutes Rating System and the course fee as essential information to assist students in choosing a PIHL.

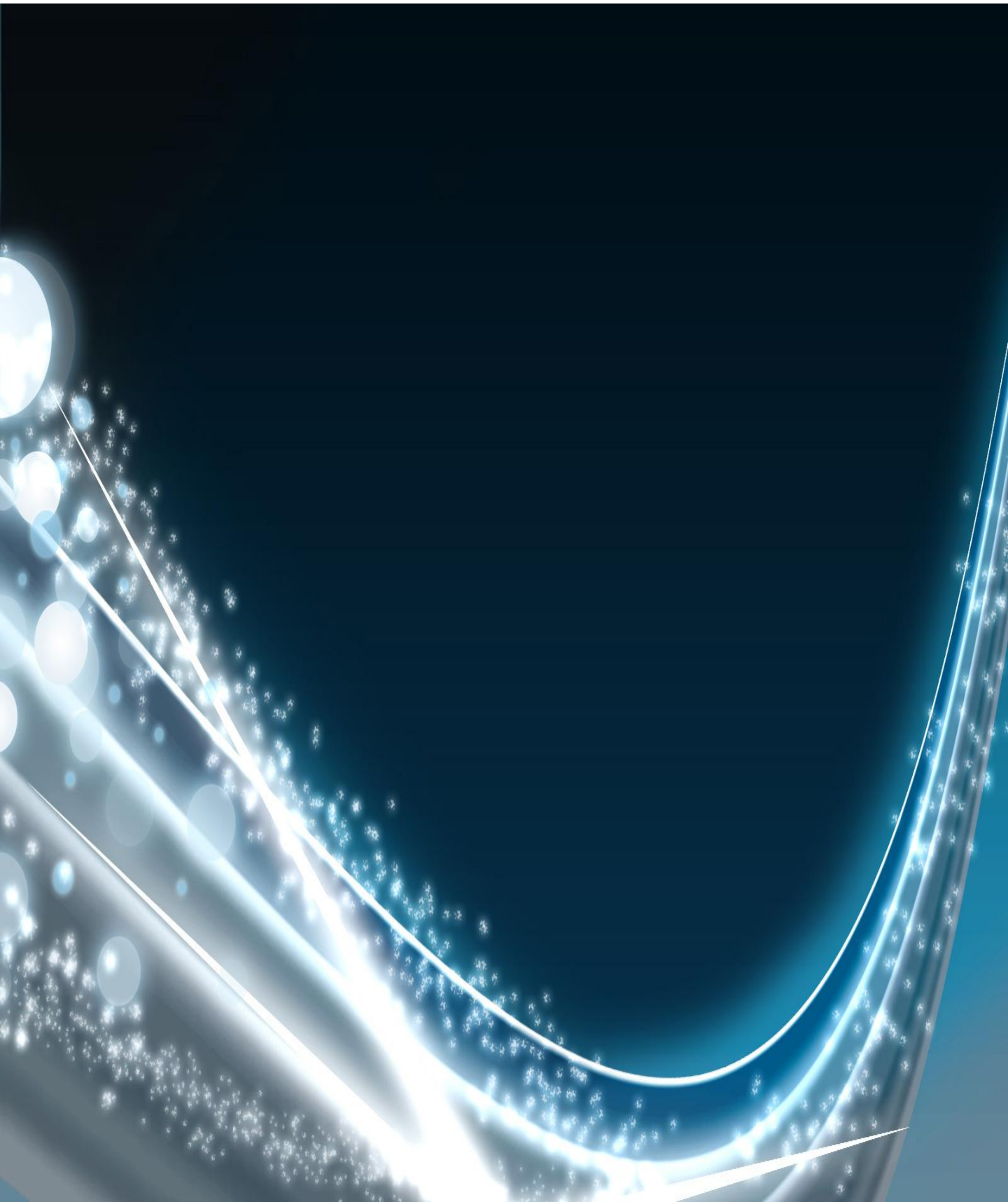


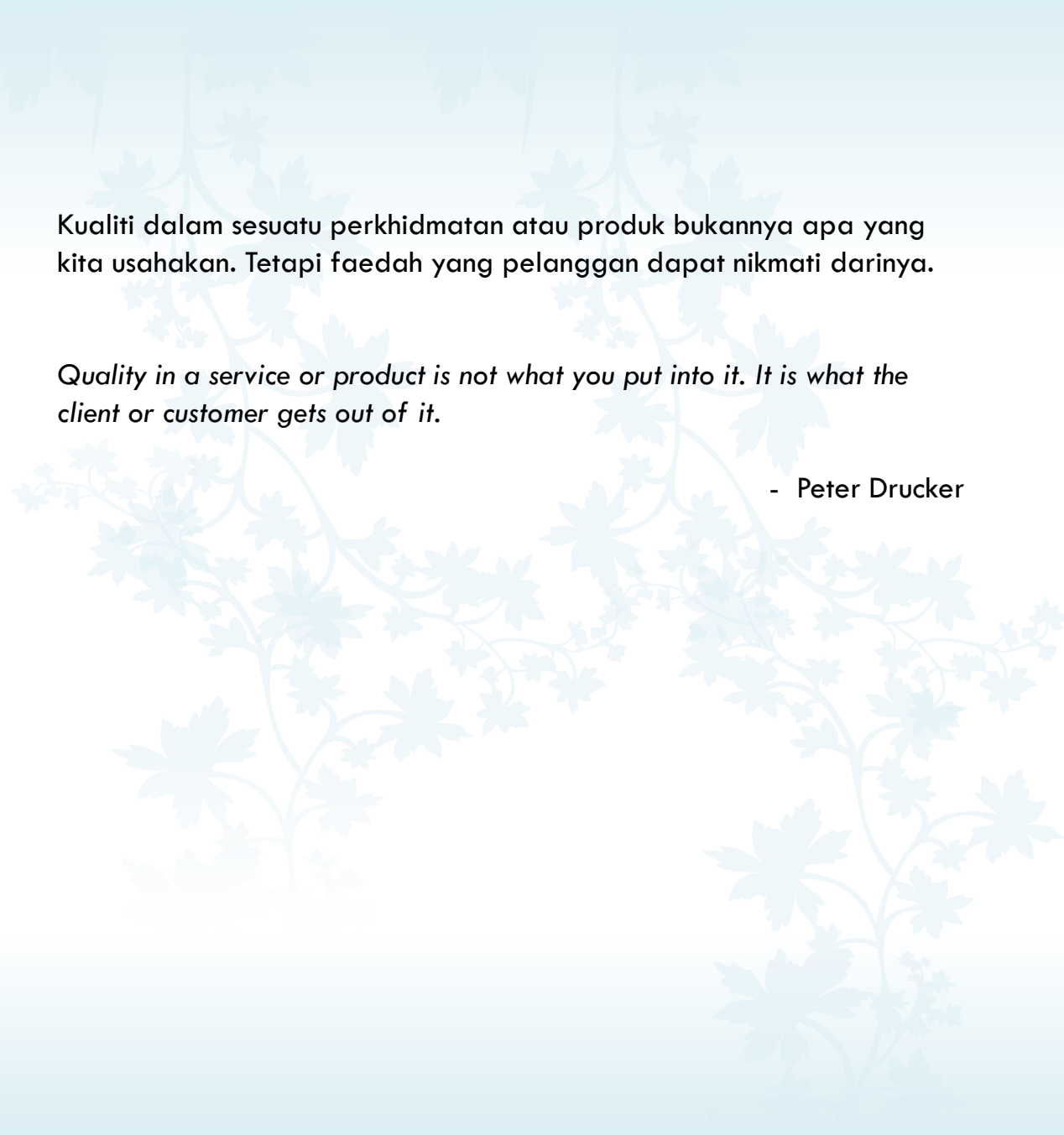
Kemenangan muncul daripada mencari peluang dalam masalah.

Victory comes from finding opportunities in problems.

SunTzu

Maklumat Korporat *Corporate Information*



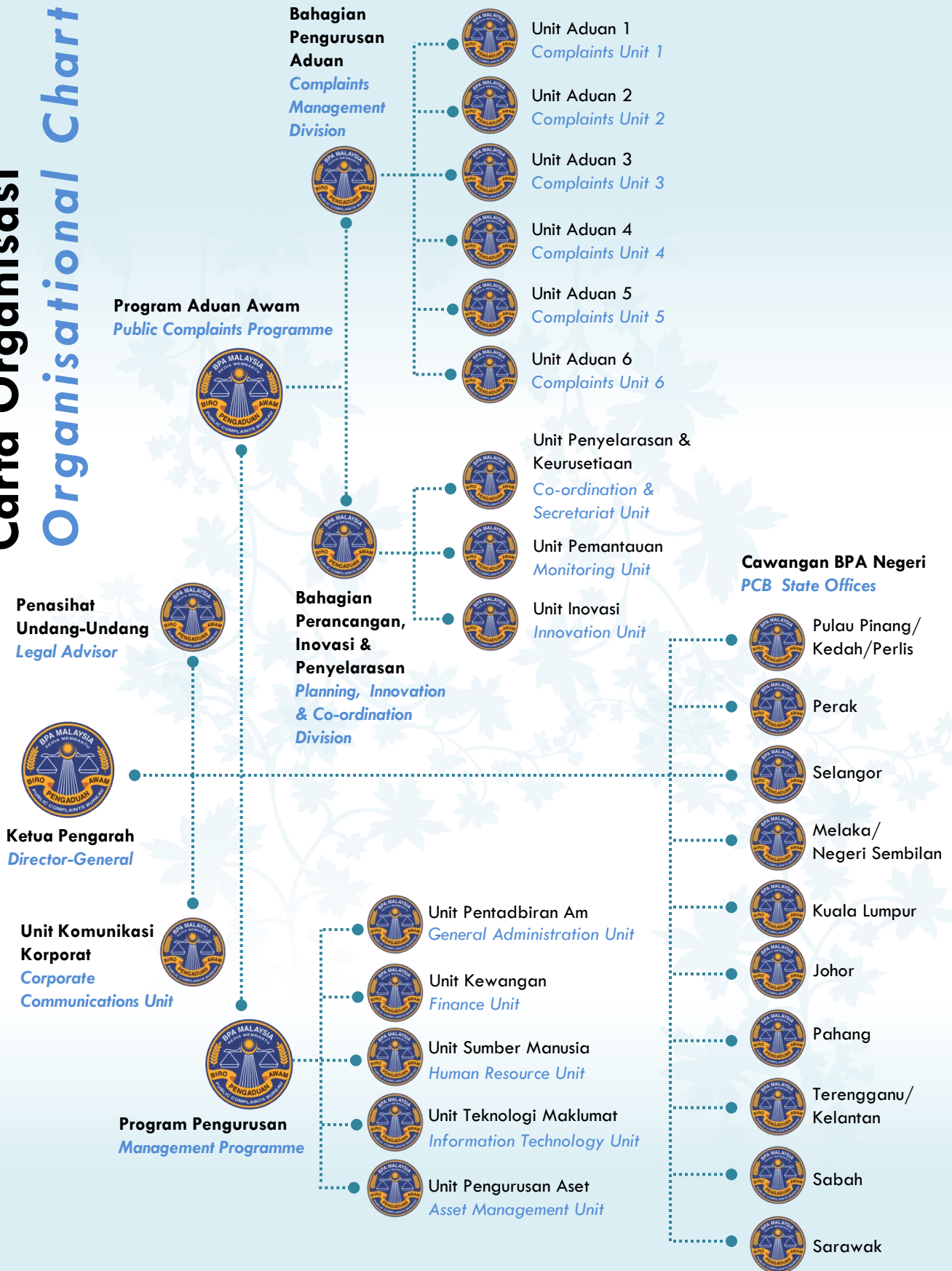


Kualiti dalam sesuatu perkhidmatan atau produk bukannya apa yang kita usahakan. Tetapi faedah yang pelanggan dapat nikmati darinya.

Quality in a service or product is not what you put into it. It is what the client or customer gets out of it.

- Peter Drucker

Carta Organisasi Organisational Chart



KETUA PENGARAH
DIRECTOR-GENERAL



DATO' DR. TAM WENG WAH

TIMBALAN KETUA PENGARAH
DEPUTY DIRECTORS-GENERAL



Md Zin bin Musa
Timbalan Ketua Pengarah (Aduan)
Deputy Director-General (Complaints)



Rogayah binti A. Bakar
Timbalan Ketua Pengarah (Pengurusan)
Deputy Director-General (Management)
(Mulai 8 Mac 2010/*Effective 8 March 2010*)

PENGARAH BAHAGIAN
DIVISION DIRECTORS



Dari kiri ke kanan

From left to right

Aziz bin Ismail

Pengarah Bahagian Pengurusan Aduan

Director of Complaints Management Division

Lim Peng Joo (Sehingga 16 September 2010/*Until 16 September 2010*)

Pengarah Bahagian Perancangan, Inovasi dan Penyelarasan

Director of Planning, Innovation and Co-ordination Division

Tengku Adnin bin Tengku Adnan (Mulai 18 Oktober 2010/*Effective 18 October 2010*)

Pengarah Bahagian Perancangan, Inovasi dan Penyelarasan

Director of Planning, Innovation and Co-ordination Division

Khairil Azwan bin Abu Mansor (Mulai 15 Februari 2010/*Effective 15 February 2010*)

Pengarah Bahagian Khidmat Pengurusan

Director of Management Services Division

PENGARAH NEGERI
STATE DIRECTORS



Barisan hadapan, kiri ke kanan

Front row, left to right

Marshall Theagarajah a/l SJ Rajaiah
Pengarah BPA Johor
Director of PCB Johor

Wee Lip Ping
Pengarah BPA Terengganu/Kelantan
Director of PCB Terengganu/Kelantan

Adnan bin Hj Mohd Nasir
Pengarah BPA WP Kuala Lumpur
Director of PCB Kuala Lumpur FT

Barisan kedua, kiri ke kanan

Second row, left to right

Azlan Shah bin Abdul Latif
Pengarah BPA Pahang
Director of PCB Pahang

Md Din bin Jusoh
Pengarah BPA Pulau Pinang/Kedah/Perlis
Director of PCB Penang/Kedah/Perlis

Barisan ketiga, kiri ke kanan

Third row, left to right

Wan Zulkiffeli bin Wan Hassan
Pengarah BPA Perak
Director of PCB Perak

Ahmad Samuri bin Hj. Mohd. Dahlan
Pengarah BPA Selangor
Director of PCB Selangor

Barisan akhir, kiri ke kanan

Last row, left to right

Mahpof bin Mahmood
Pengarah BPA Melaka/Negeri Sembilan
Director of PCB Melaka/Negeri Sembilan

Georgie Abas
Pengarah BPA Sabah
Director of PCB Sabah

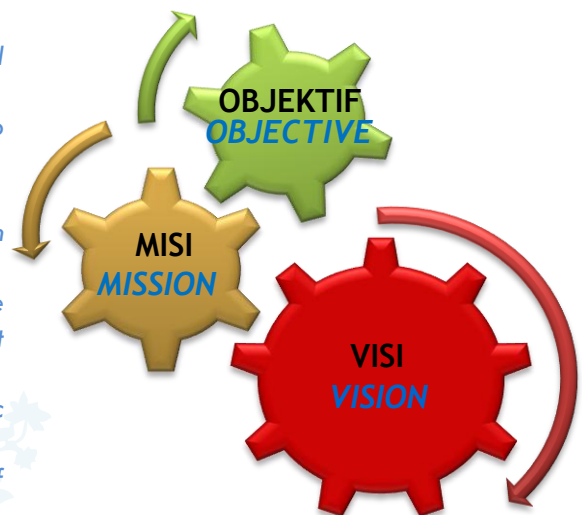
Phillip Stephen Shim
Pengarah BPA Sarawak
Director of PCB Sarawak

OBJEKTIF

- Untuk menyelesaikan aduan dengan cekap, adil dan berkesan berdasarkan Piagam Pelanggan BPA;
- Untuk meningkatkan kadar penyelesaian aduan yang diterima daripada orang awam;
- Untuk menyediakan dan meningkatkan kemudahan membuat aduan kepada orang awam;
- Untuk mengurangkan aduan yang berulang-ulang terhadap perkhidmatan awam;
- Untuk memperkenalkan pembaharuan dan inovasi berasaskan aduan awam;
- Untuk memberi khidmat nasihat kepada agensi bagi meningkatkan sistem pengendalian aduan awam yang berkesan;
- Untuk mengesan isu-isu yang boleh menjadi punca aduan orang awam; dan
- Untuk mendapatkan maklum balas orang ramai bagi menjayakan program pembangunan kerajaan.

OBJECTIVES

- *To resolve complaints efficiently, fairly and effectively as stipulated in PCB Clients' Charter;*
- *To improve the resolution rate of complaints received from the public;*
- *To provide and improve the facilities for the public to lodge complaints;*
- *To reduce recurring complaints on the public service;*
- *To introduce transformation and innovation based on public complaints;*
- *To provide advisory services to agencies to enhance the effectiveness of the public complaints management system;*
- *To identify issues that are the sources of public complaints; and*
- *To obtain public feedback to ensure the success of government development programmes.*



VISI

Menjadi sebuah organisasi utama yang menyumbang kepada pencapaian kecemerlangan perkhidmatan awam melalui penyelesaian aduan awam.

VISION

To be a key organisation which contributes towards excellence in public service through resolving public complaints.

MISI

Menyelesaikan aduan awam dengan cepat, adil dan mesra serta menerima maklum balas awam mengenai dasar dan program Kerajaan untuk meningkatkan kualiti hidup rakyat Malaysia.

MISSION

To resolve complaints in a prompt, fair and courteous manner as well as to obtain public feedback on Government policies and programmes thereby enhancing the quality of life of all Malaysians.

DASAR KUALITI

Kami adalah komited kepada perkhidmatan dan layanan yang berkualiti dan berdedikasi dalam penyelesaian aduan bagi memenuhi kehendak pelanggan selaras dengan Sistem Pengurusan Kualiti yang diwujudkan.

Kami juga komited membuat penambahbaikan yang berterusan ke atas Sistem Pengurusan Kualiti dan menilai semula semua objektif kualiti yang ditetapkan bagi memastikan ianya sentiasa sesuai mengikut kehendak pelanggan.

QUALITY POLICY

We are committed to delivering quality service and are dedicated to resolving complaints to fulfill the clients' needs in accordance with the Quality Management System.

We are also committed to continuously improving the Quality Management System and reviewing the set quality objectives to ensure they are relevant to the needs of the clients.

PIAGAM PELANGGAN

Mengurus dan menyelesaikan aduan orang ramai terhadap agensi-agensi awam dalam tempoh 15 hari bekerja.

CLIENTS' CHARTER

To manage and resolve public complaints on government agencies within 15 working days.



MAKLUMAT KORPORAT
CORPORATE INFORMATION

Hubungi kami di:
Contact us at:



Laman Web BPA/PCB Website
www.pcb.gov.my



Sistem Pesanan Ringkas/Short Message Service
BPA ADUAN [aduan anda] ke nombor 15888
BPA ADUAN [your complaints] to 15888



Faks/Facsimile
03-8888 7778/03-8888 3748



Alamat Surat-Menyurat/Mailing Address
Peti Surat 9000,
50590 Kuala Lumpur
*PO Box 9000,
50590 Kuala Lumpur*



Telefon/Telephone
03-8872 5777



Hadir Sendiri/Walk-in
Pejabat BPA dan Pejabat BPA Negeri
PCB Headquarters and State Offices



Program Proaktif
Kaunter Aduan Bergerak (KAB)
Kaunter Aduan Bergerak Bersepadu (KABB)
Program Mesra Rakyat (MESRA)
Program Penyelesaian Aduan Segera

Proactive Programmes
*Mobile Complaints Counter (MCC)
Integrated Mobile Complaints Counter (IMCC)
Mesra Rakyat Programme (MESRA)
Instant Problem Solving Programme (IPSP)*

SALURAN ADUAN
COMPLAINTS CHANNEL

AMANAHAH
TRUSTWORTHY

BENAR
TRUTHFUL

BIJAKSANA
WISDOM

ADIL DAN SAKSAMA
FAIR AND JUST

TELUS
TRANSPARENT

BERSYUKUR
GRATEFUL

BERDEDIKASI
DEDICATED

PROFESIONAL
PROFESSIONAL

KOD ETIKA
CODE OF ETHICS



Petunjuk Prestasi Utama

Sebagaimana agensi-agensi awam yang lain, penubuhan BPA bertujuan memberi perkhidmatan kepada rakyat. Dalam hubungan ini, Petunjuk Prestasi Utama (KPI) diwujudkan sebagai kayu ukur prestasi ke atas skop kerja yang telah dipertanggungjawabkan.

Ia mencakupi tiga dimensi utama, iaitu perkhidmatan pelanggan, pembelajaran dan pembangunan serta proses dalaman. Bagaimanapun, masih terdapat ruang dan peluang bagi BPA mempertingkatkan prestasinya dalam segenap aspek serta diperkaya dengan semangat baru yang berfokuskan sedia berkhidmat dengan cepat, adil dan mesra demi kepentingan rakyat keseluruhannya.

Key Performance Indicators

PCB, as in all public agencies, has been established to provide service to the people. In this regard, Key Performance Indicators (KPIs) were established as performance measures for the scope of work that PCB has been entrusted with.

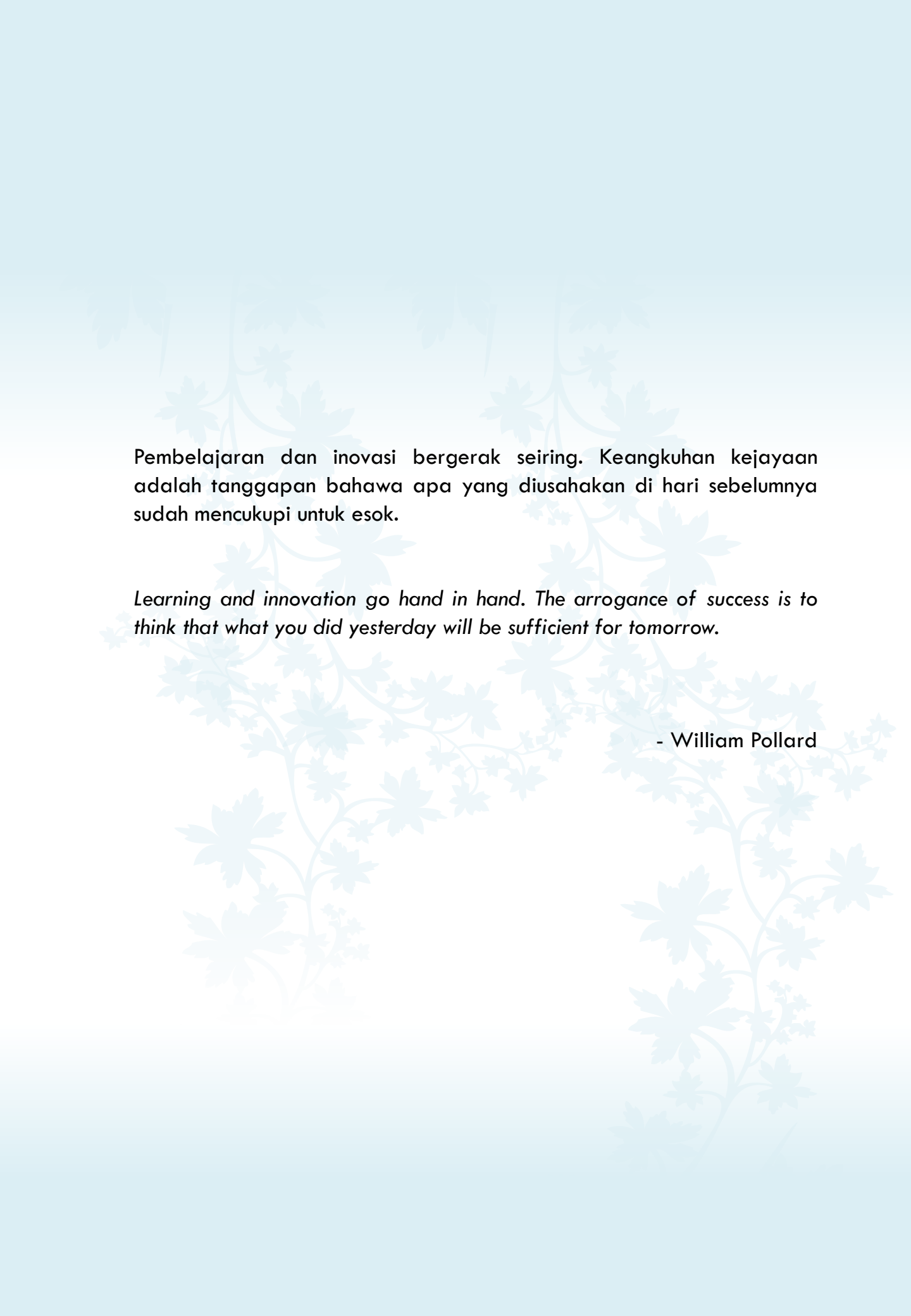
The KPIs encompass three main dimensions, namely customer service, learning and development and internal processes. However, there is always room and opportunity for PCB to enhance its performance in all aspects as well as be enriched by focussing on prompt, fair and courteous service in the interest of the public at large.



Petunjuk Prestasi Utama BPA Tahun 2010
Key Performance Indicators of PCB in 2010

Dimensi <i>Dimension</i>	Aktiviti <i>Activity</i>	KPI	Pencapaian <i>Achievement</i>
Perkhidmatan Pelanggan <i>Customer Services</i>	Penyelesaian Aduan <i>Complaints Resolution</i>	92%	98.7%
	Penyelesaian Aduan Dalam 15 Hari Bekerja <i>Complaints Resolved Within 15 Working Day</i>	35%	49.3%
	Kepuasan Pelanggan Luaran (Cemerlang & Baik) <i>External Customer Satisfaction (Excellent & Good)</i>	86%	89.2%
	Kepuasan Pelanggan Dalaman (Cemerlang & Baik) <i>Internal Customer Satisfaction (Excellent & Good)</i>	85%	63.6%
Pembelajaran & Pembangunan <i>Learning & Development</i>	Latihan Modal Insan (7 Hari Berkursus) <i>Human Capital Training (Attended 7 Days of Training)</i>	90%	99%
	Penilaian Impak Latihan (Amat Berfaedah & Berfaedah) <i>Evaluation of Training Impact (Very Useful & Useful)</i>	80%	98%
Proses Dalaman <i>Internal Process</i>	Perbelanjaan <i>Expenditure</i>	95%	97.83%
	Pengurusan Bil/ <i>Bill Management</i> Pembayaran Dalam 14 Hari <i>Payment Within 14 Days</i>	100%	100% (< 7 hari/days : 99.72% 8-14 hari/days : 0.28%)





Pembelajaran dan inovasi bergerak seiring. Keangkuhan kejayaan adalah tanggapan bahwa apa yang diusahakan di hari sebelumnya sudah mencukupi untuk esok.

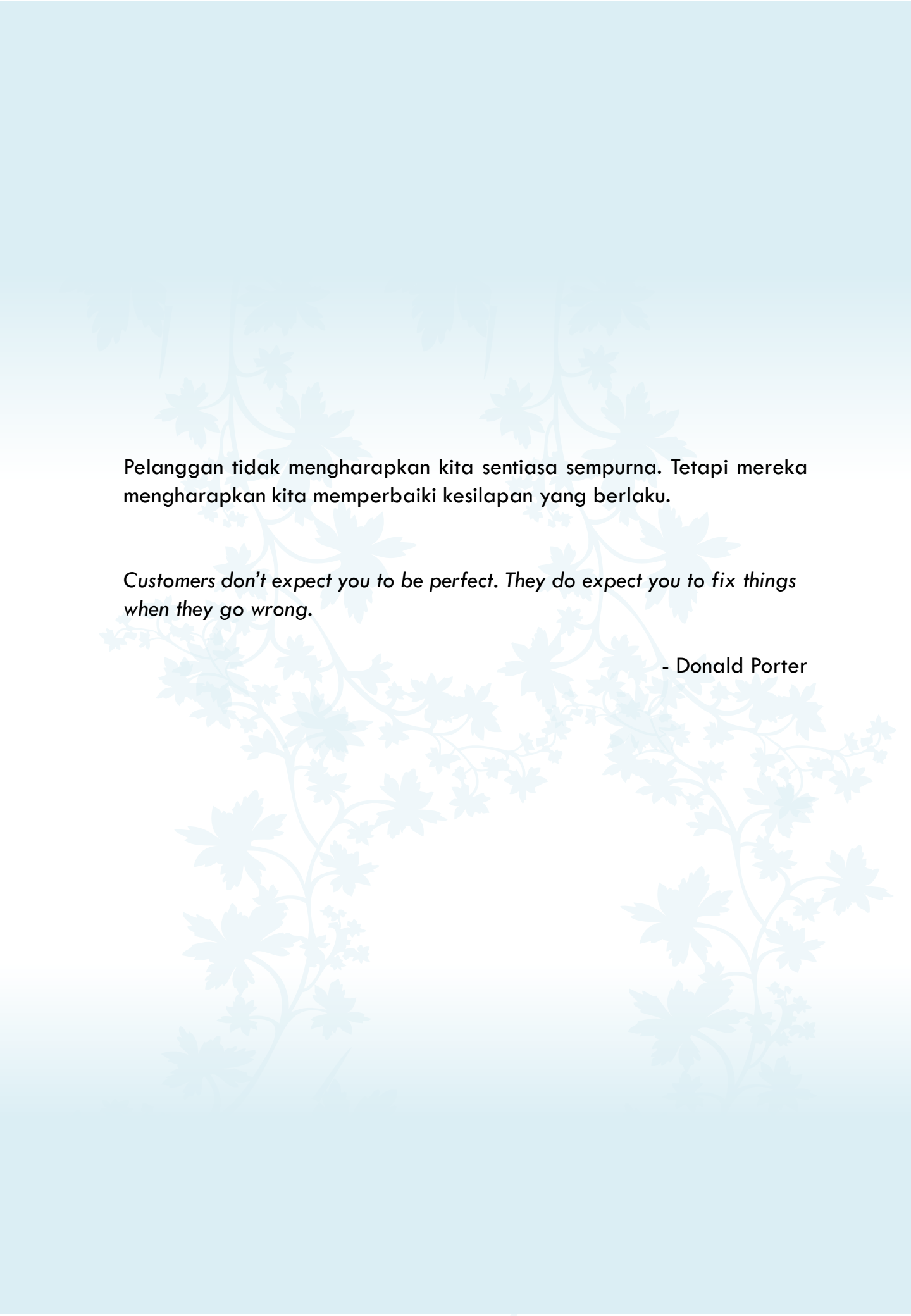
Learning and innovation go hand in hand. The arrogance of success is to think that what you did yesterday will be sufficient for tomorrow.

- William Pollard

Pengurusan Aduan

Complaints Management





Pelanggan tidak mengharapkan kita sentiasa sempurna. Tetapi mereka mengharapkan kita memperbaiki kesilapan yang berlaku.

Customers don't expect you to be perfect. They do expect you to fix things when they go wrong.

- Donald Porter

Pengurusan Aduan Awam

Penubuhan sesebuah agensi awam bertujuan menyampaikan perkhidmatan kepada rakyat berteraskan dasar-dasar yang telah dimuktamadkan oleh Kerajaan. Pada masa yang sama, rakyat sebagai pelanggan, berhak mendapat perkhidmatan yang terbaik dari agensi-agensi awam. Tanggapan umum masyarakat, perkhidmatan sektor awam yang baik itu adalah yang menepati ciri-ciri menjimatkan, cekap, berkesan, adil, telus, responsif, adaptif dan berusaha menambah baik perkhidmatannya secara berterusan. Adakalanya, ciri-ciri tersebut tidak menjamin kepuasan rakyat secara automatik dalam penyampaian perkhidmatan, yang disebabkan oleh beberapa faktor seperti perubahan persekitaran.

Kelihatan perubahan persekitaran, globalisasi dan kemajuan teknologi yang telah mendaratkan dunia, secara langsungnya telah mencelikkkan masyarakat dengan pelbagai ilmu dan sumber maklumat, sekali gus mempengaruhi landskap pemikiran mereka. Lantas, mereka tidak mudah berpuas hati, sebaliknya lebih terbuka dan mengharapkan perubahan dan kelainan serta penambahbaikan yang berterusan.



Public Complaints Management

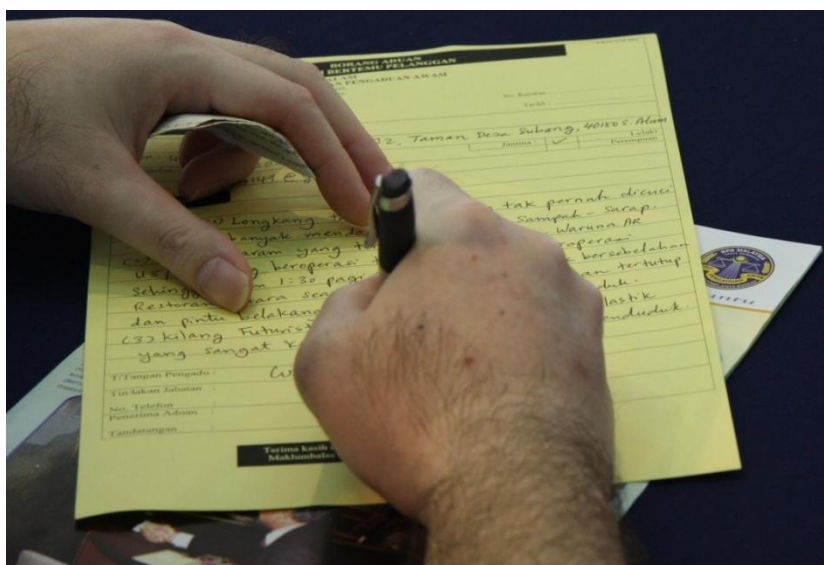
The aim of a public agency is to deliver services to the people based on policies formulated by the Government. The people, as customers, have the right to and deserve the best services from public agencies. The general perception of society is that a good public sector should meet the characteristics of being prudent, efficient, effective, equitable, transparent, responsive, adaptive and should continuously strive to improve its services. Sometimes, these characteristics do not automatically guarantee the satisfaction of the people on the delivery of services, probably due to several factors such as changes in the environment.

Rapid environmental change, globalisation and technological advances have flattened the world and have subsequently opened the minds of society to a variety of knowledge and information, inevitably resulting in a society that is more open and that expects change, variation and continuous improvement.

PENGENALAN INTRODUCTION

Dalam konteks ini, kegagalan agensi awam memberi perkhidmatan yang “baik” mengikut kaca mata mereka, lazimnya dizahirkan melalui aduan, cadangan dan juga kritikan berwujudan media elektronik dan cetak, media alternatif, surat, e-mel dan sebagainya.

Kebanyakan penulis berpendapat hanya 4% pelanggan sahaja yang gemar membuat aduan atau berkomunikasi dengan agensi-agensi Kerajaan. Namun, aduan yang mereka ketengahkan mewakili kelompok pelanggan yang tidak berpuas hati dengan penyampaian perkhidmatan oleh agensi-agensi. Cabaran bagi agensi awam adalah kesungguhan memahami dan mengesan jangkaan pelanggan lebih awal. Langkah ini dapat membantu agensi menangani aduan dengan lebih berkesan terutamanya bagi mengatasi aduan-aduan yang berulang.



Complaints, suggestions and criticisms through the print and electronic media, alternative media, letters, e-mail and such are manifestations of a society that has become more discerning and wants public agencies to live up to their expectations.

Many writers believe only 4% of the customers prefer to make complaints or communicate with government agencies. However, the complaints may represent a group of customers who are not satisfied with the service delivery of government agencies. The challenge for public agencies is to understand and anticipate the needs and expectations of their customers. This measure can help agencies deal with complaints more effectively, particularly in addressing recurring complaints.



Walau apa pun, aduan awam juga berupa input yang mampu menyumbang dan memberi faedah kepada agensi-agensi awam. Ia berupa cetusan idea-idea yang diperoleh secara percuma yang dibenihkan daripada kearifan khalayak yang dapat membantu agensi mentransformasikan kaedah kerja masing-masing. Dalam erti kata lain, aduan ialah sumber inovasi, yang dapat membantu agensi menambah baik sistem, prosedur dan amalan sehingga menghasilkan peraturan baru.

Atas alasan-alasan itulah, Biro Pengaduan Awam (BPA) terus menapak ke hadapan dan menyesuaikan peranannya selari dengan tuntutan masa. Matlamat dan peranan awal penubuhannya sebagai *watchdog*, yang membentuk gerak kerja dalam menerima, mengurus dan memantau aduan, kini skop fungsinya dilebarkan kepada menerima, mengurus, memantau dan mengubah. BPA tidak sekadar menguruskan aduan tetapi juga mengenal pasti dan mengetengahkan kaedah, peraturan, dasar dan skop baru berkaitan pengurusan aduan secara lebih menyeluruh.

Public complaints are inputs that can contribute and benefit the public agencies as they trigger ideas from public wisdom, without any cost, that may result in agencies transforming their work procedures. In other words, a complaint is a source of innovation, which can help agencies to improve their systems, procedures and practices which may eventually lead to the formulation of new regulations.

Based on these reasons, PCB is receptive to what the public has to say and continues to adapt its role in line with the current demands. The initial objective for establishing PCB was as a watchdog with the framework to receive, manage and monitor complaints, but today its scope has expanded into receiving, managing, monitoring and transforming. PCB is not merely managing complaints but also identifies and proposes new methods, regulations, policies and scope related to complaints management in a more comprehensive manner.

PENGENALAN INTRODUCTION



Jika disingkap tabir masa, sejak tahun 1971 hingga kini, BPA terus menapak ke hadapan dan melebarkan radarnya dengan mengatur dan merealisasikan fungsinya dengan teratur. Bermula dengan Peti Surat 9000, kini disediakan pelbagai saluran aduan termasuk program proaktif untuk mendekati rakyat, menggembelngkan kemajuan ICT bagi memudahkan orang ramai membuat aduan tanpa mengira masa, di mana dan siapa mereka.

Di samping itu, dalam usaha mendekati rakyat di luar bandar, mereka yang tiada kemahiran ICT atau buta huruf, BPA memperkenalkan program proaktif atau aktiviti turun padang mengikut konsep Litaran BPA, diubahsuai kepada Kaunter Aduan Bergerak, Kaunter Aduan Bergerak Bersepadu dan Mesra Rakyat (MESRA).

Dalam aspek mekanisme pengurusan aduan pula, diketengahkan prosedur dan sistem seperti i-SPAAA, Jawatankuasa Tetap Pengaduan Awam, badan induk yang menjadi wadah pencetus perubahan dalam penyampaian perkhidmatan serta Lembaga Penasihat yang menjadi badan penasihat dan pemantau ke atas mutu kerja BPA.

Looking back, PCB has, since 1971, continued looking forward by expanding its scope of work as well as organising and realising its functions in a structured manner. Starting off just as PO Box 9000, there are currently available multi-channels for complaints, including proactive programmes to reach out to people and leveraging on ICT developments for the public to lodge complaints, regardless of the time and place.

In addition, in an effort to reach people in rural areas, particularly those who are illiterate or without ICT skills, PCB has introduced proactive programmes or “going to the ground” activities in accordance with the concept of PCB’s Circuit which was modified to Mobile Complaints Counter, Integrated Mobile Complaints Counter and MESRA.

With regard to the mechanism for complaints management, PCB introduced procedures and systems such as i-SPAAA, Permanent Committee on Complaints Management, a key entity that triggers changes in service delivery and the Advisory Board which advises PCB and monitors it’s quality of work.

Orang ramai bebas mengemukakan aduan, cadangan malah kritikan kepada BPA, khususnya tentang penyampaian perkhidmatan agensi-agensi awam. Namun isu-isu yang terletak di bawah bidang kuasa Suruhanjaya Pencegahan Rasuah Malaysia, Jabatan Bantuan Guaman, keputusan mahkamah, dasar-dasar Kerajaan dan Jawatankuasa Kira-kira Awam adalah terkecuali daripada skop peranan BPA.



People are free to submit complaints, suggestions and even criticism to PCB, particularly regarding the service delivery of public agencies. However, the issues which fall under the jurisdiction of the Malaysia Anti-Corruption Commission, the Legal Aid Department, court decisions, Government policies and the Public Accounts Committee are the exceptions and are not under PCB's scope of responsibilities.

SALURAN ADUAN
COMPLAINTS CHANNEL

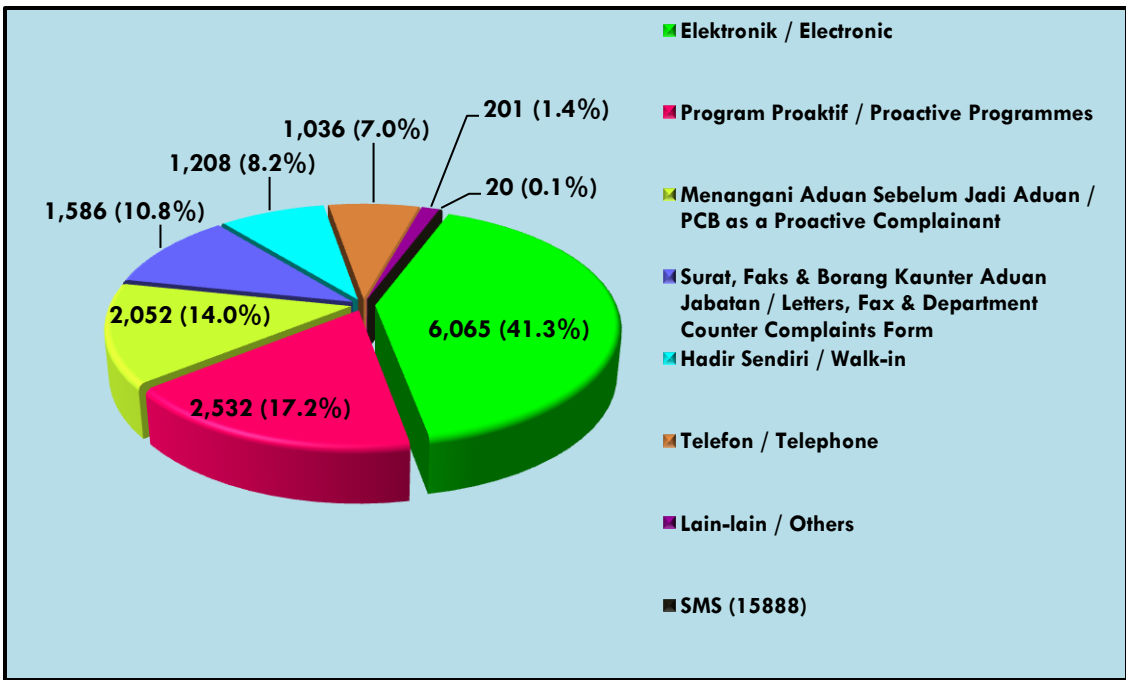
Saluran Aduan

BPA menyediakan beberapa saluran bagi memudahkan orang ramai membuat aduan termasuk program proaktif. Secara keseluruhannya, saluran elektronik (e-mel dan laman web) menjadi pilihan utama orang ramai dan mengumpul sebanyak 6,065 (41.3%) aduan, manakala program proaktif adalah kedua tertinggi dengan jumlah aduan sebanyak 2,532 (17.2%).

Complaints Channel

PCB provides a number of channels for the public to forward their complaints, including through the proactive programmes. In 2010, the electronic channel (e-mail and website), which received a total of 6,065 (41.3%) complaints, seemed to be the preferred mode used by the public, while the proactive programmes was the second highest with 2,532 (17.2%) complaints received.

Saluran Penerimaan Aduan Bagi Tahun 2010
Complaints Channels in 2010



Perbandingan sumber penerimaan aduan bagi tahun 2009 dan 2010 menunjukkan bahawa saluran elektronik merupakan saluran utama yang digunakan oleh pengadu untuk mengemukakan aduan. Dengan menggunakan kaedah ini pengadu tidak perlu bergerak jauh semata-mata untuk mengemukakan aduan dan aduan boleh dikemukakan pada bila-bila masa sahaja mengikut kelapangan pengadu.

Both in 2009 and 2010, the electronic mode was the main channel used by the public to lodge a complaint. It is believed that the reason for this was the fact that there was no need to go elsewhere to lodge a complaint and one could do it at any time of the day at one's own convenience.

Perbandingan Saluran Penerimaan Aduan Bagi Tahun 2009 dan 2010
Comparison of Complaints Channels in 2009 and 2010

Saluran Channel	2009		2010	
	Jumlah Total	%	Jumlah Total	%
Elektronik <i>Electronic</i>	5,318	41.9	6,065	41.3
Program Proaktif <i>Proactive Programmes</i>	2,591	20.4	2,532	17.2
Menangani Aduan Sebelum Jadi Aduan (MASJA) <i>PCB as a Proactive Complainant</i>	804	6.3	2,052	14.0
Surat, Faks dan Borang Kaunter Aduan Jabatan <i>Letters, Fax, and Department Counter Complaints Form</i>	1,531	12.1	1,586	10.8
Hadir Sendiri <i>Walk-in</i>	1,498	11.8	1,208	8.2
Telefon <i>Telephone</i>	724	5.7	1,036	7.0
Lain-Lain <i>Others</i>	217	1.7	201	1.4
SMS (15888)	-	-	20	0.1
Jumlah Total	12,683	100	14,700	100

PROGRAM PROAKTIF PROACTIVE PROGRAMME



Program Proaktif

BPA buat julung kalinya telah memperkenalkan program proaktif pada tahun 1989 yang dikenali sebagai Litaran BPA. Program ini telah dimantapkan pada tahun 2001 dan dikenali pula sebagai Kaunter Aduan Bergerak (KAB), tetapi konsep dan pendekatannya masih dikekalkan. Memandangkan program ini mendapat sambutan dan memberi impak yang positif kepada rakyat dan agensi, pada tahun 2002, konsepnya dilebarkan kepada Kaunter Aduan Bergerak Bersepadu (KABB) dan Program Mesra Rakyat (MESRA). Kesemua program tersebut, sama ada dilaksanakan oleh BPA secara bersendirian atau kerjasama pelbagai agensi, bertujuan untuk memastikan orang kebanyakan, terutama yang buta huruf, tiada kebolehan menggunakan komputer dan yang mempunyai masalah untuk berkomunikasi dengan agensi-agensi dalam penyelesaian masalah secara lebih terbuka dan cepat.

Proactive Programmes

In 1989, PCB initially introduced a proactive programme called PCB Circuit. However, in 2001 it was renamed the Mobile Complaints Counter (MCC), but the concept and approach of PCB Circuit was maintained. Since the programme was well received with a positive impact on the people and agencies, the concept was expanded to include the Integrated Mobile Complaints Counter (IMCC) and Mesra Programme (MESRA) in 2002. All of these programmes, whether implemented by PCB or in collaboration with various agencies through open dialogues, are to ensure the general public especially those illiterate, without computer skills or have problems contacting the respective agencies, are able to communicate with agencies to resolve issues efficiently and effectively.

Dalam tahun 2010, BPA telah mengadakan 175 program proaktif, iaitu 100 program KAB, 24 program KABB, 10 Program MESRA serta 41 Program Penyelesaian Aduan Segera (IPSP) bersama YB. Senator Dato' T. Murugiah, Timbalan Menteri di Jabatan Perdana Menteri. Program proaktif BPA sepanjang tahun 2010 telah berjaya menarik 17,568 pengunjung dan mengumpul 2,532 aduan. Sebanyak 5,926 khidmat nasihat telah diberikan. Di samping itu, orang ramai juga berpeluang mendapat khidmat nasihat daripada agensi-agensi yang menyertai program. BPA memantau perkembangan aduan yang berbangkit semasa program-program tersebut bagi memastikan penyelesaian dibuat sewajarnya. Maklumat ringkasan program-program yang dijalankan adalah seperti di jadual yang berikut.

In 2010, PCB organised a total of 175 proactive programmes, of which 100 were MCC programmes, 24 IMCC programmes, 10 MESRA programmes and 41 Instant Problem Solving Programmes (IPSP) with the Honourable Senator Dato' T. Murugiah, Deputy Minister in the Prime Minister's Department. PCB's proactive programmes in 2010 attracted 17,568 visitors and received 2,532 complaints and a total of 5,926 advices were given. In addition, the public had access to agencies participating in the programmes which provided advice on several issues. PCB monitors the complaints brought up during the programmes to ensure the appropriate resolution is attained. A summary of the programmes conducted in 2010 is given in the schedule that follows.

Program Proaktif Bagi Tahun 2010
Proactive Programmes in 2010

Program Programme	Bil. Program Dijalankan No. of Programmes Conducted	Bil. Pelanggan No. of Attendees	Bil. Khidmat Nasihat No. of Advices	Bil. Aduan No. of Complaints
KAB MCC	100	6,069	3,316	881
KABB IMCC	24	5,789	2,578	1,009
MESRA	10	4,419	32	420
IPSP	41	1,291	-	222
Jumlah Total	175	17,568	5,926	2,532

PROGRAM PROAKTIF
PROACTIVE PROGRAMME

Bilangan Program Proaktif Yang Dijalankan Mengikut Negeri Dalam Tahun 2010
Number of Proactive Programmes Conducted in 2010 by State

Bil. No.	Lokasi Location	Bilangan Program Number of Programmes			
		KAB MCC	KABB IMCC	MESRA	Jumlah Total
1.	Pahang	11	3	1	15
2.	Johor	11	3	1	15
3.	Sabah	11	3	1	15
4.	Perak	11	2	1	14
5.	Sarawak	9	2	1	12
6.	Wilayah Persekutuan KL	9	1	1	11
7.	Selangor	7	1	1	9
8.	Kelantan	6	1	1	8
9.	Negeri Sembilan	5	2	1	8
10.	Terengganu	5	2	0	7
11.	Kedah	5	1	0	6
12.	Melaka	5	1	0	6
13.	Pulau Pinang	3	2	0	5
14.	Perlis	2	0	1	3
Jumlah Total		100	24	10	134

Perbandingan Program Proaktif Yang Dijalankan Dalam Tahun 2009 dan 2010
Comparison of Proactive Programmes Conducted in 2009 and 2010

Program Programme	Bil. Program Dijalankan No. of Programmes Conducted		Bil. Pengunjung No. of Attendees		Bil. Aduan No. of Complaints	
	2009	2010	2009	2010	2009	2010
KAB MCC	99	100	2,271	6,069	903	881
KABB IMCC	24	24	5,330	5,789	1,425	1,009
MESRA	7	10	2,333	4,419	263	420
Jumlah Total	130	134	9,934	16,277	2,591	2,310

Kaunter Aduan Bergerak

Dalam tahun 2010, BPA negeri telah berjaya mengadakan 100 program KAB. Seramai 6,069 orang telah mengunjungi KAB, manakala aduan yang terkumpul ialah 881 dan 3,316 khidmat nasihat diberikan.

Mobile Complaints Counter

In 2010, PCB at the state level managed to hold 100 MCC programmes. A total of 6,069 people visited the MCC, with 881 complaints lodged while 3,316 advices were given.

Program KAB Yang Dilaksanakan Dalam Tahun 2010 ***MCC Programmes Conducted in 2010***

Bil. No.	Lokasi Location	Bil. KAB No. of MCC	Bil. Pengunjung No. of Attendees	Bil. Khidmat Nasihat No. of Advices	Bil. Aduan No. of Complaints
1.	Johor	11	107	133	41
2.	Pahang	11	498	346	72
3.	Sabah	11	409	350	57
4.	Perak	11	333	91	57
5.	Sarawak	9	1,506	552	45
6.	Wilayah Persekutuan	9	931	916	36
7.	Selangor	7	155	66	42
8.	Kelantan	6	595	91	127
9.	Negeri Sembilan	5	161	105	56
10.	Kedah	5	252	54	151
11.	Terengganu	5	390	45	89
12.	Melaka	5	366	377	43
13.	Pulau Pinang	3	279	171	53
14.	Perlis	2	87	19	12
Jumlah Total		100	6,069	3,316	881

PROGRAM PROAKTIF PROACTIVE PROGRAMME

Kaunter Aduan Bergerak Bersepadu

BPA negeri telah berjaya menganjurkan 24 program KABB dan menarik 5,789 pengunjung. Sebanyak 1,009 aduan telah diterima sepanjang program diadakan. Selain mengadu, para pengunjung juga berpeluang mendapat khidmat nasihat sama ada dari BPA atau agensi-agensi kerajaan yang membuka kaunter masing-masing yang kesemuanya berjumlah 2,578.



Integrated Mobile Complaints Counter

A total of 24 IMCC Programmes have been successfully organised by the state level PCBs. It attracted a total of 5,789 visitors. A total of 1,009 complaints were submitted during the programmes. Besides complaints, visitors also had the opportunity to seek advice either from PCB or other government agencies that had opened their counters. A total of 2,578 advices were given.

Program KABB Yang Dilaksanakan Dalam Tahun 2010
IMCC Programmes Conducted in 2010

Bil. No.	Tarikh Date	Lokasi Location	Bil. Pelanggan No. of Attendees	Bil. Khidmat Nasihat No. of Advices	Bil. Aduan No. of Complaints
1.	17 Januari <i>17 January</i>	Shah Alam, Selangor	250	32	53
2.	28 Mac <i>28 March</i>	Muar, Johor	566	179	72
3.	31 Mac <i>31 March</i>	Kudat, Sabah	350	288	62
4.	10 April	Bintulu, Sarawak	30	2	22
5.	15 April	Rantau Panjang, Kelantan	150	22	46
6.	17 Mei <i>17 May</i>	Langkawi, Kedah	141	7	65
7.	22 Mei <i>22 May</i>	Jengka, Pahang	120	41	24
8.	25 Mei <i>25 May</i>	Dungun, Terengganu	200	26	31
9.	12 Jun <i>12 June</i>	Port Dickson, Negeri Sembilan	180	131	49
10.	5 Julai <i>5 July</i>	Kuala Terengganu, Terengganu	250	55	21
11.	11 Julai <i>11 July</i>	Gombak, Kuala Lumpur	420	639	100
12.	22 Julai <i>22 July</i>	Masjid Tanah, Melaka	153	132	21
13.	22 Julai <i>22 July</i>	Tambunan, Sabah	300	144	114
14.	1 Ogos <i>1 August</i>	Mersing, Johor	204	44	26
15.	28 September	Pekan Gerik, Perak	350	49	36
16.	30 September	Rompin, Pahang	300	112	27
17.	10 Oktober <i>10 October</i>	Papar, Sabah	256	205	50
18.	11 Oktober <i>11 October</i>	Tampin, Negeri Sembilan	200	162	38
19.	28 Oktober <i>28 October</i>	Raub, Pahang	150	58	22
20.	13 November	Segamat, Johor	362	96	38
21.	13 November	Ipoh, Perak	350	44	32
22.	11 November	Seberang Perai Selatan, Pulau Pinang	198	50	18
23.	25 November	Balik Pulau, Pulau Pinang	189	55	10
24.	11 Disember <i>11 December</i>	Kuching, Sarawak	120	5	32
Jumlah Total			5,789	2,578	1,009

PROGRAM PROAKTIF PROACTIVE PROGRAMME

Program Mesra Rakyat

Program MESRA merupakan majlis dialog antara orang awam dan ketua-ketua masyarakat, persatuan-persatuan penduduk, nelayan, pekebun kecil, penjaja serta badan sukarela dengan ketua-ketua jabatan peringkat daerah atau negeri. Pada tahun 2010, sebanyak 10 Program MESRA telah diadakan dan mendapat sambutan daripada 4,419 anggota masyarakat setempat dan 420 aduan telah diterima.



Mesra Rakyat Programme

The MESRA programme is a dialogue session between heads of departments at state and district levels with the public including leaders of communities, residents' associations, fishermen, smallholders, farmers, hawkers and voluntary bodies. In 2010, 10 MESRA programmes were conducted with 4,419 attendees and 420 complaints were received.

Program MESRA Dalam Tahun 2010
MESRA Programmes Conducted in 2010

Bil. No.	Tarikh Dates	Tempat Location	Bil. Kehadiran No. of Attendees	Bil. Ahli Panel No. of Panel	Bil. Aduan No. of Complaints
1.	27 Mei 27 May	Kuching, Sarawak	300	17	20
2.	20 Julai 20 July	Taiping, Perak	450	23	42
3.	1 Ogos 1 August	Kota Bharu, Kelantan	600	12	42
4.	10 Ogos 10 August	Kangar, Perlis	831	40	95
5.	8 Oktober 8 October	Kluang, Johor	275	24	30
6.	19 Oktober 19 October	Seremban, Negeri Sembilan	650	26	41
7.	28 November	Sandakan, Sabah	315	22	60
8.	2 Disember 2 December	Kuantan, Pahang	350	23	35
9.	4 Disember 4 December	Pudu Ulu, WP Kuala Lumpur	448	18	11
10.	30 Disember 30 December	Kuala Selangor, Selangor	200	17	44
Jumlah Total			4,419	222	420

PROGRAM PROAKTIF PROACTIVE PROGRAMME



Program Penyelesaian Aduan Segera Bersama Timbalan Menteri (IPSP)

YB. Senator Dato' T. Murugiah, Timbalan Menteri di Jabatan Perdana Menteri adalah peneraju utama Program IPSP. Program ini diadakan pada setiap hari Selasa di Pusat Kegiatan Masyarakat Kampung Sri Batu, Kuala Lumpur. Program ini juga melibatkan beberapa agensi di sekitar Lembah Klang seperti Dewan Bandaraya Kuala Lumpur, Jabatan Kebajikan Masyarakat, Kementerian Perumahan dan Kerajaan Tempatan, Pertubuhan Keselamatan Sosial dan lain-lain. Kaedah ini juga memanfaatkan agensi dan rakyat dalam usaha penyelesaian aduan dengan segera. Pada tahun 2010, sebanyak 41 Program IPSP telah diadakan dan mendapat sambutan daripada 1,291 anggota masyarakat setempat dan 222 aduan telah diterima.

Instant Problem Solving Programme with the Deputy Minister (IPSP)

YB. Senator Dato' T. Murugiah, Deputy Minister in the Prime Minister's Department led the IPSP Programme which was held every week on Tuesdays at the Community Activity Centre, Kampung Sri Batu, Kuala Lumpur. The programme also saw the participation of several other agencies in the Klang Valley such as the Kuala Lumpur City Hall, the Department of Social Welfare, the Ministry of Housing and Local Government, the Social Security Organisation and others. It must be noted that this IPSP benefited both the agencies and people as complaints were immediately attended to and resolved. In 2010, 41 IPSP Programmes were conducted with 1,291 attendees and 222 complaints were received.

Pelaporan dan Analisis Aduan

Pada tahun 2010, BPA telah menguruskan sejumlah 14,700 aduan terhadap agensi persekutuan dan negeri. Sebanyak 14,502 (98.7%) aduan telah berjaya diselesaikan dan 198 (1.3%) aduan masih dalam tindakan agensi.

Di samping itu, BPA juga menguruskan 944 aduan yang tertunggak dari tahun-tahun sebelumnya yang dibawa ke tahun 2010. Sebanyak 938 (99.4%) aduan tersebut telah berjaya diselesaikan dan yang selebihnya masih memerlukan siasatan lanjut agensi.

Complaints Report and Analysis

In 2010, PCB received and investigated 14,700 complaints against federal and state agencies. A total of 14,502 (98.7%) cases were resolved while the remaining 198 (1.3%) cases are still pending action in the respective agencies.

In addition, PCB also handled 944 complaints which were backlog cases from the previous years. A total of 938 (99.4%) of these cases were resolved, while the remaining were still in need of further investigation by the agencies.



PELAPORAN DAN ANALISIS ADUAN

COMPLAINTS REPORT AND ANALYSIS

BPA mengklasifikasikan aduan yang telah selesai kepada dua kategori, iaitu aduan berasas atau tidak berasas yang ditentukan berdasarkan hasil siasatan dan maklum balas agensi kerajaan yang berkenaan. Aduan berasas bermaksud aduan pengadu adalah sahih. Aduan tidak berasas pula bermaksud tindakan agensi adalah wajar atau mengikut ketetapan peranan dan peraturan yang berkuatkuasa atau lebih merupakan persepsi peribadi pengadu semata-mata. Sepanjang tahun 2010, jumlah aduan yang telah selesai dan didapati berasas adalah sebanyak 9,835 (67.8%). Manakala jumlah aduan selesai tetapi tidak berasas adalah sebanyak 4,667 (32.2%).

Jumlah Aduan Yang Diterima dan Diselesaikan Dalam Tahun 2010

Total Number of Complaints Received and Resolved in 2010

Agensi <i>Agency</i>	Jumlah Aduan <i>Total Complaints</i>			
	Terima <i>Received</i>	Dalam Tindakan <i>Under Investigation</i>	Selesai <i>Resolved</i>	Selesai dan Berasas <i>Valid and Resolved</i>
Kementerian <i>Ministry</i>	9,503 (64.6%)	122 (1.3%)	9,381 (98.7%)	5,733 (61.1%)
Negeri <i>State</i>	5,197 (35.4%)	76 (1.5%)	5,121 (98.5%)	4,102 (80.1%)
Jumlah <i>Total</i>	14,700	198 (1.3%)	14,502 (98.7%)	9,835 (67.8%)

PCB classifies resolved complaints into two categories, i.e. valid or not valid complaints, based on the findings and feedback from the relevant government agencies. Valid complaints are those that are genuine while complaints that were not valid mean that action taken by the public agencies are justified or in accordance with existing rules and regulations or that the complaint is purely the personal perception of the complainant. In 2010, the number of resolved complaints that were valid was 9,835 (67.8%) while the number of resolved complaints that were not valid was 4,667 (32.2%).

PELAPORAN DAN ANALISIS ADUAN COMPLAINTS REPORT AND ANALYSIS

Sebanyak 9,503 (64.6%) daripada 14,700 aduan yang BPA terima adalah berkaitan dengan kementerian, jabatan dan agensi persekutuan, manakala selebihnya sebanyak 5,197 (35.4%) adalah aduan terhadap agensi negeri. Bilangan aduan yang BPA terima terhadap agensi persekutuan dan agensi negeri dalam tahun 2010 masing-masing menunjukkan peningkatan sebanyak 809 (9.3%) dan 1,208 (30.3%) berbanding dengan tahun sebelumnya. Sungguhpun begitu, peratusan penyelesaian aduan juga turut meningkat sebanyak 1.1%. Perbandingan jumlah aduan yang diterima dan diselesaikan bagi tahun 2009 dan 2010 adalah seperti jadual berikut:

A total of 9,503 (64.6%) complaints out of 14,700 received by PCB were those against the federal ministries, departments and agencies, while the remaining 5,197 (35.4%) were complaints against state agencies. The total number of complaints against ministries increased by 809 (9.3%) compared to the year 2009. The number of complaints against the state government increased by 1,208 (30.3%) compared to 2009. Although the statistics show an increase in the number of complaints in 2010, the percentage of complaints resolved increased by 1.1%. The number of complaints received and resolved for the year 2009 and 2010 are shown in the table below:

Perbandingan Jumlah Penerimaan dan Penyelesaian Aduan Bagi Tahun 2009 dan 2010 *Comparison of Complaints Received and Resolved in 2009 and 2010*

Tahun Year	Jumlah Aduan Diterima Total Complaints Received	Perubahan Changes	Jumlah Aduan Selesai Total Complaints Resolved	Perubahan Changes
2009	12,683	 2,017 (15.9%)	97.6%	 1.1%
2010	14,700		98.7%	

Agensi Agency	2009			2010		
	Terima Received	Dalam Tindakan Under Investigation (%)	Selesai Resolved (%)	Terima Received	Dalam Tindakan Under Investigation (%)	Selesai Resolved (%)
Kementerian Ministry	8,694 (68.5%)	230 (2.6%)	8,464 (97.4%)	9,503 (64.6%)	122 (1.3%)	9,381 (98.7%)
Negeri State	3,989 (31.5%)	77 (1.9%)	3,912 (98.1%)	5,197 (35.4%)	76 (1.5%)	5,121 (98.5%)
Jumlah Total	12,683	307 (2.4%)	12,376 (97.6%)	14,700	198 (1.3%)	14,502 (98.7%)

PELAPORAN DAN ANALISIS ADUAN COMPLAINTS REPORT AND ANALYSIS

Agensi Persekutuan

Dalam tahun 2010, kementerian yang menerima aduan tertinggi ialah Kementerian Dalam Negeri (KDN) dengan jumlah 1,537 aduan, diikuti oleh Kementerian Wilayah Persekutuan dan Kesejahteraan Bandar (1,246 aduan) dan Kementerian Kewangan (752 aduan).

Kesungguhan dan kesediaan kementerian-kementerian menyelesaikan aduan terserlah apabila semua kementerian telah mencapai peratus penyelesaian aduan antara 92.3% hingga 100%. Perhatian perlu diberi bahawa jumlah pelanggan KDN adalah besar. Manakala aduan terhadap Kementerian Wilayah Persekutuan dan Kesejahteraan Bandar adalah berkaitan dengan pihak berkuasa tempatan. Bagi Kementerian Kewangan pula, sebahagian besar aduan adalah terhadap syarikat-syarikat swasta di bawah kawalselannya, seperti institusi kewangan dan insurans.

BPA dengan kerjasama agensi-agensi telah berjaya menyelesaikan sebanyak 9,381 (98.7%) aduan terhadap kementerian. Bagaimanapun, didapati hanya 5,733 (61.1%) sahaja aduan yang selesai adalah berasas.



Federal Agencies

In 2010, the highest number of complaints was against the Ministry of Home Affairs, i.e. 1,537 complaints, followed by the Ministry of Federal Territories and Urban Wellbeing (1,246) and the Ministry of Finance (752 complaints).

Nevertheless, the readiness and determination of the ministries to resolve the complaints were apparent as they were able to resolve between 92.3% to 100% of them. It should also be noted that the number of customers dealing with the Ministry of Home Affairs were high. Complaints against the Ministry of Federal Territories and Urban Wellbeing mostly related to local authority. As for the Ministry of Finance, most of the complaints were against private sector companies under its purview, such as financial and insurance institutions.

As a result of close collaborations with the agencies, PCB was able to resolve 9,381 (98.7%) complaints against the ministries. However, only 5,733 (61.1%) of the resolved complaints were valid.

Bilangan Aduan Mengikut Kementerian Dalam Tahun 2010
Number of Complaints by Ministries in 2010

Bil. No.	Kementerian Ministry	Jumlah Aduan Total Complaints		
		Terima Received	Dalam Tindakan Under Investigation (%)	Selesai Resolved (%)
1.	Dalam Negeri <i>Home Affairs</i>	1,537	0	1,537 (100%)
2.	Wilayah Persekutuan Dan Kesejahteraan Bandar <i>Federal Territories and Urban Wellbeing</i>	1,246	6 (0.5%)	1,240 (99.5%)
3.	Kewangan <i>Finance</i>	752	31 (4.1%)	721 (95.9%)
4.	Penerangan, Komunikasi dan Kebudayaan <i>Information, Communications and Culture</i>	715	3 (0.4%)	712 (99.6%)
5.	Kerja Raya <i>Public Works</i>	709	7 (1.0%)	702 (99.0%)
6.	Kesihatan <i>Health</i>	596	25 (4.2%)	571 (95.8%)
7.	Pelajaran <i>Education</i>	458	7 (1.5%)	451 (98.5%)
8.	Jabatan Perdana Menteri <i>Prime Minister's Department</i>	452	0	452 (100%)
9.	Perdagangan Dalam Negeri, Koperasi dan Kepenggunaan <i>Domestic Trade, Cooperative and Consumerism</i>	440	7 (1.6%)	433 (98.4%)
10.	Sumber Manusia <i>Human Resources</i>	417	3 (0.7%)	414 (99.3%)
11.	Pengangkutan <i>Transport</i>	402	20 (5.0%)	382 (95.0%)
12.	Tenaga, Teknologi Hijau dan Air <i>Energy, Green Technology and Water</i>	357	0	357 (100%)
13.	Pembangunan Wanita, Keluarga dan Masyarakat <i>Women, Family and Community Development</i>	312	1 (0.3%)	311 (99.7%)
14.	Pengajian Tinggi <i>Higher Education</i>	259	8 (3.1%)	251 (96.9%)
15.	Sumber Asli dan Alam Sekitar <i>Natural Resources and Environment</i>	250	0	250 (100%)
16.	Pertanian dan Industri Asas Tani <i>Agriculture and Agro-Based Industry</i>	205	0	205 (100%)
17.	Kemajuan Luar Bandar dan Wilayah <i>Rural and Regional Development</i>	123	1 (0.8%)	122 (99.2%)
18.	Perumahan dan Kerajaan Tempatan <i>Housing and Local Government</i>	111	1 (0.9%)	110 (99.1%)

Bilangan Aduan Mengikut Kementerian Dalam Tahun 2010
Number of Complaints by Ministries in 2010

Bil. No.	Kementerian Ministry	Jumlah Aduan Total Complaints		
		Terima Received	Dalam Tindakan Under Investigation (%)	Selesai Resolved (%)
19.	Pertahanan Defence	56	0	56 (100%)
20.	Belia dan Sukan Youth and Sports	28	0	28 (100%)
21.	Pelancongan Tourism	27	0	27 (100%)
22.	Luar Negeri Foreign Affairs	26	2 (7.7%)	24 (92.3%)
23.	Perdagangan Antarabangsa dan Industri International Trade and Industry	10	0	10 (100%)
24.	Perusahaan Perladangan dan Komoditi Plantation Industries and Commodities	8	0	8 (100%)
25.	Sains, Teknologi dan Inovasi Science, Technology and Innovation	7	0	7 (100%)
Jumlah Total		9,503	122 (1.3%)	9,381 (98.7%)

Analisis Aduan Bagi 5 Kementerian Yang Menerima Aduan Tertinggi
Analysis of Complaints for 5 Ministries with the Highest Number of Complaints

Kementerian Dalam Negeri

Kementerian Dalam Negeri merupakan kementerian yang menerima aduan tertinggi berbanding kementerian-kementerian yang lain dalam tahun 2010. Jumlah aduan yang diterima adalah sebanyak 1,537 dan kesemua aduan yang diterima telah dapat diselesaikan. Aduan terhadap Kementerian Dalam Negeri tertumpu kepada 3 agensi utama, iaitu Polis Diraja Malaysia (PDRM), Jabatan Imigresen (JIM) dan Jabatan Pendaftaran Negara (JPN). Pemerhatian BPA mendapati aduan terhadap Kementerian Dalam Negeri berkisar kepada isu-isu berikut:

Kelewatan

- PDRM lewat memberikan maklum balas seperti status laporan dan dokumen berkaitan kemalangan;
- Kelewatan mendapat maklum balas berkenaan status permohonan Penduduk Tetap; dan
- Ketidadaan maklum balas terhadap permohonan kad pengenalan dan taraf kewarganegaraan.

Kualiti Perkhidmatan

- Pengadu yang tidak berpuas hati terhadap saman kesalahan trafik yang tidak dilakukan;
- Kualiti layanan petugas di kaunter dan melalui telefon yang kurang memuaskan.

Penguatkuasaan

- Kekurangan pemantauan terhadap banjiriran warga negara asing yang didakwa bekerja tanpa permit dan masuk ke Malaysia tanpa dokumen yang sah.

Ministry of Home Affairs

The Ministry of Home Affairs received the highest number of complaints compared to other ministries in 2010. The number of complaints received was 1,537 and all complaints have been resolved. Complaints against the Ministry of Home Affairs involved 3 major agencies, namely the Royal Malaysian Police, the Department of Immigration and the National Registration Department. PCB found that the following were issues of complaints against the Ministry of Home Affairs.

Delay

- *Police were late in providing feedback such as status reports and documents related to accidents;*
- *Delays in getting feedback on the status of permanent resident applications; and*
- *No response to the application of identity cards and citizenship.*

Quality of Service

- *Traffic summonses were issued for offenses not committed; and*
- *Unsatisfactory quality of service by counter personnel as well as of those answering the telephone.*

Enforcement

- *Lack of monitoring on the influx of foreign nationals without work permit and valid travel documents.*

PELAPORAN DAN ANALISIS ADUAN COMPLAINTS REPORT AND ANALYSIS

Kementerian Wilayah Persekutuan dan Kesejahteraan Bandar

Kementerian Wilayah Persekutuan dan Kesejahteraan Bandar merupakan kementerian yang menerima aduan kedua tertinggi dalam tahun 2010. Jumlah aduan yang diterima adalah sebanyak 1,246 dan daripada jumlah tersebut, 1,240 (99.5%) aduan telah dapat diselesaikan dan selebihnya masih dalam tindakan. Agensi di bawah Kementerian Wilayah Persekutuan dan Kesejahteraan Bandar yang menerima aduan tertinggi ialah Dewan Bandaraya Kuala Lumpur (DBKL), iaitu 1,123 (90.6%) aduan.



Ministry of Federal Territories and Urban Wellbeing

Ministry of Federal Territories and Urban Wellbeing received the second highest number of complaints in 2010. The number of complaints received were 1,246. Of the total, 1,240 (99.5%) complaints were resolved and the remaining still under investigation. The agency under the Ministry of Federal Territories and Urban Wellbeing receiving the highest number of complaints is the Kuala Lumpur City Hall (DBKL) with 1,123 (90.6%) complaints.

Kebanyakan aduan adalah berkisar kepada isu pihak berkuasa tempatan seperti:

Most complaints were issues related to local authority such as:

Kemudahan awam

- Kualiti jalan yang kurang memuaskan; dan
- Kekurangan tempat letak kenderaan.

Public Amenities

- *Poor quality of roads; and*
- *Lack of parking.*

Kualiti Perkhidmatan

- Lampu jalan yang tidak berfungsi; dan
- Kegagalan kerja-kerja penyelenggaraan pokok-pokok hiasan dan longkang.

Quality of Service

- *Street lights not functioning; and*
- *Failure to maintain ornamental trees and drains.*

Penguatkuasaan

- Penguatkuasaan terhadap pengemis yang berleluasa;
- Kutipan duit tempat meletak kenderaan yang dijalankan secara haram oleh pihak-pihak atau individu tertentu;
- Sampah yang tidak dikutip mengikut jadual atau bertaburan;
- Menjalankan peniagaan tanpa lesen; dan
- Kerja-kerja pembinaan yang dijalankan sehingga waktu malam yang mengganggu ketenteraman penduduk sekitar.

Enforcement

- *Enforcement on the increasing number of beggars;*
- *Illegal collection of parking fees by a group or individuals;*
- *Garbage not collected as scheduled or scattered;*
- *Doing business without license; and*
- *Construction work carried out until late evening that disturb the peace of local residents.*

Permasalahan awam

- Permohonan menduduki rumah sewa DBKL.

Public problems

- *Application for rental of houses from Kuala Lumpur City Hall.*

PELAPORAN DAN ANALISIS ADUAN COMPLAINTS REPORT AND ANALYSIS

Kementerian Kewangan

Kementerian Kewangan merupakan kementerian yang menerima aduan ketiga tertinggi iaitu sebanyak 752 aduan. Daripada jumlah tersebut 721 (95.9%) aduan telah selesai. Sebanyak 363 (48.3%) aduan terhadap Kementerian Kewangan lebih menjurus kepada Bank Negara Malaysia (BNM). Pemerhatian BPA mendapati aduan-aduan adalah berkaitan perkhidmatan bank-bank dan syarikat insurans swasta. Berikut merupakan isu-isu yang ditimbulkan dalam aduan:

- Pengadu tidak berpuas hati dengan kadar premium insurans pihak ketiga;
- Kelewatan pihak insurans membayar pampasan;
- Bebanan kadar faedah tinggi yang perlu ditanggung kerana hutang kad kredit;
- Akaun disekat oleh pihak bank tanpa pengetahuan pemegang akaun;
- Isu lelongan rumah atau kenderaan;
- Kehilangan wang dalam akaun;
- Disenaraihitamkan oleh pihak bank atas kesilapan atau kecuaiian pihak bank semata-mata; dan
- Kelewatan mengeluarkan surat pelepasan pinjaman.

Ministry of Finance

The Ministry of Finance received the third-highest number of complaints totalling 752 of which, 721 (95.9%) were resolved. The analysis found that 363 (48.3%) complaints against the Ministry of Finance were actually directed towards Bank Negara Malaysia (BNM). In most cases, PCB found that the complaints were related to services of banks and insurance companies. The following were some of the complaints:

- *Complainants were not satisfied with third party insurance premium rates;*
- *Delays in insurance compensation;*
- *The high interest rates for credit card debt;*
- *Bank accounts being blocked without the knowledge of the account holders;*
- *Issues related to the auctioning of houses or cars;*
- *The loss of money from accounts;*
- *Being blacklisted due to the negligence of the banks; and*
- *Delays in issuing letters of release for loans.*

Kementerian Penerangan, Komunikasi dan Kebudayaan

BPA menerima sebanyak 715 aduan terhadap Kementerian Penerangan, Komunikasi dan Kebudayaan dalam tahun 2010 dan 712 (99.6%) telah selesai. Daripada jumlah ini, 141 (19.7%) aduan adalah terhadap pembekal perkhidmatan telekomunikasi swasta seperti Celcom, DIGI, Maxis, TIME, U Mobile serta ASTRO yang merupakan agensi di bawah kawal selia Kementerian Penerangan, Komunikasi dan Kebudayaan. Pemerhatian BPA mendapati 304 (42.5%) aduan adalah terhadap Telekom Malaysia Berhad (TM). Antara isu-isu utama aduan terhadap TM adalah seperti berikut:

- Kelewatan pihak TM mengambil tindakan ke atas aduan kerosakan talian telefon atau internet;
- Kelewatan pihak TM menguruskan permohonan memasang talian telefon atau internet; dan
- Kualiti perkhidmatan Streamyx yang kurang memuaskan.



Ministry of Information, Communications and Culture

PCB received 715 complaints against the Ministry of Information, Communications and Culture in 2010 of which 712 (99.6%) were resolved. Based on this total, 141 (19.7%) complaints were against telecommunications service providers such as Celcom, DiGi, Maxis, TIME, U Mobile, and ASTRO which are agencies that come under the auspices of the Ministry of Information, Communications and Culture. PCB found that 304 (42.5%) complaints were against Telekom Malaysia Berhad (TM). Among the key issues of complaints against TM were the following:

- Delays in taking action on complaints of telephone lines or the internet not functioning;
- Delays dealing with applications to install telephone lines or internet; and
- Unsatisfactory Streamyx service quality.

PELAPORAN DAN ANALISIS ADUAN
COMPLAINTS REPORT AND ANALYSIS

Kementerian Kerja Raya

Kementerian Kerja Raya telah menerima sebanyak 709 aduan dalam tahun 2010. Daripada jumlah tersebut, sebanyak 702 (99.0%) aduan telah diselesaikan dan selebihnya masih dalam tindakan. Agensi di bawah seliaan Kementerian Kerja Raya yang menerima aduan yang tertinggi ialah Jabatan Kerja Raya (JKR), iaitu sebanyak 638 (90.0%) aduan. Isu-isu utama aduan terhadap JKR adalah seperti kelewatan memperbaiki kerosakan jalan raya, lampu jalan, lampu isyarat serta papan tanda jalan. Selain itu terdapat juga permohonan untuk mendapatkan kemudahan infrastruktur seperti papan tanda, lampu jalan, lampu isyarat serta titi.



Ministry of Public Works

The Ministry of Public Works had a total of 709 complaints against them in 2010. Of the total, 702 (99.0%) complaints were resolved and the remaining are still under investigation. Agencies under the supervision of the Ministry of Public Works that received the highest number of complaints was the Public Works Department (PWD) with a total of 638 complaints (90.0%). Key issues of complaints against the PWD were delays in repairing roads, street lights, traffic lights and road signs. In addition, there were also applications for infrastructure such as signage, street lights, traffic lights and bridges.

PELAPORAN DAN ANALISIS ADUAN COMPLAINTS REPORT AND ANALYSIS

Analisis mendapati agensi yang banyak berinteraksi dengan orang awam mencatatkan bilangan aduan yang lebih banyak. Jadual di bawah menunjukkan sepuluh agensi yang menerima aduan tertinggi dalam tahun 2010.

The analysis shows that public agencies which have more interactions with the public received more complaints. The ten agencies with the highest number of complaints in 2010 are shown in the table below.

Sepuluh Agensi Yang Menerima Aduan Tertinggi Dalam Tahun 2010
Top Ten Agencies with the Highest Number of Complaints in 2010

Bil. No.	Agensi Agency	Jumlah Aduan Total Complaints		
		Terima Received	Selesai Resolved (%)	Selesai dan Berasas Resolved and Valid (%)
1.	Dewan Bandaraya Kuala Lumpur <i>Kuala Lumpur City Hall</i>	1,123	1,122 (99.9%)	978 (87.2%)
2.	Polis Diraja Malaysia <i>Royal Malaysian Police</i>	859	859 (100%)	424 (49.4%)
3.	Jabatan Kerja Raya <i>Public Works Department</i>	638	634 (99.4%)	561 (88.5%)
4.	Bank Negara Malaysia <i>Central Bank of Malaysia</i>	363	337 (92.8%)	163 (48.4%)
5.	Jabatan Pelajaran Negeri <i>State Education Department</i>	324	319 (98.5%)	158 (49.5%)
6.	Jabatan Imigresen <i>Immigration Department</i>	316	316 (100%)	158 (50%)
7.	Jabatan Kebajikan Masyarakat <i>Social Welfare Department</i>	311	310 (99.7%)	192 (61.9%)
8.	Hospital	248	241 (97.2%)	128 (53.1%)
9.	Telekom Malaysia Berhad	304	304 (100%)	250 (82.2%)
10.	Tenaga Nasional Berhad	235	235 (100%)	171 (72.8%)

Agensi Negeri

Pada tahun 2010, BPA telah menguruskan sebanyak 5,197 aduan terhadap agensi negeri. Kerajaan Negeri Selangor menerima aduan yang terbanyak, iaitu 1,424 (27.4%), diikuti Kerajaan Negeri Johor (605 atau 11.6%) dan Perak (499 atau 9.6%). Bagaimanapun, dari sudut penyelesaian aduan, ketiga-tiga negeri tersebut menunjukkan prestasi yang memberangsangkan. Negeri Selangor berjaya menyelesaikan aduan pada tahap 95.6%, Johor 99.8% dan Perak 99.2%. Perbezaan peratusan penyelesaian juga memperlihatkan tahap kompleksiti aduan yang berbeza-beza antara negeri-negeri. BPA dengan kerjasama agensi kerajaan negeri telah berjaya menyelesaikan sebanyak 5,121 (98.5%) aduan yang diterima terhadap agensi-agensi negeri. Daripada jumlah ini, 4,102 (80.1%) aduan didapati berasas.

State Agencies

In 2010, PCB investigated 3,989 complaints against state agencies. The Selangor State Government received the most complaints, i.e. 1,424 or 27.4%, followed by Johor (605 or 11.6%) and Perak (499 or 9.6%). Nevertheless, in terms of complaints resolution, all the three states performed commendably. The State of Selangor, Johor and Perak were able to resolve 95.6%, 99.8% and 99.2% of complaints received respectively. The differences in complaints resolution rates were due to the differences in complexity of complaints received in each state. PCB with the collaboration of state agencies was able to resolve 5,121 (98.5%) of the complaints received. Of this total, 4,102 (80.1%) were found to be valid complaints.



Bilangan Aduan Mengikut Kerajaan Negeri Dalam Tahun 2010
Number of Complaints by State Governments in 2010

Bil. No.	Negeri State	Jumlah Aduan Total Complaints		
		Terima Received	Dalam Tindakan Under Investigation (%)	Selesai Resolved (%)
1.	Selangor	1,424	62 (4.4%)	1,362 (95.6%)
2.	Johor	605	1 (0.2%)	604 (99.8%)
3.	Perak	499	4 (0.8%)	495 (99.2%)
4.	Sarawak	441	0	441 (100%)
5.	Sabah	422	0	422 (100%)
6.	Pahang	324	0	324 (100%)
7.	Terengganu	282	0	282 (100%)
8.	Negeri Sembilan	270	0	270 (100%)
9.	Pulau Pinang	242	3 (1.2%)	239 (98.8%)
10.	Melaka	229	2 (0.9%)	227 (99.1%)
11.	Kedah	188	3 (1.6%)	185 (98.4%)
12.	Kelantan	176	0	176 (100%)
13.	Perlis	95	1 (1.1%)	94 (98.9%)
Jumlah Total		5,197	76 (1.5%)	5,121 (98.5%)

PELAPORAN DAN ANALISIS ADUAN
COMPLAINTS REPORT AND ANALYSIS

Pihak Berkuasa Tempatan Yang Menerima Aduan Tertinggi Bagi Setiap Negeri Dalam Tahun 2010
Local Authorities Receiving the Highest Number of Complaints for Each State in 2010

Bil. No.	Negeri State	Pihak Berkuasa Tempatan Local Authority	Jumlah Aduan Total Complaints		
			Terima Received	Dalam Tindakan Under Investigation (%)	Selesai Resolved (%)
1.	Perak	Majlis Bandaraya Ipoh <i>Ipoh City Council</i>	209	4 (1.9%)	205 (98.1%)
2.	Selangor	Majlis Bandaraya Shah Alam <i>Shah Alam City Council</i>	199	1 (0.5%)	198 (99.5%)
3.	Johor	Majlis Perbandaran Johor Bahru Tengah <i>Johor Bahru Tengah Municipal Council</i>	110	0	110 (100%)
4.	Terengganu	Majlis Bandaraya Kuala Terengganu <i>Kuala Terengganu City Council</i>	105	0	105 (100%)
5.	Pulau Pinang	Majlis Perbandaran Seberang Perai <i>Seberang Perai Municipal Council</i>	98	0	98 (100%)
6.	Melaka	Majlis Melaka Bandaraya Bersejarah <i>Melaka Historical City Council</i>	74	0	74 (100%)
7.	Pahang	Majlis Perbandaran Kuantan <i>Kuantan Municipal Council</i>	70	0	70 (100%)
8.	Negeri Sembilan	Majlis Perbandaran Seremban <i>Seremban Municipal Council</i>	59	0	59 (100%)
9.	Sarawak	Dewan Bandaraya Kuching Utara <i>North Kuching City Council</i>	52	0	52 (100%)
10.	Perlis	Majlis Perbandaran Kangar <i>Kangar Municipal Council</i>	45	1 (2.2%)	44 (97.8%)
11.	Sabah	Dewan Bandaraya Kota Kinabalu <i>Kota Kinabalu City Council</i>	39	0	39 (100%)
12.	Kedah	Majlis Perbandaran Sungai Petani <i>Sungai Petani Municipal Council</i>	38	0	38 (100%)
13.	Kelantan	Majlis Perbandaran Kota Bharu <i>Kota Bharu Municipal Council</i>	30	0	30 (100%)

Berikut merupakan isu-isu aduan yang utama terhadap PBT:

Major issues of complaints against local authorities were as follows:

Ketiadaan atau kelewatan menjalankan kerja-kerja penyelenggaraan ke atas longkang, sampah, pokok hiasan dan rumput;

No maintenance or a delay in maintenance work on drains, trash, tree trimmings and grass;

Papan tanda arah yang terlindung atau mengelirukan pengguna jalan raya;

Hidden and misleading directional signage for road users;

Kualiti jalan yang kurang memuaskan;

Poor quality of roads;

Kekurangan atau kerosakan kemudahan infrastruktur seperti lampu jalan;

Lack of or damage to infrastructure such as street lighting;

Kekurangan tindakan penguatkuasaan ke atas kenderaan yang diletakkan di tempat yang tidak sepatutnya serta mengganggu lalu lintas;

Lack of enforcement on vehicles indiscriminately parked causing disruption to traffic;

Pemantauan ke atas waktu operasi kafe siber dan pusat hiburan;

Monitoring the operation hours of cyber cafes and entertainment centres;

Gangguan bunyi bising daripada aktiviti penternakan burung layang-layang;

Noise disturbance from swiftlet farming activities;

Banjir kilat akibat longkang/kolam takungan yang tidak diselenggarakan atau sistem perparitan yang tidak sempurna;

Ineffective drainage systems or non-maintenance of drains/retention ponds leading to flash floods;

Haiwan ternakan yang berkeliaran di kawasan perumahan;

Livestock animals roaming wildly in the neighbourhood;

Pengubahsuaian rumah yang menjejaskan keselesaan jiran tetangga;

Home renovation causing disturbance to the neighbours;

Pencemaran daripada kilang yang beroperasi di kawasan perumahan;

Pollution from factories operating in residential areas;

Penyalahgunaan rumah kediaman untuk aktiviti perniagaan seperti restoran dan bengkel kenderaan;

Homes being used for business activities such as restaurants and workshops;

Aktiviti pembinaan yang dijalankan sehingga larut malam; dan

Construction activities carried out until late at night; and

Gangguan anjing liar.

Nuisance from stray dogs.

PELAPORAN DAN ANALISIS ADUAN
COMPLAINTS REPORT AND ANALYSIS

Bidang Keberhasilan Utama Nasional

Pada tahun 2010, BPA juga telah memasukkan kategori aduan berasaskan 6 Bidang Keberhasilan Utama Nasional (NKRA), selaras dengan dasar semasa Kerajaan yang menitikberatkan konsep “1Malaysia, Rakyat Didahulukan, Pencapaian Diutamakan”. Sebanyak 1,659 (11.3%) aduan yang berkaitan dengan NKRA telah diterima. Analisis BPA mendapati aduan yang tertinggi adalah berkaitan infrastruktur luar bandar, iaitu sebanyak 942 (6.4%) dan diikuti oleh bidang meningkatkan taraf hidup sebanyak 333 (2.3%) aduan. Sebahagian besar daripada aduan berkaitan meningkatkan infrastruktur luar bandar tertumpu kepada 3 buah negeri, iaitu Sabah (157 aduan), Sarawak (113 aduan) dan Terengganu (102 aduan). Antara isu-isu infrastruktur luar bandar yang sering dibangkitkan adalah berkaitan kualiti jalan raya dan permohonan jalan baru, gangguan dan kualiti bekalan elektrik serta permohonan kemudahan bekalan elektrik dan air. Kebanyakan isu bidang mempertingkatkan taraf hidup pula, menjurus kepada permohonan bantuan kebajikan dan kewangan untuk golongan orang kurang upaya (OKU), ibu tunggal serta golongan miskin dan bantuan perniagaan yang kebanyakannya tertumpu di negeri Kedah (49 aduan), Sabah (45 aduan) dan Selangor (33 aduan).

National Key Result Areas

Beginning 1 January 2010, PCB has included categories of complaints based on the 6 National Key Result Areas (NKRA), in line with the Government's current policy which emphasises the concept of "1Malaysia, People First, Performance Now". A total of 1,659 (11.3%) complaints were received relating to NKRAs. Analysis reveal that the highest number of complaints related to basic infrastructure of rural areas which stood at 942 (6.4%) followed by issues related to improving living standard of low income households with 333 (2.3%) complaints. The majority of complaints related to improvements in rural infrastructure focused on 3 states, namely Sabah (157 complaints), Sarawak (113 complaints) and Terengganu (102 complaints). Among the issues often raised were the quality of roads as well as the application for new roads, problems of electricity supply disruption, the quality of the supply as well as the application for installation of electricity and water. Most issues relating to upgrading of living standards involved requests for welfare and financial assistance to handicapped persons, single mothers and the poor as well as business aids. These complaints were primarily in Kedah (49 complaints), Sabah (45 complaints) and Selangor (33 complaints).

Jumlah Aduan Mengikut Bidang NKRA Dalam Tahun 2010
Total Number of Complaints by NKRA in 2010

Bil. No.	Bidang Area	Jumlah Aduan Total Complaints (%)
1.	Meningkatkan Infrastruktur Asas Luar Bandar <i>Improving Rural Basic Infrastructure</i>	942 (6.4%)
2.	Meningkatkan Taraf Kehidupan Isi Rumah Berpendapatan Rendah <i>Rising Living Standards of Low-Income Households</i>	333 (2.3%)
3.	Mengurangkan Jenayah <i>Reducing Crime</i>	199 (1.4%)
4.	Mempertingkatkan Pengangkutan Awam Di Bandar <i>Improving Urban Public Transport</i>	88 (0.6%)
5.	Meningkatkan Pencapaian Pelajar <i>Improving Student Outcomes</i>	61 (0.4%)
6.	Membanteras Rasuah <i>Fighting Corruption</i>	36 (0.2%)
Jumlah Total		1,659 (11.3%)

Penyelesaian Aduan

Pekeliling Kemajuan Pentadbiran Awam Bilangan 1 Tahun 2009: Penambahbaikan Proses Pengurusan Aduan Awam telah menggariskan tempoh pengurusan penyelesaian aduan dipendekkan dari 41 hari ke 15 hari bekerja.

Daripada jumlah 14,502 aduan yang selesai dalam tahun 2010, 7,155 (49.3%) aduan telah diselesaikan dalam tempoh 15 hari bekerja. Manakala 7,347 (50.7%) lagi telah diselesaikan dalam tempoh melebihi 15 hari bekerja.

Complaints Resolution

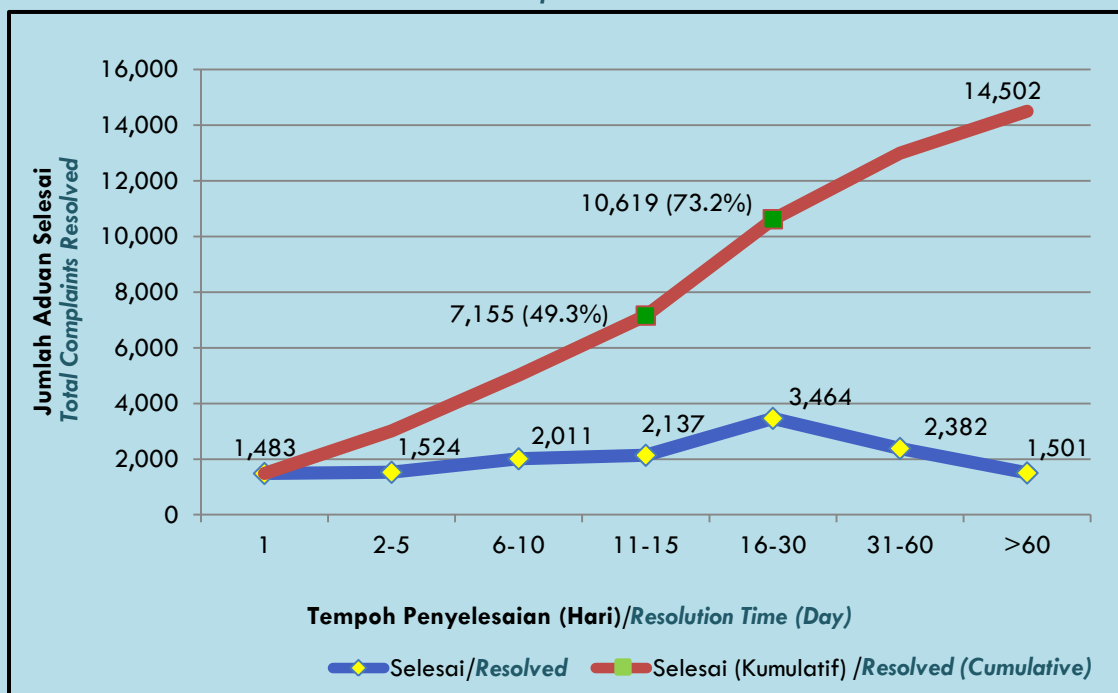
The Development Administration Circular No. 1 of 2009: Improvement on Public Complaints Management Process has reduced the complaints resolution period from 41 days to 15 working days.

Of the 14,502 complaints resolved in 2010, 7,155 (49.3%) were resolved within 15 working days. The remaining 7,347 (50.7%) were resolved within a period exceeding 15 days.

Tempoh Penyelesaian Aduan Bagi Tahun 2010 *Duration of Complaints Resolution in 2010*

Tempoh Penyelesaian (Hari) <i>Duration of Resolution (Day)</i>	Jumlah Total		Jumlah Kumulatif Cumulative Total	
	Selesai Resolved	%	Selesai Resolved	%
1	1,483	10.2	1,483	10.2
2-5	1,524	10.5	3,007	20.7
6-10	2,011	13.9	5,018	34.6
11-15	2,137	14.7	7,155	49.3
16-30	3,464	23.9	10,619	73.2
31-60	2,382	16.4	13,001	89.6
>60	1,501	10.4	14,502	100
Jumlah Total	14,502	100	-	-

Tempoh Penyelesaian Aduan Bagi Tahun 2010 *Duration of Complaints Resolution in 2010*



PENYELESAIAN ADUAN
COMPLAINTS RESOLUTION

Penyelesaian Aduan

Perbandingan prestasi penyelesaian aduan antara tahun 2009 dengan 2010 menunjukkan peningkatan dari segi peratus penyelesaian dalam tempoh 15 hari bekerja atau kurang, iaitu sebanyak 22%.

Complaints Resolution

A comparison on the duration of complaints resolution between 2009 and 2010 shows that there is an increase of 22% in the percentage of complaints resolved within 15 days or less.

Perbandingan Tempoh dan Penyelesaian Aduan Kumulatif Bagi Tahun 2009 dan 2010
Comparison on Duration and Cumulative Resolution of Complaints for 2009 and 2010

Tempoh Penyelesaian (Hari) <i>Duration of Complaints Resolution (Day)</i>	2009		2010	
	Jumlah Penyelesaian Kumulatif <i>Cumulative Complaints Resolved</i>	%	Jumlah Penyelesaian Kumulatif <i>Cumulative Complaints Resolved</i>	%
1	485	3.9	1,483	10.2
2 - 5	1,112	9.0	3,007	20.7
6 -10	2,145	17.3	5,018	34.6
11 -15	3,382	27.3	7,155	49.3
16 - 30	6,499	52.5	10,619	73.2
31 - 60	9,458	76.4	13,001	89.6
>60	12,376	100	14,502	100

Kategori Penyelesaian Aduan

BPA mengkategorikan penyelesaian aduan kepada 4, iaitu: (a) agensi didapati menjalankan tugas mengikut peraturan yang ditetapkan; (b) pengadu berpuas hati dengan penjelasan; (c) aduan yang tidak berasas; dan (d) aduan di luar bidang kuasa BPA. Analisis BPA mendapati kategori yang pertama adalah yang tertinggi, iaitu 65.0%, pengadu berpuas hati dengan penyelesaian aduan masing-masing 22.4%, aduan yang tidak berasas 6.4% dan aduan di luar bidang kuasa pula 6.2%.

Category of Resolution

PCB categorises its complaints resolution into four areas, i.e. (a) agencies that have carried out their responsibilities according to existing regulations (65.0%); (b) complainants were satisfied with the explanation given (22.4%); (c) complaints which were not valid (6.4%) and (d) complaints that were beyond the jurisdiction of PCB (6.2%).

Kategori Penyelesaian Aduan Bagi Tahun 2010 Category of Complaints Resolution in 2010

Bil. No.	Kategori Penyelesaian Category of Resolution	Jumlah Aduan Total Complaints		
		Kementerian Ministry	Negeri State	Jumlah Total
1.	Siasatan BPA mendapati agensi yang diadu telah menjalankan tugas dan tanggungjawab secara adil, teratur dan mengikut undang-undang atau peraturan semasa. <i>PCB found that the agency carried out its roles and responsibilities in a fair and orderly manner and in accordance with existing laws and regulations.</i>	6,206 (66.2%)	3,216 (62.8%)	9,422 (65.0%)
2.	Pengadu berpuas hati dengan penjelasan yang diberikan atau tindakan yang diambil oleh agensi yang diadu. <i>The complainant is satisfied with the explanation given or the actions taken by the agency concerned.</i>	2,293 (24.4%)	952 (18.6%)	3,245 (22.4%)
3.	Siasatan BPA mendapati aduan yang dikemukakan adalah tidak berasas seperti pengadu tidak memenuhi syarat-syarat yang ditetapkan atau pengadu memberi maklumat palsu. <i>PCB found that the complaint is baseless, such as the complainant did not meet the stipulated conditions or the complainant provided false information.</i>	719 (7.7%)	210 (4.1%)	929 (6.4%)
4.	Aduan di luar bidang kuasa BPA seperti perbicaraan mahkamah, kes SPRM atau di bawah Jawatankuasa Kira-Kira Awam dan kes antara pihak swasta yang tiada kaitan dengan agensi kerajaan. <i>The complaint is beyond the jurisdiction of PCB such as matters before the court of law, cases under jurisdiction of the MACC or the Public Accounts Committee and matters between private entities which are not related to any government agencies.</i>	163 (1.7%)	743 (14.5%)	906 (6.2%)
Jumlah Total		9,381	5,121	14,502

PENYELESAIAN ADUAN COMPLAINTS RESOLUTION

Hasil Penyelesaian Aduan

Analisis BPA mendapati terdapat lapan hasil penyelesaian yang telah agensi ketengahkan kepada para pengadu. Bagaimanapun, peratusan tertinggi adalah “Ulasan Agensi Yang Berpatutan” (59.17%), diikuti oleh “Aduan Diselesaikan Segera” (37.93%), “Agensi Memohon Maaf” (0.97%), “Kesilapan Diakui” (0.81%), “Perubahan Norma/Prosedur” (0.38%), “Mengubah Keputusan” (0.32%), “Pengadu Mendapat Pampasan” (0.30%), dan “Pindaan Undang-Undang atau Dasar” (0.12%).

Outcome of Complaints Resolution

The analysis by PCB shows that currently there are 8 types of outcomes provided by agencies in terms of complaints resolutions. The outcome in order of the outcome with the highest percentage are “Reasonable Explanation Provided” (59.17%), followed by “Promptly Resolved” (37.93%), “Apologies Offered” (0.97%), “Errors Admitted” (0.81%), “Changes in Norms/Procedures” (0.38%), “Changes in Decision” (0.32%), “Compensation/Monetary Remedies Provided” (0.30%) and “Amendment of Law/Policy” (0.12%).

Hasil Penyelesaian Aduan Bagi Tahun 2010 Outcome of Complaints Resolution in 2010

Bil. No.	Hasil Penyelesaian Outcome of Complaints Resolution	Jumlah Aduan Total Complaints		
		Kementerian Ministry	Negeri State	Jumlah Total
1.	Ulasan Diberikan Berpatutan <i>Reasonable Explanation Provided</i>	5,911 (63.01%)	2,670 (52.13%)	8,581 (59.17%)
2.	Diselesaikan Dengan Segera <i>Promptly Resolved</i>	3,127 (33.33%)	2,374 (46.37%)	5,501 (37.93%)
3.	Permohonan Maaf Diberikan <i>Apologies Offered</i>	129 (1.38%)	12 (0.23%)	141 (0.97%)
4.	Kesilapan Diakui <i>Errors Admitted</i>	107 (1.14%)	10 (0.20%)	117 (0.81%)
5.	Perubahan Norma/Prosedur <i>Changes in Norms/Procedures</i>	22 (0.23%)	33 (0.64%)	55 (0.38%)
6.	Perubahan Keputusan <i>Changes in Decision</i>	33 (0.35%)	13 (0.25%)	46 (0.32%)
7.	Remedi Secara Kewangan/Pampasan <i>Compensation/Monetary Remedies Provided</i>	42 (0.45%)	1 (0.02%)	43 (0.30%)
8.	Perubahan Undang-Undang/Dasar <i>Amendment of Law/Policy</i>	10 (0.11%)	8 (0.16%)	18 (0.12%)
Jumlah Total		9,381	5,121	14,502

Aduan Berasas dan Tidak Berasas

- | | |
|---------------------|--|
| Aduan Berasas | <ul style="list-style-type: none">• Hasil siasatan mengesahkan kesahihan dakwaan pengadu• Diakui oleh agensi yang diadu; dan• Maklumat daripada agensi lain terhadap agensi yang diadu. |
| Aduan Tidak Berasas | <ul style="list-style-type: none">• Hasil siasatan berbeza dengan aduan yang diadu;• Penjelasan serta bukti oleh agensi yang diadu boleh diterima oleh BPA;• Jabatan telah mengikut prosedur yang betul; dan• Keputusan yang dibuat berlandaskan dasar-dasar semasa negara. |



Valid and Not Valid Complaints

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|----------------------|--|
| Valid Complaints | <ul style="list-style-type: none">• Investigation shows authenticity of the complaint;• Admission of wrongdoing by the related agency; and• Information from other agencies regarding the agency complained against. |
| Not Valid Complaints | <ul style="list-style-type: none">• Results of investigations differ from that of the complaint;• Clarification and evidence provided by the agency acceptable to PCB;• The department followed the correct procedures; and• Decision made was based on existing national policies. |

KATEGORI ADUAN COMPLAINTS CATEGORY

BPA membahagikan aduan kepada sepuluh kategori seperti berikut:

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|---|--|
| 1. Kelewatan/Tiada Tindakan | <ul style="list-style-type: none"> • Tidak memenuhi janji Piagam Pelanggan; dan • Tidak menjawab permohonan, pertanyaan/aduan daripada pengadu. |
| 2. Tindakan Tidak Adil | <ul style="list-style-type: none"> • Keputusan yang tidak konsisten dengan amalan biasa. |
| 3. Kekurangan Kemudahan Awam | <p>Kemudahan asas yang diperlukan oleh orang awam seperti:</p> <ul style="list-style-type: none"> • balai polis, balai bomba, sekolah, tempat ibadat, pasar dan lain-lain; dan • Bekalan air dan elektrik, tong sampah, telefon, lampu jalan, bonggol jalan, longkang dan lain-lain. |
| 4. Kepincangan Perlaksanaan Dasar dan Kelemahan Undang-undang | <ul style="list-style-type: none"> • Dasar/Undang-undang yang tidak lagi sesuai dengan keadaan semasa; dan • Undang-undang/peraturan yang tidak lengkap dan sempurna seperti tiada peruntukan penguatkuasaan. |
| 5. Salah Guna Kuasa/ Penyelewengan | <ul style="list-style-type: none"> • Melibatkan Ketua Jabatan atau pegawai yang diberi kuasa untuk menguruskan tender, permohonan tanah, kelulusan permit, lesen dan penguatkuasaan undang-undang secara pilih kasih. |

PCB categorises complaints received into the following ten areas:

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| 1. Delay/No action | <ul style="list-style-type: none"> • Failure to meet targets set in the Clients' Charter; and • Failure to reply to applications, enquiries/complaints from the complainants. |
| 2. Unfair Action | <ul style="list-style-type: none"> • Decisions that are not consistent with prevailing practices. |
| 3. Lack of Public Amenities | <p>Basic amenities required by the public, such as:</p> <ul style="list-style-type: none"> • police stations, fire stations, schools, places of worship, markets and etc; and • Water and electricity supply, rubbish bins, public telephones, street lights, speed humps, drains etc. |
| 4. Inadequacies of Policy Implementation and Law | <ul style="list-style-type: none"> • Policies/laws no longer applicable to the current situation; and • Laws/regulations that are inadequate and incomplete, such as those lacking provision for enforcement. |
| 5. Abuse of Power/ Misappropriation | <ul style="list-style-type: none"> • Involving Heads of Departments or officers responsible for managing tenders, approving land applications, approving permits, licences and biased enforcement of the law. |

- | | |
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| 6. Salah Laku Anggota Awam | <ul style="list-style-type: none"> • Tidak beretika; • Melanggar tata tertib/disiplin; dan • Cuai. |
| 7. Kegagalan Mengikut Prosedur Yang Ditetapkan | <ul style="list-style-type: none"> • Tidak mengikut manual prosedur kerja/proses serta aliran kerja atau manual kualiti MS ISO 9000 yang ditetapkan. |
| 8. Kegagalan Penguatkuasaan | <ul style="list-style-type: none"> • Melibatkan jabatan/agensi kerajaan yang bertanggungjawab dalam penguatkuasaan undang-undang seperti Pihak Berkuasa Tempatan dan Polis Diraja Malaysia. |



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|---|--|
| 6. <i>Misconduct of Civil Servants</i> | <ul style="list-style-type: none"> • <i>Unethical behaviour;</i> • <i>Breach of discipline; and</i> • <i>Negligence.</i> |
| 7. <i>Failure to Adhere to Set Procedures</i> | <ul style="list-style-type: none"> • <i>Failure to follow work procedure manual/process and work flow as stipulated in the MS ISO 9000 quality manual.</i> |
| 8. <i>Failure of Enforcement</i> | <ul style="list-style-type: none"> • <i>Involving government departments/agencies responsible for enforcement of laws such as Local Authorities and the Royal Malaysian Police.</i> |

KATEGORI ADUAN COMPLAINTS CATEGORY



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|---|---|
| <p>9. Kualiti Perkhidmatan Yang Tidak Memuaskan</p> | <ul style="list-style-type: none"> • Perkhidmatan kaunter dan telefon; • Mengabaikan kerja-kerja penyelenggaraan; • Tidak sopan melayan pelanggan; • Kualiti perkhidmatan/penyelenggaraan yang rendah atau tidak mengikut piawaian atau jadual yang telah ditetapkan; dan • Pengangkutan awam yang tidak memuaskan dari segi kebersihan dan ketepatan waktu. |
| <p>10. Pelbagai Aduan</p> | <ul style="list-style-type: none"> • Aduan yang tidak melibatkan sembilan kategori lain di atas. |
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| <p>9. <i>Unsatisfactory Service Quality</i></p> | <ul style="list-style-type: none"> • <i>Counter and telephone service;</i> • <i>Negligence in maintenance work;</i> • <i>Discourteous to customers;</i> • <i>Low quality of service/maintenance or failure to adhere to specified standards or schedules; and</i> • <i>Unsatisfactory public transport in terms of cleanliness and punctuality.</i> |
| <p>10. <i>Miscellaneous Complaints</i></p> | <ul style="list-style-type: none"> • <i>Complaints which do not fall into any of the above nine categories.</i> |

Analisis Kategori Aduan

BPA menganalisis aduan mengikut sepuluh kategori yang ditetapkan. Jadual di bawah menunjukkan jumlah aduan mengikut sepuluh kategori secara lengkap.

Analysis of Complaints Categories

PCB has analysed the complaints based on the specified ten categories. The table below shows the number of complaints received for each of the ten categories.

Jumlah Aduan Mengikut Kategori Aduan Bagi Kementerian dan Kerajaan Negeri Dalam Tahun 2010 Number of Complaints According to Complaints Category for Ministry and State Government in 2010

Bil. No.	Kategori Category	Jumlah Aduan Total Complaints		
		Kementerian Ministry	Negeri State	Jumlah Total
1.	Kelewatan/Tiada Tindakan <i>Delay/No Action</i>	3,817 (40.2%)	2,635 (50.7%)	6,452 (43.9%)
2.	Kualiti Perkhidmatan Yang Tidak Memuaskan Termasuk Kaunter dan Telefon <i>Unsatisfactory Service Quality Including Counter and Telephone</i>	1,819 (19.1%)	674 (13.0%)	2,493 (17.0%)
3.	Tindakan Tidak Adil <i>Unfair Action</i>	1,609 (16.9%)	465 (8.9%)	2,074 (14.1%)
4.	Kegagalan Penguatkuasaan <i>Failure of Enforcement</i>	852 (9.0%)	608 (11.7%)	1,460 (9.9%)
5.	Kekurangan Kemudahan Awam <i>Lack of Public Amenities</i>	403 (4.2%)	545 (10.5%)	948 (6.4%)
6.	Pelbagai Aduan <i>Miscellaneous Complaints</i>	355 (3.7%)	106 (2.0%)	461 (3.1%)
7.	Kegagalan Mengikut Prosedur Yang Ditetapkan <i>Failure to Adhere to Set Procedures</i>	202 (2.1%)	66 (1.3%)	268 (1.8%)
8.	Salah Laku Anggota Awam <i>Misconduct of Civil Servants</i>	224 (2.4%)	31 (0.6%)	255 (1.7%)
9.	Salah Guna Kuasa/Penyelewengan <i>Abuse of Power/Misappropriation</i>	173 (1.8%)	43 (0.8%)	216 (1.5%)
10.	Kepincangan Pelaksanaan Dasar dan Kelemahan Undang- Undang <i>Inadequacies of Policy Implementation and Law</i>	49 (0.5%)	24 (0.5%)	73 (0.5%)
Jumlah Total		9,503	5,197	14,700

KATEGORI ADUAN COMPLAINTS CATEGORY

Kelewatan Atau Tiada Tindakan

Analisis BPA mendapati kebanyakan isu aduan dalam kategori kelewatan atau tiada tindakan adalah berkaitan kelewatan pihak agensi bertindak ke atas aduan, kelewatan memproses permohonan pelanggan serta kelewatan membuat keputusan yang melibatkan kepentingan pelanggan. Kegagalan agensi kerajaan mematuhi piagam pelanggan atau *standard operating procedure* (SOP) yang ditetapkan menjadi punca utama berlakunya masalah kelewatan. Malah ada juga di kalangan agensi yang telah melaksanakan tanggungjawabnya tetapi gagal memaklumkan pengadu status tindakan secara berkala. Tidak dinafikan sesetengah aduan itu perlu mengambil masa kerana ia melibatkan banyak pihak, masalah berkaitan dengan implikasi kewangan, undang-undang dan membabitkan beberapa agensi untuk menyelesaikannya. Antara contoh-contoh aduan yang tergolong dalam kategori kelewatan atau tiada tindakan ialah seperti di bawah.

- Maklum balas siasatan kepada individu yang membuat laporan polis;
- Masa yang diambil untuk mengemukakan kertas siasatan kepada pendakwa raya;
- Tempoh memberi maklum balas terhadap permohonan kad pengenalan, kewarganegaraan, permit masuk serta visa;
- Mengambil masa untuk bertindak ke atas aduan berkaitan kerosakan, penyelenggaraan dan pembinaan infrastruktur serta langkah-langkah penguatkuasaan;
- Membayar atau memproses permohonan bantuan kebajikan;
- Pembayaran tuntutan insurans; dan
- Pengurusan hal ehwal perkhidmatan khususnya bagi sektor pendidikan dan kesihatan berkaitan pembayaran gaji, pengesahan jawatan serta permohonan pertukaran.

Delay or No Action

The analysis done found that most complaints in this category involved delays by the agencies to act on complaints, delays in processing clients' applications and delays in making decisions involving the interests of customers. Failure of government agencies to comply with their clients' charter and their standard operating procedures (SOP) are the main causes of the delay. In fact, there are also instances where the agencies have carried out their responsibilities but have failed to keep the complainant updated on the status of their complaints on a regular basis. However, it cannot be denied that some complaints will take time to resolve as it involves many parties, involves issues related to financial implications, the laws and involves multiple of agencies. Among the examples of complaints that fall within the category of delay or no action are:

- *Feedback on investigation to the individual who has made a police report;*
- *Time taken to submit investigation papers to the prosecutor;*
- *Response time for application of identification cards, citizenship, entry permits and visas;*
- *Response time on complaints relating to damage, maintenance and construction of infrastructure as well as on enforcement measures;*
- *Welfare aid application or payment process;*
- *Payment of insurance claims; and*
- *Management of service matters, particularly education and health sectors related to the payment of wages as well as applications for transfer.*

Selain dari itu, ada antara aduan tersebut berkaitan dengan faktor-faktor yang lebih khusus, seperti hal ehwal keselamatan, iaitu permohonan kewarganegaraan, permit masuk serta kes-kes yang agak kompleks sehinggakan mengambil masa untuk diselesaikan kerana urusan siasatan, melibatkan pihak ketiga atau swasta seperti institusi kewangan dan agensi insurans yang di luar bidang kuasa kementerian secara langsung.

Beberapa contoh tindakan yang telah agensi laksanakan bagi mengatasi masalah yang berbangkit antaranya ialah:

Jabatan Pendaftaran Negara (JPN) telah mengambil inisiatif berikut:

- Bagi urusan permohonan MyKad pelanggan dimaklumkan tarikh siap yang tertera pada kad pemakluman;
- SOP bagi memproses dan memuktamadkan permohonan kewarganegaraan adalah dalam tempoh maksimum setahun;
- Mengadakan program proaktif seperti Program MyDaftar bagi urusan penerangan dan pendaftaran kelahiran, kad pengenalan, kewarganegaraan dan perkahwinan; dan
- Beroperasi pada hujung minggu di bandar-bandar utama seperti Putrajaya dan Shah Alam.

The analysis also revealed that some of the complaints related to more specific factors such as security matters involving citizenship applications, entry permits and other complex cases. These are time consuming tasks as the investigations involve third parties such as financial institutions and insurance agencies which are beyond the direct jurisdiction of the ministry.

Some agencies have taken measures to overcome problems that arise. Among them are:

The National Registration Department has taken the following initiatives:

- *For MyKad applications, customers are informed of the completion date on the notification card;*
- *The SOP for processing and finalising the citizenship application is within the maximum period of one year;*
- *To conduct proactive programmes such as the MyDaftar Programme to provide information on registration of birth, identity card, citizenship and marriage; and*
- *To operate on weekends in major towns like Putrajaya and Shah Alam.*



KATEGORI ADUAN COMPLAINTS CATEGORY

Kualiti Perkhidmatan Yang Tidak Memuaskan Termasuk Kaunter Dan Telefon

Menyentuh aduan kualiti perkhidmatan yang kurang memuaskan pula, analisis BPA mendapati ia berpunca daripada sikap dan nilai anggota agensi-agensi. Antara yang kerap diungkitkan ialah layanan yang kurang memuaskan. Kegagalan anggota-anggota agensi menghayati dan memahami pengurusan pelanggan yang berkesan memberi impak yang negatif kepada imej agensi secara menyeluruh dan sebahagiannya berpunca daripada masalah sistem. Contoh aduan adalah seperti di bawah:

- Kualiti perkhidmatan kaunter yang kurang memuaskan khususnya yang berurusan secara langsung dengan orang awam;
- Penjawat di hospital atau klinik kesihatan bersikap kurang sopan;
- Tempoh masa menunggu lama untuk mendapatkan rawatan;
- Kualiti bekalan air dan elektrik yang kurang memuaskan kerana kerap terganggu;
- Capaian perkhidmatan Streamyx sering tergendala; dan
- Perkhidmatan pengangkutan awam yang tidak menepati jadual perjalanan.



Unsatisfactory Service Quality Including Counter and Telephone

On complaints about poor service quality, the analysis found that it was the attitude of the personnel that was the primary reason for such complaints. The failure of the respective personnel to appreciate and understand effective customer management has had a negative impact on the image of the agency in general. Apart from this, some were partly due to system problems. Examples of complaints are as follows:

- *Unsatisfactory quality of counter service especially those dealing directly with the public such as the Road Transport Department, Immigration Department and Pos Malaysia;*
- *Staff in the hospital or health clinics not being polite;*
- *Longer waiting period for treatment;*
- *Unsatisfactory quality of water and electricity supplies due to frequent interruption;*
- *Frequent disruption of Streamyx service accessibility; and*
- *Public transport service that does not follow the schedule/timetable.*

Pelbagai langkah serta pendekatan yang agensi telah laksanakan bagi mengatasi masalah yang berkaitan hal ehwal kualiti perkhidmatan, antara contohnya ialah:

Jabatan Imigresen Malaysia (JIM) telah mengambil inisiatif seperti berikut:

- Pelaksanaan kempen mesra pelanggan berkonsep 3S-Senyum, Sapa dan Sopan; dan
- Kaunter operasi dibuka 15 minit lebih awal dari waktu sebenar.

Kementerian Kesihatan (KKM) telah mengambil inisiatif untuk menghantar petugas kaunter menghadiri kursus berkaitan nilai-nilai murni dan *soft skill*.

Kementerian Penerangan, Komunikasi dan Kebudayaan (KPKK) pula telah mengambil inisiatif berikut untuk mengatasi masalah berkaitan kualiti perkhidmatan internet:

- Cadangan pindaan undang-undang contohnya untuk mengkaji semula Akta Perniagaan Barang-Barang Lusuh 1946 bagi membanteras isu kecurian kabel; dan
- Menaik taraf kabel daripada *copper* kepada *fibre optics* secara berperingkat.



Various measures and approaches have been taken by agencies to overcome the problems on the quality of service. These measure are as follows:

The Immigration Department of Malaysia has taken the following initiatives:

- *Implementation of the Customer-friendly campaign using the 3S concept - to smile; to greet and to be polite; and*
- *Counter operations to open 15 minutes before actual opening time.*

The Ministry of Health has taken the initiative to send officials to attend courses on values and soft skills.

The Ministry of Information, Communications and Culture has taken the following initiatives to address problems related to the quality of internet services:

- *Proposed amendments to the law, for example to review the Second-Hand Dealers Act 1946 to combat the issue of cable theft; and*
- *Upgrade cables in stages from copper wire to fibre optics.*

KATEGORI ADUAN COMPLAINTS CATEGORY

Kementerian Kerja Raya pula mengambil inisiatif-inisiatif seperti berikut untuk mengatasi masalah kualiti jalan raya serta kerosakan lampu jalan:

- Program dasar 5% Polymer Modified Asphalt (PMA) untuk penyelenggaraan jalan oleh pihak Jabatan Kerja Raya (JKR); dan
- Penggantian lampu jalan kepada jenis LED secara berperingkat.

Kementerian Tenaga, Teknologi Hijau dan Air telah mewujudkan KPI pengurusan atasan di mana menteri telah menetapkan KPI untuk masa gangguan bekalan elektrik.

Kementerian Pengangkutan sedang dalam proses perolehan tambahan set tren 6 gerabak baru yang akan dapat membantu memperbaiki kualiti perkhidmatan komuter.



Ministry of Public Works is taking the following initiatives to address the problem of quality of roads and damaged street lights:

- *Policy Programme on 5% Polymer Modified Asphalt (PMA) for road maintenance by the Public Works Department (PWD); and*
- *Replacement of street lights to LED in stages.*

The Ministry of Energy, Green Technology and Water has established KPIs for top management where the minister has set a KPI for the duration of power failures.

The Ministry of Transport is in the process of acquiring six new coaches to improve the quality of commuter services.

Tindakan Tidak Adil

Kebanyakan isu berkaitan tindakan tidak adil pula adalah berkaitan dengan persepsi pengadu yang merasakan agensi bertindak secara tidak adil terhadap mereka. Isu-isu yang sering dibangkitkan adalah seperti saman kesalahan lalu lintas, tindakan menyenaraihitamkan kenderaan dan kadar premium insurans yang tinggi bagi kenderaan yang berusia lebih 10 tahun.

Antara contoh tindakan pencegahan oleh agensi adalah mengadakan kempen-kempen kesedaran tentang prosedur, mempamerkan piagam pelanggan serta carta aliran kerja agensi di tempat yang menjadi tumpuan di agensi tersebut. Ia bertujuan mendidik rakyat berkenaan perkara-perkara yang perlu dilakukan oleh agensi sebelum sesuatu keputusan boleh dilaksanakan.

Unfair Action

Many issues under unfair acts are related more to the perception of the complainants who felt that the agency had acted unfairly against them. The issues often raised are summons for traffic offences, blacklisting of vehicles and higher insurance premium rates for vehicles older than 10 years.

Among examples of preventive action by the agencies is the organising of awareness campaigns about procedures, exhibiting the clients' charter and work flow chart of the agency at public areas in the agency. This is to educate people on what the agency needs to do/consider before a decision can be implemented.



Kegagalan Penguatkuasaan

Isu-isu berkaitan kegagalan penguatkuasaan pula kerana kurangnya penekanan kepada tindakan mengikut peraturan dan undang-undang yang sedang berkuat kuasa. Di samping itu, pelaksanaan/pemantauan hanya dilakukan setelah aduan dilaporkan dan tiada tindakan pencegahan dibuat untuk memastikan ruang kelemahan tersebut diperkemaskan. Contoh isu aduan dalam kategori kegagalan penguatkuasaan adalah seperti berikut:

- Kekerapan rondaan;
- Kawalan harga barang;
- Pencemaran alam sekitar;
- Menyalah guna premis kediaman rumah untuk aktiviti perniagaan tanpa kebenaran; dan
- Pemantauan terhadap perniagaan tanpa lesen yang sah.

Antara contoh tindakan pencegahan yang telah, sedang dan akan agensi laksanakan adalah seperti mewujudkan zon-zon kawasan *hotspot* dan tindakan tatatertib terhadap pegawai yang gagal melaksanakan tugasnya.

Failure of Enforcement

The failure to enforce is the result of inadequacies in taking action in accordance with regulations and laws currently in force. In addition, implementation/monitoring are carried out only after a complaint is reported. No preventive measures are taken to ensure that these weaknesses are rectified. Examples of complaint issues related to failure of enforcement are as follows:

- *Frequency of patrols;*
- *Price controls;*
- *Environmental pollution;*
- *Misuse of residential premises for business without permission; and*
- *Monitoring of businesses without a valid license.*

Among the preventive action that has been, is or will be implemented is to create hot spot zones and to take disciplinary action against officers who fail to carry out their duties.



Kekurangan Kemudahan Awam

Kemudahan asas menjadi sebahagian daripada keperluan yang asasi bagi rakyat walau di mana pun mereka berada. Di bawah kategori ini, BPA kerap menerima aduan terutamanya mengenai kemudahan infrastruktur seperti pembinaan jalan, lampu jalan, parit dan juga papan tanda. Antara contoh tindakan pencegahan yang telah atau akan agensi laksanakan adalah seperti memohon peruntukan tambahan dan merencanakan permohonan ke dalam peruntukan tahun berikutnya serta pelaksanaan permohonan kemudahan awam setelah dibuat penelitian lanjut.

Lack of Public Amenities

Basic amenities are part of the basic needs of citizens regardless where they are located. Under this category, PCB often receives complaints particularly related to infrastructure such as roads, street lightings, drainage and signage. Some examples of preventive action taken or will be implemented by the agencies include seeking additional budget allocation, planning for such applications in the following year and to study in detail the need for the public facilities.

Jumlah Aduan Mengikut Sektor Bagi Tahun 2010
Number of Complaints by Sector in 2010

Bil. No.	Sektor Sector	Jumlah Aduan <i>Number of Complaints</i>				Jumlah Aduan <i>Total Complaints</i> (%)
		Kementerian <i>Ministry</i>	(%)	Negeri <i>State</i>	(%)	
1.	Perkhidmatan <i>Services</i>	2,777	29.22	458	8.81	3,235 (22.0%)
2.	Pihak Berkuasa Tempatan <i>Local Authority</i>	866	9.11	1,956	37.64	2,822 (19.20%)
3.	Kemudahan Awam <i>Public Amenities</i>	1,067	11.23	1,128	21.70	2,195 (14.93%)
4.	Kewangan <i>Finance</i>	1,134	11.93	111	2.14	1,245 (8.47%)
5.	Keselamatan <i>Security</i>	680	7.16	161	3.10	841 (5.72%)
6.	Kebajikan <i>Welfare</i>	598	6.29	194	3.73	792 (5.39%)
7.	Alam Sekitar <i>Environment</i>	280	2.95	357	6.87	637 (4.33%)
8.	Pendidikan <i>Education</i>	581	6.11	22	0.42	603 (4.10%)
9.	Kesihatan <i>Health</i>	418	4.40	43	0.83	461 (3.14%)
10.	Tanah <i>Land</i>	63	0.66	369	7.10	432 (2.94%)
11.	Lain-Lain <i>Others</i>	291	3.06	90	1.73	381 (2.59%)
12.	Perumahan <i>Housing</i>	193	2.03	153	2.94	346 (2.35%)
13.	Kerakyatan <i>Citizenship</i>	270	2.84	51	0.98	321 (2.18%)
14.	Perundangan <i>Law</i>	151	1.59	79	1.52	230 (1.56%)
15.	Pertanian <i>Agriculture</i>	117	1.23	24	0.46	141 (0.96%)
16.	Luar Negara <i>Foreign Affairs</i>	17	0.18	1	0.02	18 (0.12%)
Jumlah <i>Total</i>		9,503	100	5,197	100	14,700

CONTOH KES 1
CASE EXAMPLE 1

KES 62039 : KELEWATAN MENYIAPKAN SIJIL WARGANEGARA DAN KARENAH BIROKRASI JABATAN PENDAFTARAN NEGARA

BPA Negeri Sabah telah menerima aduan pada 22 Mei 2010 (Sabtu) mengenai kelewatan penerimaan sijil kerakyatan seorang pengadu yang mendakwa telah membuat permohonan pengeluaran sijil kerakyatan pada 23 Disember 2009 di Jabatan Pendaftaran Negara (JPN) Putrajaya dan dimaklumkan akan menerima sijil beliau dalam tempoh 90 hari bekerja. Pengadu turut mendakwa sukar untuk mencapai nombor-nombor talian di JPN Putrajaya untuk mendapatkan perkembangan status sijil kerakyatan beliau. Pengadu juga tidak dapat menyambung pelajaran di tingkatan 4 kerana tidak mempunyai sijil kerakyatan tersebut.

Pihak BPA Negeri Sabah telah berhubung dengan pihak JPN Kota Kinabalu, Sabah melalui telefon dan e-mel pada hari yang sama (22 Mei 2010) mengenai aduan berkenaan dan pada keesokan harinya, pihak JPN Kota Kinabalu memaklumkan bahawa sijil kerakyatan pengadu telah diterima oleh Bahagian Kewarganegaraan, JPN Kota Kinabalu pada 18 Mei 2010 dan beliau boleh hadir ke JPN Kota Kinabalu untuk mengambil sijil tersebut. Pihak JPN Putrajaya pula menjelaskan bahawa sijil pengadu telah dikeluarkan pada 8 Februari 2010 dan dihantar ke JPN Kota Kinabalu pada 5 April 2010 manakala nombor-nombor talian yang dihubungi oleh pengadu di JPN Putrajaya merupakan nombor "hotline" Bahagian Kewarganegaraan yang sering dihubungi oleh orang awam berkaitan dengan kewarganegaraan. Pihak JPN Putrajaya juga akan mengambil tindakan untuk menambah baik perkhidmatan kepada pelanggan.

Walaupun jawapan dan penyelesaian telah diterima daripada pihak JPN dan dimaklumkan kepada pengadu melalui pos, pihak BPA juga telah cuba menghubungi pengadu dan ayah beliau di nombor telefon (selepas berhubung dengan pihak TM 103) di alamat syarikat yang diberi serta meminta bantuan pihak PDRM dan JPN Tawau untuk ke alamat tersebut bagi memaklumkan kepada pengadu mengenai sijil kerakyatan beliau yang telah siap namun pengadu tidak dapat dikesan. Akhirnya pihak BPA pada 3 Jun 2010 berjaya mendapatkan nombor telefon bimbit pengadu dan ayah beliau untuk memaklumkan mengenai sijil kerakyatan yang telah siap dan pihak JPN Kota Kinabalu juga telah membantu dengan menyerahkan sijil kerakyatan tersebut dengan tangan kepada pengadu di Tawau pada hari yang sama. Pengadu juga telah membuat permohonan MyKad pada 4 Jun 2010 dan kini sedang menyambung pelajaran di tingkatan 4 di sebuah sekolah di Tawau.

CASE 62039 : DELAY IN ISSUANCE OF CITIZENSHIP CERTIFICATE AND BUREAUCRACY BY NATIONAL REGISTRATION DEPARTMENT

The Sabah Public Complaints Bureau Office (PCB Sabah) received a complaint on 22 May 2010 (Saturday) regarding the delay in issuance of citizenship. The complainant alleged that he had on 23 December 2009 applied for his citizenship certificate at the National Registration Department (NRD) Putrajaya and was told he would be receiving it within 90 working days. He further alleged that it was difficult to contact the telephone numbers in NRD Putrajaya to enquire on the status of his application. As a result, the complainant was also unable to further his studies in Form 4.

Upon receiving the complaint, PCB Sabah contacted NRD Kota Kinabalu on the same day via telephone and email. On 23 May 2010, NRD Kota Kinabalu informed PCB Sabah that the complainant's citizenship certificate was received on 18 May 2010 by the Citizenship Division and the complainant could collect the certificate in person at NRD Kota Kinabalu.

Even though explanations and answers were received from NRD and conveyed to the complainant via post, PCB Sabah went one step further by contacting the complainant and his father via telephone (after contacting TM 103) at the company's address given and with the assistance of the police and NRD Tawau. PCB Sabah finally, on 3 June 2010, managed to obtain mobile telephone numbers of the complainant and his father to inform them that the citizenship certificate was ready. As a result, the certificate was handed to the complainant in Tawau by hand. On the following day (4 June 2010), the complainant applied for his MyKad and he has been able to continue his studies in Form 4 at one of the schools in Tawau.

CONTOH KES 2
CASE EXAMPLE 2

KES 66577 : GANGGUAN ULAT TIKET DI TERMINAL BAS LARKIN

BPA Negeri Johor telah menerima aduan pada 24 Ogos 2010 mengenai berleluasanya kegiatan Ulat Tiket di kawasan Terminal Bas Larkin yang mengganggu para penumpang supaya membeli tiket bas daripada mereka. Keadaan ini amat memalukan apabila bas dari Singapura tiba di Terminal dan Ulat Tiket ini terus memasuki bas berkenaan sebelum penumpang dapat turun.

BPA Negeri Johor telah memanjangkan perkara ini kepada pihak Jabatan Pengangkutan Jalan Negeri Johor (JPJ) untuk tindakan selanjutnya. Pada 20 September 2010, BPA Negeri Johor telah menerima maklum balas daripada pihak JPJ yang memaklumkan bahawa tangkapan telah dibuat di bawah Seksyen 110A APJ 1987 ketika Ulat Tiket membuat tawaran di atas bas henti-henti di Terminal Bas Larkin pada 3 September 2010. Ulat Tiket tersebut telah mengaku salah dan telah dikenakan hukuman denda sebanyak RM2,000 di Mahkamah Majistret Johor Bahru pada 17 September 2010.

CASE 66577 : NUISANCE OF TICKETS TOUTS AT TERMINAL BUS LARKIN

The Public Complaints Bureau (PCB) of Johor received a complaint about ticket touts harassing passengers to buy tickets from them at the Larkin Bus Terminal on 24 August 2010. This situation can create embarrassment as there are also foreign buses from Singapore arriving at the terminal and the ticket touts will immediately go into the buses before the passengers can alight.

On the same day, PCB Johor forwarded this matter to the Johor Road Transport Department (RTD) for further investigation. On 20 September 2010, PCB Johor received feedback from RTD Johor that they had arrested the ticket touts under Section 110A APJ 1987 on 3 September 2010. The ticket touts pleaded guilty and were fined RM2,000 by the Johor Bahru Magistrate Court on 17 September 2010.

CONTOH KES 3
CASE EXAMPLE 3

KES 63618 : PENJUALAN EKOR HARAM

Biro Pengaduan Awam (BPA) Negeri Pahang sewaktu mengadakan program proaktif Kaunter Aduan Bergerak (KAB) di Kampung Tekek, Pulau Tioman pada 26 Jun 2010 telah menerima aduan terdapatnya aktiviti penjualan nombor ekor haram di pulau tersebut dan aktiviti ini semakin berleluasa tanpa sebarang tindakan.

BPA Negeri Pahang telah berhubung dengan Ibu Pejabat Polis Daerah (IPD) Rompin bagi mendapatkan maklum balas berhubung aduan tersebut. Pihak IPD Rompin kemudiannya telah menjalankan pemantauan dan risikan bagi menentukan kesahihan aduan yang dibuat. Hasilnya, beberapa tangkapan dan rampasan telah berjaya dilakukan pihak polis pada 3 Julai 2010. Kesemua suspek yang ditangkap akan didakwa di bawah seksyen 9(1) Akta Rumah Judi Terbuka 1953. Pihak IPD juga memaklumkan bahawa usaha-usaha pemantauan dan tindakan ke atas kegiatan penjualan nombor ekor haram akan dilakukan secara berterusan.

Aduan ini jelas menunjukkan bagaimana penglibatan aktif orang ramai dalam membanteras jenayah dapat membantu pihak penguatkuasa menjalankan tugas dengan lebih berkesan.

CASE 63618 : SALES OF ILLEGAL LOTTERY

During the Mobile Complaints Counter programme (MCC) on 26 June 2010, the Public Complaints Bureau (PCB), Pahang received a complaint about illegal lottery selling at Kampung Tekek, Pulau Tioman and that this activity had become widespread with no action having been taken.

PCB contacted the Rompin District Police Headquarters (IPD) about the complaint. IPD Rompin carried out monitoring and surveillance to determine the validity of the complaint. As a result, several arrests and seizures were successfully carried out on 3 July 2010 and all the arrested suspects were to be charged under section 9 (1) Open Gaming Houses Act 1953.

The IPD also informed PCB Pahang that continuous monitoring and action on the illegal lottery sales activities will be done. The successful response to the complaint clearly proves the active involvement of the public in helping the authorities discharge their duties more effectively.

CONTOH KES 4
CASE EXAMPLE 4

KES 66101 : SEKOLAH YANG TELAH SIAP DIBINA TIDAK DAPAT DIGUNAKAN

Pejabat BPA Negeri Perak pada 13 Ogos 2010 telah menerima aduan mengenai sebuah sekolah yang telah siap dibina di Bandar Behrang, Tanjung Malim, Perak namun tidak dapat digunakan kerana masalah status tanah. Pengadu memaklumkan bahawa sekolah sedia ada yang diguna pakai berada di kawasan pendalaman dan mempunyai persekitaran yang mengancam keselamatan para pelajar kerana kerap berlakunya kes kecurian. Pihak BPA telah menyalurkan aduan ini kepada pihak Jabatan Pelajaran Negeri Perak serta juga Pejabat Daerah dan Tanah Slim River bagi memastikan kesahihan aduan tersebut serta mendapatkan maklumat yang boleh membantu menyelesaikan permasalahan ini. Hasilnya, pada 30 September 2010, pihak Jabatan Pelajaran Negeri Perak telah membuat lawatan ke tapak bangunan sekolah baru tersebut dan memaklumkan bahawa bangunan tersebut telah boleh diduduki mulai 18 Oktober 2010.

CASE 66101 : COMPLETED SCHOOL BUILDING CANNOT BE USED

The Public Complaints Bureau (PCB) Office in Perak received a complaint on 13 August 2010 regarding a school building that had been completed but which has not been used due to the land status problem in Bandar Behrang, Tanjung Malim, Perak. The complainant informed PCB that the current school being used was located in a remote area and the frequent occurrence of theft cases threatened the safety of the students. PCB Perak escalated the complaint to the Education Department of Perak and also the District and Land Office of Slim River to verify the validity of the complaint as well as to obtain information that could assist in resolving the problem. As a result, on 30 September 2010, the Education Department, Perak visited the new school building site and informed the relevant parties that the school building can be occupied by 18th October 2010.

CONTOH KES 5
CASE EXAMPLE 5

KES 63737: PERMOHONAN PEMBINAAN BANGUNAN TAMBAHAN SEKOLAH

BPA Negeri Perak telah menerima aduan bahawa pembinaan projek bangunan tambahan SJK(T) Ayer Tawar dengan peruntukan sebanyak RM1.2 juta tidak dilaksanakan walau pun peruntukan tersebut telah diluluskan sejak tahun 2008. Justeru, pengadu inginkan kepastian tentang status projek ini dan memohon agar projek tersebut diteruskan kerana keperluan pembelajaran murid-murid yang mendesak.

Sehubungan dengan itu, satu mesyuarat penyelesaian aduan yang diaturkan oleh BPA Perak dengan agensi yang berkaitan, iaitu Kementerian Pelajaran Malaysia, Pejabat Pelajaran Daerah dan JKR yang dipengerusikan oleh YB. Senator Dato' T. Murugiah telah diadakan pada 9 Julai 2010. Keputusan mesyuarat ini telah dibawa ke pengetahuan YAB Perdana Menteri oleh YB. Senator Dato' T. Murugiah bagi tujuan mendapatkan bantuan kewangan tambahan untuk projek tersebut. Pada 29 Julai 2010, keputusan yang diperolehi menyatakan bahawa projek tersebut akan diteruskan kerana bantuan kewangan tambahan telah diluluskan bagi pelaksanaan projek berkenaan.

CASE 63737: APPLICATION FOR ADDITIONAL SCHOOL BUILDING

PCB Perak received a complaint that the construction of an additional building for SJK(T) Ayer Tawar with an allocation of RM1.2 million had failed to kick-off even though the project had been approved since 2008. The complainant wanted to know the current status of this project and requested that the project be resumed for the benefit of the students.

Following the complaint, a meeting was coordinated on 9 July 2010 by PCB Perak with relevant agencies such as the Ministry of Education, the District Education Office and the Public Works Department (PWD), chaired by YB. Senator Dato' T. Murugiah. The outcome of the meeting was brought to the attention of the Prime Minister by YB. Senator Dato' T. Murugiah with the aim of obtaining additional funds for the project. On 29 July 2010, PCB received an affirmation that the project would resume as additional financial support had been approved for the building's construction.

CONTOH KES 6
CASE EXAMPLE 6

KES 58492 - AIR BERTAKUNG SEJAK SETAHUN TIDAK DIAMBIL TINDAKAN

BPA Terengganu/Kelantan pada 8 Mac 2010 telah menerima aduan tentang jalan di Taman Permin Jaya, Chendering, Kuala Terengganu yang mengalami kerosakan teruk akibat berlakunya air bertakung di laluan tersebut. BPA Terengganu/Kelantan telah menyalurkan aduan ini kepada pihak Majlis Bandaraya Kuala Terengganu (MBKT) dan hasilnya jalan berkenaan telah diperbaiki.

CASE 58492 - NO ACTION ON WATER STAGNATION FOR ONE YEAR

On the 8 March 2010, BPA Terengganu/Kelantan received a complaint on road damage in Taman Permin Jaya, Chendering, Kuala Terengganu caused by water stagnation. The complaint was channelled to Kuala Terengganu City Council and the roads were subsequently repaired.



CONTOH KES 7
CASE EXAMPLE 7

KES 43689 : SEMBILAN TAHUN MENUNGGU SIJIL KELAYAKAN MENDUDUKI

Penduduk Taman Kamunting Bakti telah membuat aduan kepada BPA Negeri Perak pada bulan Mac 2009 bahawa Projek Perumahan di Taman Kamunting Bakti yang dibina sejak tahun 2000 tidak dikeluarkan Sijil Layak Menduduki (CF). Sehubungan dengan itu, BPA Negeri Perak dengan segera telah mengadakan siasatan dan perbincangan bersama Majlis Perbandaran Taiping dan Perbadanan Kemajuan Negeri Perak. Hasilnya, Majlis Perbandaran Taiping telah mengeluarkan Sijil Layak Menduduki (CF) kepada semua penduduk yang terlibat pada 25 November 2009.

Bagi mengelakkan permasalahan berkaitan pemaju (tidak mengikut spesifikasi yang ditetapkan) sebegini berulang di masa hadapan, Majlis Perbandaran Taiping akan mengambil langkah berikut:

- (i) membuat pemantauan dari semasa ke semasa;
- (ii) membuat pemeriksaan mengejut di tapak pembinaan; dan
- (iii) mengeluarkan surat teguran terhadap pihak pemaju yang melaksanakan projek tidak mengikut spesifikasi.

CASE 43689 : WAITING FOR CERTIFICATE OF FITNESS FOR NINE YEARS

The residents of Taman Kamunting Bakti lodged a complaint with PCB Perak in March 2009 regarding the housing project which was completed in 2000 but had yet to be issued with the Certificate of Fitness (CF). Acting on the complaint, PCB Perak commenced an immediate investigation into the matter. Following a discussion held with the Taiping Municipal Council (MPT) and the Perak State Development Corporation, MPT issued the Certificate of Fitness (CF) to all the affected residents on 25 November 2009.

To avoid such problems from recurring, MPT will for future projects:

- (i) monitor the development of projects from time to time;*
- (ii) conduct spot checks at construction sites; and*
- (iii) issue a letter of reprimand to developers flouting the specifications set.*

MAKLUM BALAS PELANGGAN CUSTOMERS' FEEDBACK

Maklum Balas Pelanggan

Maklum balas pelanggan merupakan alat penting dalam mempertingkatkan kualiti penyampaian perkhidmatan. Maklum balas boleh dikategorikan sebagai aduan, cadangan, komen, penghargaan serta keluhan. Ia menggambarkan tahap kepuasan pelanggan terhadap perkhidmatan yang diterima.

Antara angkubah yang BPA perolehi daripada maklum balas pelanggan adalah dari segi kecekapan menyelesaikan aduan, tempoh masa pengendalian aduan, kesediaan pegawai membantu serta kualiti perkhidmatan keseluruhan. BPA telah mengedar sebanyak 14,502 Borang Maklum Balas Pelanggan kepada pengadu yang aduan mereka telah berjaya diselesaikan. Bagaimanapun, sebanyak 1,480 (10.2%) borang maklum balas sahaja yang telah dikembalikan.

Secara keseluruhannya tahap kepuasan pelanggan terhadap perkhidmatan BPA pada tahun 2010 adalah Cemerlang (52.3%); Baik (36.9%); Sederhana (7.3%); dan Lemah (3.5%).



Customers' Feedback

Customer feedback is important in improving the quality of service delivery. Feedback may consist of complaints, suggestions, comments, compliments and criticisms. All of these reflect the level of satisfaction a customer perceives from the services received.

Among the variables PCB received from customer feedback are the efficiency of resolving complaints, complaints turnaround time, willingness to help and overall service quality. PCB distributed a total of 14,502 Customer Feedback Forms to the complainants whose issues have been successfully resolved. However, only a total of 1,480 (10.2%) forms were returned. The overall Customer Satisfaction Index (CSI) for the services provided by PCB were: Excellent (52.3%); Good (36.9%); Fair (7.3%) and Weak (3.5%).

Untuk mendapatkan gambaran secara terperinci mengenai Indeks Kepuasan Pelanggan, BPA telah menyediakan sepuluh angkubah yang meliputi aspek ketepatan waktu, kualiti layanan dan kualiti pegawai. Maklumat lengkap adalah seperti di bawah.

To obtain a detailed perspective of the CSI, PCB has provided ten variables covering the aspects of timeliness, quality of service and quality of the officers. The complete analysis is as follows:

Tahap Kepuasan Pelanggan BPA Bagi Tahun 2010
PCB Customer Satisfaction Index in 2010

Soalan Question	Tahap Kepuasan Satisfaction Level (%)			
	Cemerlang Excellent	Baik Good	Sederhana Fair	Lemah Weak
Ketepatan masa dilayani <i>Attended to promptly</i>	47.9	44.6	5.3	2.3
Kesopanan <i>Politeness</i>	52.1	44.1	2.8	0.9
Kesediaan membantu serta memberi perhatian penuh <i>Willingness to assist and give full attention</i>	57.8	34.5	5.9	1.7
Ketepatan masa menghantar surat akuan terima <i>Promptness in sending acknowledgement letter</i>	52.4	38.5	6.6	2.5
Pemberitahuan kemajuan siasatan kes dari semasa ke semasa <i>Periodic notification regarding progress of investigation</i>	50.7	36.1	9.0	4.2
Pemberitahuan tentang hasil siasatan kes aduan <i>Notification on the outcome of the investigation</i>	50.6	37.2	8.0	4.2
Keberkesanan berurusan melalui telefon <i>Effectiveness in dealing over the telephone</i>	43.1	40.9	11.0	4.9
Cara jawapan melalui telefon <i>Way of responding through telephone</i>	44.5	40.6	10.3	4.6
Kepercayaan kepada BPA dalam menyelesaikan masalah <i>Confidence in PCB's ability to resolve the problem</i>	52.7	35.6	8.2	3.5
Kualiti perkhidmatan keseluruhan <i>Overall service quality</i>	51.6	39.7	6.1	2.6
Jumlah (%) Total	50.6	39.0	7.3	3.1

MAKLUM BALAS PELANGGAN CUSTOMERS' FEEDBACK

Mulai April 2010, BPA telah mempermudah borang maklum balas pelanggan dengan merangkumkan 10 soalan yang terdapat dalam borang sebelumnya kepada 4 soalan sahaja. Ia bagi memudahkan dan menggalakkan pelanggan untuk memberi maklum balas dengan lebih terbuka dan ikhlas.

Effective April 2010, PCB has simplified the customer feedback form by summarising the 10 questions in the previous form into 4 questions. This is to facilitate and encourage customers to respond openly and honestly.

Tahap Kepuasan Pelanggan BPA Bagi Tahun 2010 PCB Customer Satisfaction Index in 2010

Soalan Question	Tahap Kepuasan Satisfaction Level (%)			
	Cemerlang Excellent	Baik Good	Sederhana Fair	Lemah Weak
Kecekapan menyelesaikan aduan <i>Efficiency of solving complaints</i>	58.3	29.7	6.2	5.8
Tempoh mengendalikan aduan <i>Duration in handling complaints</i>	56.8	30.5	8.5	4.2
Kesediaan pegawai membantu <i>Availability of officer to assist</i>	56.5	33.1	6.3	4.0
Kualiti perkhidmatan keseluruhan <i>Overall quality of service</i>	56.9	29.9	8.4	4.8
Jumlah (%) <i>Total</i>	57.1	30.8	7.4	4.7

Surat Penghargaan

Letters of Appreciation



Contoh Surat Penghargaan
Sample of Appreciation Letters

Karany' name Macmur

Jang Mulra
Ketua Pergaul BPO.
Jab. Perdana Menteri.
Petr Saat 9,000 KL.

Raj Tuan : BPA/DKG/024/20067/
JKM/6495223.
Yg bertarikh 26.7.10.

Tuan,

Kes A7379F Petan Bantuan Orang Tua (BOT).

Dengan segala hormatnya menjuk perkara yang tersebut diatas.

2. Untuk makluman Tuan, saya ingin mengucapkan setinggi-tinggi terima kasih atas jasa baik Tuan yang memberi perhatian untuk membantu keluarga saya. dan memberi pertimbangan Bantuan Orang Tua kepada mak mertua Ruan [REDACTED]
3. Tetapi mak mertua saya tidak ingin memohon bantuan Kebajikan Masyarakat Orang Tua. Resanai Kebajikan Daerah Berantah telah datang kemah suami adik saya di Kg. Pandang tanpa memberi makluman dan bertukar kepada saya. Jadi saya telah menyiapkan kertas yang tersebut kepada Raj. Kebajikan Masyarakat Daerah Bts berkenaan perkara yang bertukar atas perintah pihak Tuan yang memberi perhatian untuk keluarga saya.
4. Saya juga ingin meminta maaf sebab telah lewat membuat surat petak Tuan. Perkhidmatan BPA telah memberi perkhidmatan yang bagus, cemerlang, berprofesional dan penganyang.

From: [REDACTED]
Sent: Thursday, 19 August, 2010 9:08 AM
To: bernadate@pcb.gov.my
Subject: Re: 07 - SURAT KPD PENGADU (KEPUTUSAN)

Saudari Bernadate,
Merujuk kepada surat **BIRO PENGADUAN AWAM BPA/SRWK/027/2010.07/H/64646(7)**

Terima atas, atas kerjasama dan keperihatinan Biro Pengaduan Awam Pejabat Negeri Sarawak yang telah mewakili suara pengguna dalam mencari penyelesaian dan menyelesaikan aduan pengguna, teruskan. Pendapat dan idea yang mungkin boleh di kongsikan bersama, saya telah membaca langkah Pencegahan dan Penambahbaikan (Konsep *Kaizen* dlm budaya Jepun) adalah sangat-sangat bersesuaian bagi meningkatkan mutu kerja dan perkhidmatan sektor awam khususnya hospital kerajaan. Selain itu, **penilaian dan refleksi** ke atas mutu kerja juga perlu di buat dari masa ke semasa di samping **pemantauan** yang dibuat oleh pegawai atasan.

Sehubungan perkara tersebut, saya juga telah dihubungi sendiri oleh pengarah Hospital Kanowit bagi tujuan mendapatkan maklumat dan siasatan aduan tersebut. Pihak hospital juga ada menawarkan untuk datang semula bagi mengambil sampel darah anak saya. Sekali lagi, saya amat-amat berterima kasih kepada Biro Pengaduan Awam dan pihak hospital Kanowit yang sama-sama berkerjasama dan bukan menunding jari untuk mencari siapa yang salah, tetapi sebaliknya berusaha ke arah mencari penyelesaian sekaligus meningkat prestasi dan produktiviti tenaga kerja hospital awam.

Contoh Surat Penghargaan
Sample of Appreciation Letters

Tuan,

KES 66834 : INGIN MENGETAHUI STATUS BERHUBUNG DENGAN KELAYAKAN KENAIKAN PANGKAT SECARA KUP

Dengan segala hormatnya izinkan saya merujuk kepada surat puan bertarikh 30 Ogos 2010 berkenaan perkara diatas.

2. Sukacita dimaklumkan bahawa saya telah menerima surat tawaran kenaikan pangkat bertarikh 30 Ogos 2010 yang ditanda tangani oleh Y Bhg. Datuk Bandar dari jawatan Penolong Pegawai Penilaian Gred W 27 kepada Gred W32 (Khas Untuk Penyandang) pada hari ini (23 September 2010).
3. Sehubungan dengan itu saya ingin merakamkan ucapan terima kasih setinggi - tingginya dan syabas atas hasil usaha dan bantuan yang dihulurkan oleh pihak tuan dalam menangani masalah yang saya alami selama ini.

Sekian terima kasih sekali lagi saya ucapkan .

Saya Yang Benar

Ucapan terima Kasih Diatas Aduan Kenaikan Harga Barang Di Pasar Alor Gajah

Puan,

Adalah merujuk kepada perkata diatas, saya ingin mengucapkan ribuan terima kasih diatas langkah pantas yang diambil daripada pihak puan di dalam menyelesaikan aduan saya.

Saya telah dimaklumkan oleh pihak KPDN HEP Cawangan Alor Gajah berkenaan tindakan yang telah diambil dan saya mengucapkan ribuan terima kasih kepada semua pihak yang memastikan aduan saya mendapat pertimbangan yang sewajarnya.

Saya juga berharap pemantauan yang berterusan dapat dilakukan di sepanjang masa untuk memastikan masalah yang sama tidak berulang dan saya bagi pihak diri saya ingin merakamkan ucapan terima kasih kepada semua pihak yang terlibat di dalam menyelesaikan aduan saya.

Contoh Surat Penghargaan
Sample of Appreciation Letters

BIRO PENGADUAN AWAM
Negeri Sabah
Jabatan Perdana Menteri
Suite 6-15, Tingkat 6, Menara MAA
No. 6, Lorong Api-Api 1
88800 Kota Kinabalu
SABAH
(u.p. En. Jim Martin Daya)

16 OGOS 2010

KES 64763 : SURAT POTONGAN BAYARAN BALIK PINJAMAN PERUMAHAN TIDAK DIPEROLEHI

Dengan hormatnya saya merujuk kepada aduan saya.

2. Untuk makluman tuan bahawa saya ada membuat aduan bertarikh 30 Julai 2010 beserta lampiran [REDACTED]

3. Sehubungan dengan itu saya telah mendapat surat / jawapan daripada Perbendaharaan Malaysia yang telah difaxkan secara bertulis pada 13 Ogos 2010. Saya mengucapkan jutaan terima kasih kerana membantu mempercepatkan menyelesaikan masalah saya. Bersama-sama ini saya lampirkan borang maklum balas yang telah lengkap diisi dan dikembalikan kepada BPA.

Sekian, terima kasih.

"BERKHIDMAT UNTUK NEGARA"

PENGARAH,
P. PENGARAH,
PEGAUWIS & WAKIL BPA, JAB. PERDANA MENTERI, MELAKA.

DI KESEMPATAN INI SAYA SEKELUARGA INGIN MENGUCAPKAN SELAMAT MENYAMBUT HARI RAYA AIDIL FITRI.

RIBUAN TERIMA KASIH KEPADA BPA DIATAS TINDAKAN PANTAS DIATAS ADUAN YG SAYA BUAT.

SAYA SINGKUH TERUTAMANYA DAN TIDAK MENYANGKA BAHWA ADUAN ORG SEPERTI SAYA AKAN DI LAYAN SECARA RASMI DAN TERHORMAT OLEH BPA NEGERI MELAKA.

TERIMA KASIH, TERIMA KASIH, TERIMA KASIH KEPADA KESEMUA WAKIL BIRO PENGADUAN AWAM, JAB. PERDANA MENTERI, NEGERI MELAKA.

Contoh Surat Penghargaan
Sample of Appreciation Letters

Ruj. Tuan : BPA/CWT/027/2010.01/H/55997 (5) Ruj. Kami : [REDACTED] Tarikh : 24hb Januari, 2010	By : ☐ Post ☐ Fax ☒ Hand ☐ Courier
---	--

BIRO PENGADUAN AWAM
Pejabat Negeri Terengganu / Kelantan
Jabatan Perdana Menteri
Tingkat 2, Wisma Maidam
Jalan Banggol
20100 Kuala Terengganu

Tuan,

PER: MENDAPATKAN LAPORAN PERUBATAN KE ATAS:
1) [REDACTED]
2) [REDACTED]
3) [REDACTED]

Dengan segala hormatnya perkara di atas, surat kami bertarikh 29/12/2009 dan surat tuan bertarikh 11/01/2010 adalah dirujuk.

Sukacita dimaklumkan, pihak kami telah menerima ke semua laporan perubatan yang telah kami pohonkan bagi penama-penama di atas dari Hospital Sultanah Nur Zahirah.

Pihak kami mengucapkan ribuan terima kasih di atas segala kerjasama yang telah diberikan oleh pihak tuan. Bersama-sama ini juga kami kembalikan Borang Maklum Balas yang telah dilengkapkan untuk penerimaan pihak tuan.

Sekian, terima kasih.

Am Farid
WU
11/2010

From: [REDACTED]
Sent: Monday, 19 July, 2010 10:29 AM
To: Abdul Hamid B. Sahid
Cc: Abdul Hamid Sahid; Kamaruddin Othman; Syarifah Zainiyah Syed Zuber; azid@pcb.gov.my; mazalan@pcb.gov.my; Ahmad Redza Ghulam Rasool, Ir.; shuhada@pcb.gov.my; Hilmi
Subject: Re: Aduan Bekalan Air Terputus Tanpa Notis Pemberitahuan

Salam dan Selamat Sejahtera,

Tuan, saya ingin mengucapkan jutaan terima kasih atas maklumbalas yang diberikan. Pada masa ini, kami tidak lagi menghadapi masalah keputusan bekalan air lagi. Saya amat berpuas hati dengan tindakan cepat, proaktif dan preventif yang pihak JKR Perlis lakukan. Mohon ribuan kemaafan andainya aduan saya sebelum ini telah mengganggu tugas-tugas pihak JKR.

Saya percaya JKR Perlis sentiasa menjalankan tugas dengan baik sekali.

Sekian, terima kasih

Inovasi Dalam BPA

Selaras dengan usaha Kerajaan menggalakkan inovasi dalam perkhidmatan awam, BPA turut mengambil pendekatan bagi pembentukan budaya inovasi secara berterusan berkaitan peranan utamanya serta meliputi tugas-tugas harian warganya. BPA menggalakkan inovasi dalam pelbagai aspek seperti kepimpinan organisasi, pengurusan pelanggan, budaya kerja, sumber manusia, pengurusan kewangan dan aset serta teknologi maklumat dan komunikasi (ICT). BPA menggunakan rangka *Business Excellence Model* (BEM) sebagai panduan untuk langkah-langkah inovasi yang dilaksanakan. Antara pembaharuan yang telah dilaksanakan adalah seperti berikut:

Polisi Dan Strategi

BPA telah melaksanakan beberapa pembaharuan dalam aspek polisi dan strategi demi melicinkan perjalanan pentadbirannya. Antaranya adalah pewujudan saluran aduan dalaman (myidea@pcb.gov.my), penubuhan beberapa jawatankuasa (Jawatankuasa Pemandu Inovasi, Jawatankuasa Keutuhan Tadbir Urus dan Jawatankuasa Pembangunan ICT), mewajibkan penulisan ulasan buku di kalangan pegawai, penerapan konsep ICT Hijau dalam pentadbiran, pelaksanaan Sistem Pengurusan Aset (SPA) serta pewujudan blog BPA.

Innovation in PCB

In line with Government efforts to promote innovation in public service, PCB has adopted the approach of creating a culture of continuous innovation related to its primary role covering the daily duties of PCB's staff. PCB encourages innovation in various aspects such as organisational leadership, customer management, work culture, human resources, finance and assets management as well as information and communication technology (ICT). PCB adopts the Business Excellence Model (BEM) framework as a guide to implement PCB's innovations. Among the innovations implemented by PCB are the following:

Policy and Strategy

PCB has implemented various innovations in terms of policy and strategy in an effort to strengthen its administration. Among them are the creation of an in-house complaints channel (myidea@pcb.gov.my), the establishing of various committees (The Steering Committee for Innovation, The Committee for Integrity Governance; and the Committee for ICT Development), making it compulsory for officers to do book reviews, the inculcation of the Green ICT Concept, the implementation of an Asset Management System as well as the creation of PCB's Blog.

Kerjasama dan Sumber

Jaringan kerjasama dan sokongan agensi-agensi awam amat penting dalam memastikan pengurusan aduan yang BPA kendalikan dapat berjalan dengan lancar dan berkesan. Antara bentuk kerjasama yang diwujudkan adalah perjumpaan Ketua Pengarah BPA dengan Timbalan Ketua Setiausaha Kementerian, kerjasama dengan Jabatan Penerangan dalam aspek pemantauan aduan di akhbar, kerjasama dengan BERNAMA dalam penyediaan maklum balas agensi, hebahan Program Proaktif melalui media elektronik serta penglibatan BPA dalam Jawatankuasa Pemandu Malaysia Trustmark Sektor Awam (MTSA) dan Jawatankuasa Pelaksana MTSA.

Proses Kerja

Proses kerja merupakan asas kepada perjalanan sesebuah agensi awam dan ia perlu ditambahbaik secara berterusan bagi memastikan perkhidmatan diberi kepada pelanggan adalah yang terbaik. BPA turut melaksanakan pembaharuan proses kerja dan antaranya adalah pemantapan Unit Komunikasi Korporat, pelaksanaan Audit Pengurusan Aduan, pemantauan aduan yang disiarkan di media, penyediaan khidmat semakan status aduan melalui SMS, penambahan ciri myCOID sebagai identiti pengadu (syarikat atau perniagaan), penglibatan pegawai Ibu Pejabat dalam program proaktif, pelaksanaan sistem e-Rating, klasifikasi aduan mengikut bidang NKRA, penggunaan sistem HRMIS bagi pengisian Sasaran Kerja Tahunan dan Laporan Penilaian Prestasi serta pengumpulan keratan akhbar yang menyiarkan penghargaan terhadap agensi awam.

Partnerships and Resources

Networking and the support of public agencies are very essential in ensuring that the management of complaints that PCB carries out is streamlined and effective. Among the forms of networking/cooperation that has been established are the meetings between the Director-General of PCB and the Deputy Secretaries-General of the Ministries, cooperation with the Information Department in aspects of monitoring of complaints in the media, cooperation with BERNAMA in providing feedback from the agencies, the promotion of the Proactive programmes through the electronic media as well as the involvement of PCB in the Steering Committee for Public Sector Malaysia Trustmark (PSMT) and the PSMT Implementation Committee.

Work Process

Work process is the cornerstone to the successful running of a public agency and it needs to be continually improved to ensure that the service provided to customers is the best. PCB is no exception and has implemented many improved work processes, among them being the establishment of the Corporate Communications Unit, conducting Complaints Management Audits, monitoring complaints published in the media, checking complaints status through SMS, adding MyCOID features as a form of complainants' identification (company or business), involvement of officers from the Headquarters in the proactive programmes; implementation of the e-Rating system, complaints classification according to the NKRA, using HRMIS for annual work targets and annual performance appraisal report as well as the compilation of newspaper cuttings that publish letters of appreciation for the public agencies.



Hari Inovasi BPA

Pelancaran Hari Inovasi BPA telah diadakan bersekali dengan program Perhimpunan Bulanan BPA pada 22 Disember 2010. Tema sambutan pada kali ini ialah “Pembudayaan Inovasi Asas Transformasi” yang antara lain bermatlamat supaya semua warga BPA dapat membudayakan inovasi dan kreativiti dalam amalan kerja seharian bagi menyampaikan perkhidmatan kepada para pelanggan. Pelbagai aktiviti dan program pengisian sambutan Hari Inovasi BPA Tahun 2010 telah diadakan melibatkan warga BPA di Ibu Pejabat dan pejabat-pejabat BPA negeri seperti Pertandingan Poster Kempen Inovasi BPA, tayangan klip video “*The New Business of Paradigms in 21st Century*” oleh Joel Barker, ucapan mengenai “Pembudayaan Inovasi Asas Transformasi” oleh Perbadanan Produktiviti Malaysia (MPC), sesi perkongsian ilmu berkaitan inovasi dan juga pameran produk dan perkhidmatan berasaskan inovasi dan kreativiti oleh agensi awam dan swasta.

PCB's Innovation Day

The PCB Innovation Day was launched during its monthly gathering programme held on 22 December 2010. The theme, “Innovation Culture – The Foundation for Transformation” aims for all PCB personnel to embrace the innovation and creativity culture in their daily work practices when serving their customers. Various activities and programmes were carried out during PCB Innovation Day in 2010 involving members from PCB Headquarters and the state offices, such as PCB Innovation Poster Campaign Competition, a video presentation entitled “The New Business of Paradigms in 21st Century” by Joel Barker, a speech on “Innovation Culture – The Foundation for Transformation” by the Malaysia Productivity Corporation (MPC) and knowledge sharing sessions related to innovation.

Pemantauan Media

Rakyat menggunakan pelbagai kaedah dan saluran untuk menyampaikan rasa tidak puas hati mereka. Salah satu kaedah yang kerap digunakan ialah melalui saluran media cetak seperti ruangan Surat Kepada Pengarang (SKP). Ada kalanya apa yang disalurkan itu tidak semestinya tepat, namun penyebaran dan pengaruhnya cukup luas dan menarik perhatian banyak pihak.

Oleh itu, maklum balas SKP adalah penting dilakukan dalam tempoh yang paling singkat dan memastikan ia dapat memberi maklumat yang tepat kepada masyarakat tentang persoalan atau isu yang dibangkitkan. Justeru, BPA membuat ketetapan agar ulasan atau jawapan kepada SKP dilakukan dalam tempoh 24 jam selaras dengan saranan YBhg. Tan Sri Ketua Setiausaha Negara (KSN).

Secara keseluruhannya, bilangan berita dan SKP sepanjang tahun 2010 yang telah dipantau berjumlah 38,842 di mana 34,054 adalah berita dan 4,788 adalah SKP.

Media Monitoring

The public uses various methods and channels to express their dissatisfaction. One of the most frequently used channels is the print media, such as Letters to Editor (LTE). Although there are times when what is written is not accurate, the fact that it reaches a wide audience has an impact, influence and attract the attention of many parties.

Therefore, it is important that the response to LTE be done in the shortest period to provide accurate information to the public about matters or issues raised. Therefore, PCB have made it mandatory that all responses to LTE should be made within 24 hours as in accordance with the directive from the Chief Secretary to the Government.

Overall, the number of news and LTEs monitored in 2010 total 38,842 whereby 34,054 were news and 4,788 as LTE.



PEMANTAUAN MEDIA MEDIA MONITORING

Kerjasama dengan BERNAMA

Pemerhatian BPA mendapati ada maklum balas yang agensi panjangkan kepada pihak media tidak diberi perhatian sewajarnya. Bagi mengatasi masalah ini, alternatif yang telah dikenal pasti ialah setiap agensi kerajaan hendaklah menyiarkan maklum balas SKP dengan memuat naik di laman web kementerian masing-masing. Di samping itu, BPA juga turut memuat naikkannya di laman webnya. Bermula pada 1 September 2010, BPA telah menyediakan satu saluran tambahan bagi pihak kementerian memuat naik maklum balas SKP iaitu melalui ruangan BERNAMA Online. Dalam tempoh 1 September 2010 hingga 31 Disember 2010 terdapat 837 SKP telah dimuat naik ke dalam ruangan maklum balas SKP di BERNAMA Online.

Collaboration with BERNAMA

PCB also observes that sometimes responses forwarded by agencies to the media were not given its due attention. To overcome the problem, every government agency is to publish their feedback to the LTE by uploading it on the respective ministries' website. In addition, PCB will also upload the feedback on PCB's website. Effective 1 September 2010, PCB provided an additional channel, the BERNAMA Online, for the ministry to upload their responses. For the period 1 September 2010 to 31 December 2010, a total of 837 LTEs were uploaded on BERNAMA Online website.



Kerjasama dengan MIMOS

BPA mendapati kecenderungan orang ramai mengguna media-media elektronik untuk menyatakan pandangan, kritikan dan harapan mereka terhadap agensi awam semakin meningkat. Oleh yang demikian, BPA telah mengadakan kerjasama dengan MIMOS untuk melicinkan pemantauan berita yang disiarkan di media-media elektronik melalui Sistem Saringan Berita Online. Sistem ini membolehkan semua pegawai yang menguruskan aduan di kementerian mendapatkan maklumat melalui media online (akhbar online, blog, laman web dan sebagainya) bagi membantu agensi-agensi kerajaan dalam memantau dan memberi maklum balas kepada berita-berita atau aduan-aduan yang berkaitan dengan segera. Sistem berkenaan telah diguna pakai oleh semua kementerian mulai 15 November 2010. Kerjasama ini adalah selaras dengan saranan YAB Perdana Menteri supaya tumpuan perlu diberikan kepada media alternatif.

Collaboration with MIMOS

There has been an increase in the tendency for the public to express their views, criticisms and expectation using the electronic media. In view of this, PCB has collaborated with MIMOS to monitor news published in the electronic media through the Online News Scanning System. This system allows all officers that manage complaints to obtain information via the online media (online newspapers, blogs, web pages and etc.) to assist their respective government agencies in monitoring and responding to the related news or complaints immediately. The system has been adopted by all ministries from 15 November 2010. This collaboration is in line with the advise by the Prime Minister that alternative media be given due attention.



Biro Pengaduan Awam

Jabatan Perdana Menteri

Perihal Aduan

Aktiviti

Aktiviti Peribadi

Pemantauan Akhbar

Pengurusan

KAWALAN

Akhbar Online

Tarikh : 01/10/2010 Sehingga 31/12/2010

Bil

Tarikh

Tajuk Berita/SKP

1

23/12/2010

PLUS extends offer deadline

2

23/12/2010

Yields of REITs expected to fall next year

3

23/12/2010

PLUS shareholders extend offer deadline

4

23/12/2010

Stronger ringgit to tame inflation pressures

5

23/12/2010

Home ministry aims to resolve 15,510 applications for citizenship by 2012

Senarai

Senarai (Pemantauan)

Saringan Berita Online

Laporan

Jenis:

Tajuk Berita/SKP

Saluran Online

MALAYSIANINSIDER

MYSINCHEW

MALAYSIANINSIDER

MALAYSIANINSIDER

MYSINCHEW

PENYELESAIAN



Majlis Menandatangani Memorandum Persefahaman (MoU) Bagi Projek Sistem Saringan Berita Online Dengan MIMOS Berhad pada 5 Ogos 2010

Satu Majlis Menandatangani Memorandum Persefahaman (MoU) telah diadakan pada 5 Ogos 2010 antara BPA dan MIMOS Berhad bertempat di Bilik Mesyuarat Utama, Kementerian Sains, Teknologi dan Inovasi (MOSTI). BPA diwakili oleh YBhg. Dato' Dr. Tam Weng Wah, Ketua Pengarah BPA, manakala pihak MIMOS Berhad pula diwakili oleh Ketua Pegawai Operasi MIMOS Berhad, Encik Abdul Aziz Abd. Kadir.

Majlis ini telah diadakan sebagai merasmikan usaha sama antara BPA dengan MIMOS Berhad untuk membangunkan sistem yang bertujuan memudahkan Kementerian dan agensi kerajaan menguruskan aduan dengan mendapatkan maklumat mengenai Kementerian dan agensi masing-masing daripada media online seperti akhbar online, blog dan laman web.

The Signing Ceremony of the Memorandum of Understanding (MoU) for the Online News Scanning System Project with MIMOS Berhad on 5 August 2010

The signing ceremony of Memorandum of Understanding (MoU) was held on 5 August 2010 between PCB and MIMOS Berhad at Main Meeting Room, Ministry of Science, Technology and Innovation (MOSTI). PCB was represented by the Director-General, Dato' Dr. Tam Weng Wah, while MIMOS Berhad was represented by the Chief Operating Officer, Encik Abdul Aziz Abd. Kadir.

This ceremony was to formalise the co-operation between PCB and MIMOS in developing a system to facilitate ministries and government agencies to obtain complaints about their respective agencies from online media such as online papers, blogs and websites.

Perjumpaan Ketua Pengarah BPA dengan Timbalan-Timbalan Ketua Setiausaha Kementerian

Perjumpaan Ketua Pengarah BPA dengan Timbalan-Timbalan Ketua Setiausaha Kementerian (TKSU) diadakan sekali setahun bagi membentangkan prestasi pengurusan aduan tahun sebelumnya. Selain itu, perjumpaan yang dilangsungkan pada 29 Januari 2010 adalah sebagai wadah perkongsian maklumat memandangkan TKSU merupakan pegawai pemantau aduan di kementerian. Ia juga bermatlamat untuk mengukuhkan jalinan kerjasama di antara BPA dengan kementerian demi memantapkan pengurusan aduan.



Meeting of Director-General of PCB and the Deputy Secretaries-General of Ministries

The meeting between PCB's Director-General and Deputy Secretaries-General of Ministries is held once a year to look into the performance of complaints management in the previous year. The meeting held on 29 January 2010 was also a platform for information-sharing as the Deputy Secretaries-General are the complaints monitoring officer in each ministry. Apart from this, the meeting also aims to enhance co-operation between PCB and the ministries in order to strengthen complaints management.

Perjumpaan Dengan Ketua Komunikasi Korporat dan Pegawai Perhubungan Awam

Pengurusan aduan yang BPA kendalikan tidak mudah dilaksanakan tanpa kerjasama dan sokongan agensi-agensi awam. Oleh itu, BPA mengatitkan perjumpaan dan sesi dialog secara berkala dengan Ketua Komunikasi Korporat (KKK) dan Pegawai Perhubungan Awam (PPA) kementerian, jabatan serta agensi persekutuan. Perjumpaan ini telah diadakan pada 2 Mac 2010, 9 Julai 2010 dan 23 Disember 2010. Penganjuran perjumpaan ini adalah bertujuan:

- Memberi peluang untuk perbincangan secara terbuka terhadap permasalahan yang dihadapi oleh pegawai yang menguruskan aduan di peringkat agensi mahupun BPA; dan
- Berkongsi maklumat dan pengalaman untuk penambahbaikan pengurusan aduan.



Meeting with Heads of Corporate Communications and Public Relations Officers

The management of complaints by PCB cannot be effectively implemented without the cooperation and support of public agencies. Thus, PCB arranged for regular meetings and dialogues with the Heads of Corporate Communications and the Public Relations Officers from the ministries, departments and federal agencies. These meetings were held on 2 March 2010, 9 July 2010 and 23 December 2010 with the aim of:

- *Providing opportunities for open discussion on the problems faced by officers who manage the complaints in the agencies or PCB, and*
- *Sharing information and experiences to improve the management of complaints.*

Pewujudan Panggilan Berpusat (Call Centre) untuk Dewan Bandaraya Kuala Lumpur

Dalam usaha memperkasa pengurusan aduan di peringkat pihak berkuasa tempatan (PBT), BPA telah bergabung tenaga dengan INTAN, Dewan Bandaraya Kuala Lumpur (DBKL) dan The Sun untuk mengenal pasti isu, *trend* dan punca aduan serta langkah-langkah yang patut dilaksanakan di peringkat PBT bagi mengurangkan aduan serta mengambil tindakan yang lebih responsif. DBKL dipilih sebagai agensi perintis dan seterusnya menjadi model kepada PBT-PBT lain dalam menangani aduan masing-masing.

Sungguhpun kerjasama ini telah dimulakan pada bulan Julai 2009 namun kemuncaknya adalah kejayaan mengguna pakai Sistem Pemantauan Aduan Agensi Awam Bersepadu (i-SPAAA) dan penubuhan Pusat Panggilan Setempat DBKL (Call Centre) menggunakan Talian Bebas Tol 1-800-88-3255. Ia telah dilancar secara rasmi pada 4 Januari 2010 oleh Ketua Setiausaha Negara.

Hasilnya, ia telah memperlihatkan beberapa kesan yang positif, terutama daripada aspek fleksibiliti masa, di mana aduan tidak lagi terhad kepada waktu rasmi pejabat. Sungguhpun bilangan dan pola aduan tidak berubah, tetapi masa pengurusan dan penyelesaian aduan adalah lebih pantas. Dianggarkan 45% aduan disalurkan melalui *call centre*. Ia bermakna pengadu mempunyai banyak pilihan saluran aduan. Di samping itu pula, pengurusan aduan menjadi lebih mantap kerana penempatan agen-agen dari bahagian-bahagian sebagai barisan hadapan. Oleh itu, ia memberi kepuasan lebih-lebih lagi kepada para pengadu.

Antara lain impak pewujudan *call centre* ini telah dapat meningkatkan prestasi penyelesaian aduan dalam tempoh 14 hari atau kurang untuk aduan-aduan yang kurang kompleks oleh pihak DBKL.

Establishment of a Call Centre for Kuala Lumpur City Hall

In an effort to strengthen the management of complaints by the local authorities, PCB has joined forces with INTAN, Kuala Lumpur City Hall (DBKL) and The Sun to identify issues, trends and causes of complaints and the steps that should be implemented by local authorities to reduce complaints and to be more responsive. City Hall was chosen as the pilot agency and subsequently became a model for other local authorities in addressing their complaints.

Although this collaboration was initiated in July 2009, the highlight was the successful adoption of the Integrated Public Agency Complaints Monitoring System (i-SPAAA) and the establishment of the Kuala Lumpur City Hall Call Centre (1-800-88-3255 Toll-free number). It was officially launched by the Chief Secretary to the Government on 4 January 2010.

This initiative has shown positive effects particularly in terms of flexibility in that complaints are no longer limited to office hours. Although the number and pattern of complaints has not changed, but the management and resolution of complaints has become much faster. An estimated 45% of complaints were channelled through the call centre. This means that there is now more choices of complaint channels.

In addition, the complaints management became more efficient with the front liners being manned by agents from the various Divisions. The complainant is, therefore, more satisfied with the service provided.

RANGKAIAN KERJASAMA STRATEGIK STRATEGIC NETWORKING

Program Asian Ombudsman Association

Asian Ombudsman Association (AOA) adalah sebuah badan bebas bukan kerajaan yang merupakan forum profesional untuk Ombudsman negara-negara di Asia. AOA berperanan untuk mempromosikan prinsip-prinsip dan amalan-amalan Ombudsman di kalangan negara-negara ahli melalui pelbagai pendekatan dan program yang diaturkan.

BPA adalah merupakan ahli kepada AOA dalam kapasitinya sebagai agensi yang mengendalikan aduan terhadap agensi kerajaan dan juga merupakan salah satu ahli paling aktif dalam AOA. BPA juga merupakan salah satu ahli pengasas (*founding member*) semasa penubuhan AOA pada tahun 1996.

Bagi tahun 2010, BPA telah menyertai beberapa aktiviti AOA di bawah projek *Strengthening the Asian Ombudsman Association and Its Members* yang dibiayai oleh *Asian Development Bank (ADB)* seperti berikut:

- Lawatan ke *Administrative Evaluation Bureau (AEB)*, sebuah agensi *Ministry of Internal Affairs and Communications, Japan* pada 24 hingga 30 Januari 2010;
- Kursus *Advanced Investigative Training for Administrative Watchdogs* di Bangkok, Thailand yang diadakan pada 8 hingga 11 Februari 2010; dan
- Persidangan Serantau (*Regional Conference*) AOA di Manila, Filipina pada 24 dan 25 Ogos 2010. Ketua Pengarah BPA juga merupakan salah seorang ahli panel dalam sesi perbincangan yang bertajuk “Accountability of Ombudsman” dalam persidangan tersebut.

Asian Ombudsman Association Programme

The Asian Ombudsman Association (AOA) is an independent non-governmental body that represents a professional forum for the Ombudsman in Asian countries. AOA is responsible for promoting Ombudsman principles and practices among member countries through various programmes.

PCB is a member of the AOA, due to its capacity as an agency that handles complaints against the government agencies and is one of the most active members in AOA. PCB is also one of the founding members of AOA during its formation in 1996.

For 2010, PCB was involved in various AOA activities under “Strengthening the Asian Ombudsman Association and Its Members” project sponsored by the Asian Development Bank (ADB), such as:

- *Visits to the Administrative Evaluation Bureau (AEB), an agency under the Japanese Ministry of Internal Affairs and Communications from 24 to 30 January 2010;*
- *Advanced Investigative Training for Administrative Watchdogs Courses in Bangkok, Thailand which was held from 8 to 11 February 2010; and*
- *AOA’s Regional Conference in Manila on 24 and 25 August 2010. The Director-General of PCB was one of the panel members in the discussion session on “Accountability of Ombudsman” at the conference.*

Di samping itu, Ketua Pengarah BPA yang merupakan salah seorang daripada ahli Lembaga Pengarah AOA telah menghadiri Mesyuarat Lembaga Pengarah Ke-12 pada 27 Ogos 2010 di Manila, Filipina.

In addition, the Director-General of PCB, being one of the AOA Board of Directors also attended the 12th AOA Board of Director's Meeting on 27 August 2010 in Manila, Philippines.



PEMANTAUAN ADUAN YANG DITERIMA KEMENTERIAN MONITORING OF COMPLAINTS RECEIVED BY MINISTRIES



Pemantauan Aduan Yang Diterima Kementerian

Mesyuarat Panel Pemantauan Penyampaian Perkhidmatan (3P) pada 5 Mei 2009 bersetuju supaya kementerian melaporkan prestasi pengurusan aduan masing-masing secara bulanan. Pihak BPA dipertanggungjawab melaporkannya ke Mesyuarat Panel 3P pada setiap bulan.

Setakat 24 Disember 2010, sebanyak 109,440 aduan telah diterima oleh kementerian dan sebanyak 96,497 (88.2%) telah berjaya diselesaikan. Kementerian yang menerima aduan tertinggi adalah Kementerian Wilayah Persekutuan dan Kesejahteraan Bandar sebanyak 24,199 aduan dengan 15,635 (64.6%) telah berjaya diselesaikan dan diikuti dengan Kementerian Sumber Asli dan Alam Sekitar sebanyak 16,969 aduan dengan 16,831 (99.2%) aduan diselesaikan. Bagi penyelesaian aduan, sebanyak 18 (72%) dari 25 kementerian telah mencapai penyelesaian melebihi 90%. Ia adalah tanda komitmen yang tinggi dari kementerian terhadap aduan yang diterima.

Monitoring of Complaints Received by Ministries

The Service Delivery Monitoring Panel (3P) Meeting on 5 May 2009 agreed to report on the performance of complaints management at the ministerial level on a monthly basis. PCB is entrusted with the responsibility of reporting this at the 3P monthly meetings.

As of 24 December 2010, a total of 109,440 complaints were received by the ministries with 96,497 (88.2%) being successfully resolved. The Ministry that received the highest number of complaints was the Ministry of Federal Territories and Urban Wellbeing, which had 24,199 complaints with 15,635 (64.6%) complaints being successfully resolved. This was followed by the Ministry of Natural Resources and Environment with 16,969 complaints and 16,831 (99.2%) complaints being successfully resolved. In terms of complaints resolution, 18 (72%) of the 25 ministries have attained a resolution rate of more than 90% which is a clear sign of a strong commitment by the Ministry to resolve public complaints.

PEMANTAUAN ADUAN YANG DITERIMA KEMENTERIAN MONITORING OF COMPLAINTS RECEIVED BY MINISTRIES

Pemerhatian mendapati terdapat peningkatan dari segi jumlah penyelesaian aduan sebanyak 1.4%. Peningkatan ini menunjukkan kesungguhan agensi dalam menangani aduan serta tanda peningkatan dalam penyampaian perkhidmatan kerajaan. Peningkatan bilangan aduan saban tahun, tidak bermakna agensi-agensi awam gagal melaksanakan tanggungjawabnya secara berkesan. Sebaliknya, peningkatan tersebut disebabkan oleh beberapa faktor. Antara yang utama ialah dasar semasa Kerajaan yang lebih terbuka serta bersedia untuk mendengar suara rakyat dan menyelami denyut nadi kehidupan sebenar mereka.

Pada masa yang sama, agensi-agensi awam pula mempelbagaikan saluran aduan demi memudahkan rakyat berkomunikasi dan menyampaikan masalah mereka secara langsung dan terbuka tanpa mengecualikan masa dan tempat dengan menggembleng sepenuhnya kemudahan teknologi maklumat. Ia terbukti daripada tindak-tanduk dan kesungguhan agensi-agensi awam menyelesaikan aduan yang semakin meningkat walaupun bilangan aduan terus bertambah. Perbandingan penerimaan dan penyelesaian aduan kementerian dalam tahun 2009 dan 2010 adalah seperti jadual berikut:

The number of complaints resolved have increased 1.4%. This shows the seriousness of the agency in dealing with complaints and signs of improvement in public service delivery. The increase in the number of complaints every year, does not mean that public agencies fail to discharge their responsibilities effectively. In contrast, the increase is attributable to several factors. Among the reason are the current Government is more open and willing to listen to the people.

At the same time, public agencies are diversifying complaint channels in order to facilitate the people to communicate and present their problems directly and openly by utilising information technology facilities. This can be seen through the actions and commitment of public agencies to resolve the matter despite the increasing number of complaints. Comparison of complaints received and resolved for 2009 and 2010 are as follows:

Perbandingan Penerimaan dan Penyelesaian Aduan Bagi Tahun 2009 dan 2010 **Secara Terus Oleh Kementerian** *Comparison of Complaints Received and Resolved Directly by Ministries in 2009 and 2010*

Tahun Year	Terima Received	Dalam Tindakan Under Investigation (%)	Selesai Resolved (%)
2009	94,127	12,444 (13.2%)	81,683 (86.8%)
2010	109,440	12,943 (11.8%)	96,497 (88.2%)

PEMANTAUAN ADUAN YANG DITERIMA KEMENTERIAN
MONITORING OF COMPLAINTS RECEIVED BY MINISTRIES

Aduan Yang Diterima Oleh Kementerian Secara Terus Dalam Tahun 2010
Complaints Received Directly by Ministries in 2010

Bil. No.	Kementerian <i>Ministry</i>	Jumlah Aduan <i>Total Complaints</i>		
		Terima <i>Received</i>	Dalam Tindakan <i>Under Investigation</i> (%)	Selesai <i>Resolved</i> (%)
1.	Wilayah Persekutuan dan Kesejahteraan Bandar <i>Federal Territories and Urban Wellbeing</i>	24,199	8,564	15,635 (64.6%)
2.	Sumber Asli dan Alam Sekitar <i>Natural Resources and Environment</i>	16,969	138	16,831 (99.2%)
3.	Jabatan Perdana Menteri <i>Prime Minister's Department</i>	16,883	127	16,756 (99.2%)
4.	Perdagangan Dalam Negeri, Koperasi dan Kepenggunaan <i>Domestic Trade, Cooperative and Consumerism</i>	11,369	1,592	9,777 (86.0%)
5.	Pelajaran <i>Education</i>	8,371	1,125	7,246 (86.6%)
6.	Sumber Manusia <i>Human Resources</i>	6,477	473	6,004 (92.7%)
7.	Dalam Negeri <i>Home Affairs</i>	5,917	111	5,806 (98.1%)
8.	Perumahan dan Kerajaan Tempatan <i>Housing and Local Government</i>	5,689	206	5,483 (96.4%)
9.	Kerja Raya <i>Public Works</i>	4,471	8	4,463 (99.8%)
10.	Belia dan Sukan <i>Youth and Sports</i>	1,436	0	1,436 (100%)
11.	Penerangan, Komunikasi dan Kebudayaan <i>Information, Communications and Culture</i>	1,336	70	1,266 (94.8%)
12.	Kesihatan <i>Health</i>	1,060	233	827 (78.0%)
13.	Kewangan <i>Finance</i>	1,084	76	1,008 (93.0%)
14.	Tenaga, Teknologi Hijau dan Air <i>Energy, Green Technology and Water</i>	651	16	635 (97.5%)
15.	Pelancongan <i>Tourism</i>	601	94	507 (84.4%)

PEMANTAUAN ADUAN YANG DITERIMA KEMENTERIAN
MONITORING OF COMPLAINTS RECEIVED BY MINISTRIES

Aduan Yang Diterima Oleh Kementerian Secara Terus Dalam Tahun 2010
Complaints Received Directly by Ministries in 2010

Bil. No.	Kementerian <i>Ministry</i>	Jumlah Aduan <i>Total Complaints</i>		
		Terima <i>Received</i>	Dalam Tindakan <i>Under Investigation</i> (%)	Selesai <i>Resolved</i> (%)
16.	Pengajian Tinggi <i>Higher Education</i>	517	2	515 (99.6%)
17.	Pertahanan <i>Defence</i>	483	9	474 (98.1%)
18.	Kemajuan Luar Bandar dan Wilayah <i>Rural and Regional Development</i>	466	25	441 (94.6%)
19.	Pertanian dan Industri Asas Tani <i>Agriculture and Agro-Based Industry</i>	437	8	429 (98.2%)
20.	Pengangkutan <i>Transport</i>	362	37	325 (89.8%)
21.	Pembangunan Wanita, Keluarga dan Masyarakat <i>Women, Family and Community Development</i>	335	5	330 (98.5%)
22.	Luar Negeri <i>Foreign Affairs</i>	191	24	167 (87.4%)
23.	Perdagangan Antarabangsa dan Industri <i>International Trade and Industry</i>	101	0	101 (100)
24.	Sains, Teknologi dan Inovasi <i>Science, Technology and Innovation</i>	24	0	24
25.	Perusahaan Perladangan dan Komoditi <i>Plantation Industries and Commodities</i>	11	0	11
Jumlah <i>Total</i>		109,440	12,943	96,497

SISTEM E-RATING BPA
PCB'S e-RATING SYSTEM

Sistem e-Rating BPA

Sistem e-Rating yang diguna pakai oleh BPA merupakan satu sistem yang menggantikan sistem “Smiley Box” yang dibuat secara manual di kaunter-kaunter perkhidmatan. Ia bertujuan untuk mendapatkan maklum balas segera pelanggan secara “real-time”.

Sistem e-Rating ini merangkumi tatacara perkhidmatan yang disediakan oleh BPA secara keseluruhan. Ia mula digunakan secara berperingkat mulai bulan Ogos 2010 di Ibu Pejabat BPA, Putrajaya dan sebahagian BPA negeri, iaitu BPA Sabah, Sarawak, Terengganu dan Johor. Semua maklum balas yang diterima akan diselaraskan oleh Unit Komunikasi Korporat di Ibu Pejabat untuk penyediaan laporan. Laporan yang diperolehi dibentangkan dalam Mesyuarat Pengurusan Bulanan dan dipaparkan di laman web BPA, bahagian Maklum Balas Segera Pelanggan pada minggu pertama setiap bulan. Berikut adalah laporan ringkas mengenai analisis perkhidmatan BPA berdasarkan maklum balas pelanggan secara bulanan bagi tahun 2010.

PCB's e-Rating System

The e-Rating System used by PCB replaces the manual “Smiley Box” system used at the service counters. The purpose of the system is to obtain instant customer feedback in real time.

The e-Rating System comprises a set of general service procedure offered by PCB. It was introduced in stages starting August 2010 at PCB Headquarters and state offices of Sabah, Sarawak, Terengganu and Johor. All feedback received is compiled in a report by the Corporate Communications Unit. The report is tabled in the Monthly Management Meetings and uploaded in the “Instant Customer Feedback” section on PCB’s website during the first week of every month. The following table shows the monthly Customer Service Analysis for 2010.

Bilangan dan Peratusan Responden Mengikut Kategori Kepuasan Bagi Tahun 2010
Number and Percentage of Respondents by Satisfaction Categories in 2010

Rating Rating	Ogos August	September September	Oktober October	November November	Disember December
Cemerlang Excellent 	34 (22.67%)	39 (82.97%)	19 (59.38%)	18 (69.23%)	34 (77.27%)
Baik Good 	19 (12.67%)	4 (8.51%)	9 (28.13%)	7 (26.92%)	6 (13.64%)
Tidak Memuaskan Unsatisfactory 	97 (64.67%)	4 (8.51%)	4 (12.5%)	1 (3.85%)	4 (9.09%)
Jumlah Total	150	47	32	26	44



BPA Bersama Media

Peranan media sangat penting dalam mempromosikan dan menghebahkan peranan dan fungsi BPA kepada orang ramai. Sepanjang tahun 2010, Ketua Pengarah BPA telah ditemuramah oleh saluran China Press dan mStar Online. Selain itu, artikel berkaitan BPA telah disiarkan sebanyak 2 kali di akhbar The Star, manakala, di akhbar China Press, The Sun dan Sin Chew Daily masing-masing sebanyak sekali.

Bil. No.	Wawancara oleh <i>Interviewed by</i>	Tarikh <i>Date</i>
1.	mStar Online	27 Januari 2010 27 January 2010
2.	China Press	7 September 2010

PCB With The Media

The media plays an important role in promoting PCB's roles and functions to the public. In 2010, the Director-General of PCB was interviewed by China Press and mStar Online. Besides this, articles related to PCB have been published twice in The Star, and once in China Press, The Sun and Sin Chew Daily.



Inovasi membezakan antara pemimpin dan pengikut.

Innovation distinguishes between a leader and a follower.

- Steve Jobs

BPA dalam Liputan Akhbar

Coverage of PCB in Newspapers



公共领域难以马来人居多 非巫裔仍佔一席之地

黄安例：以网络方式合作

【本報吉隆坡讯】黄安例日前在吉隆坡接受本报专访时指出，非巫裔在公共领域仍佔有一席之地，但马来人居住比例偏低。黄安例指出，非巫裔在公共领域仍佔有一席之地，但马来人居住比例偏低。黄安例指出，非巫裔在公共领域仍佔有一席之地，但马来人居住比例偏低。

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BPA terima banyak aduan menerusi laman web

KOTA BHARU: Orang ramai kini lebih cenderung menggunakan laman web ketika membuat aduan kepada Biro Pengaduan Awam (BPA) Jabatan Perdana Menteri, berbanding tujuh saluran lain yang disediakan.

Timbalan Ketua Pengarah (Aduan) BPA, Md Zin Musa, berkata aduan menerusi web mencatat peratusan tertinggi iaitu 45.9 peratus, berbanding menerusi surat, program proaktif (13.5 peratus), bersempa atau hadir ke pejabat (10.2 peratus); Program Menangani Aduan Sebelum Jadi Aduan (MASJIA) (8.7 peratus); telefon (5.5 peratus), lain-lain (2.6 peratus) dan SMS 15888 (0.1 peratus).

"BPA sentiasa mengiktiraf pelbagai pendekatan dengan menyediakan lebih banyak saluran bagi membantu usaha ke arah menyelesaikan masalah dihadapi rakyat."

"Aduan bukan mudah diatasi, namun aspek pengurusan yang berkesan akan membolehkan perkara menjadi satu faktor kepada punca penyampaian perkhidmatan awam berkualiti," katanya selepas Program Mesra Rakyat anjuran BPA dengan kerjasama Pejabat Setiausaha Kerajaan Negeri Kelantan dan Jabatan Pembangunan Persekutuan (JPP) Kelantan di sini, semalam.

Pada majlis itu, seramai 12 panel membabitkan Jabatan Kerja Raja (JKR), Majlis Perbandaran Kota Bharu-Bandar Raya Islam, Pejabat Tanah dan Jajahan Kota Bharu, Jabatan Pendaftaran Negara Negeri



Md Zin Musa

Kelantan, Jabatan Kebajikan Masyarakat (JKM) Kelantan, Jabatan Pelajaran Kelantan dan Jabatan Pertanian Kelantan mengambil bahagian.

Turut sama, Jabatan Kesihatan Kelantan, Jabatan Pengangkutan Jalan (JPJ) Kelantan, Pejabat Perdagangan

Dalam Negeri, Koperasi dan Kepenggunaan Kelantan, Air Kelantan Sdn Bhd dan Tenaga Nasional Berhad Kelantan.

Md Zin berkata, bagi menambah baik program dan perkhidmatan, agensi berkenaan perlu mengenal pasti harapan pelanggan bagi membantu menyelesaikan masalah mereka.

Katanya, keupayaan menangani aduan akan dapat mengurangkan masalah tidak puas hati anggota masyarakat mengenai perkhidmatan yang disampaikan.

"Jadi, aduan orang ramai perlu diberi perhatian kerana ia sebagai peringatan dan petunjuk awal kepada agensi dalam usaha menambahbaik perkhidmatan masing-masing," katanya.

Koh: Report rude cops to PCB

KUALA TERENGGANU: The public should report rude and hostile police officers to the Public Complaints Bureau (PCB) so that action could be taken to improve the force, said Minister in the Prime Minister's Department Tan Sri Dr Koh Tsu Koon.

"The PCB is ready to act on complaints about junior police officers who are not courteous. Those encountering hostile treatment should lodge reports," he said after opening the Terengganu Gerakan delegates meeting here yesterday.

"We need details so that recommendations could be made to the Home Ministry and the top brass to improve the interpersonal skills of these officers."

"Probably only one or two officers are rude. We cannot conclude that all of them (police officers) are like that."

BPA selesai 456 aduan bulan lalu

PUTRAJAYA: Biro Pengaduan Awam (BPA) Jabatan Perdana Menteri menyelesaikan 456 aduan daripada 1,152 aduan membatalkan pelbagai agensi dan kerajaan negeri yang dikemukakan orang ramai sepanjang tahun 1 hinc

WHEN modern Italy was founded, the then King of Italy, King Vittorio Emanuele II uttered these words to Giuseppe Garibaldi, "We have made Italy, now we must make Italians."

Prime Minister Datuk Seri Najib Tun Razak is now making a similar call to make Malaysians in the concept of 1Malaysia.

A country can never be defined solely by its geographical advantages or its material achievements. Rather, it is the people who make it.

The embodiment of the eight values of Malaysia – the culture of excellence, perseverance, acceptance, education, integrity, mercy, humility and loyalty is the key to making Malaysians.

In the era of globalisation, Malaysia's richness can be of positive economic and cultural advantage. Through 1Malaysia and the three main pillars – the Government transformation Plan, New Economic Model and 10th Malaysia Plan – the Government is working very hard to deliver the quantum changes that Malaysia needs.

This includes inculcating good and exemplary public service culture. The resultant effect of this must be the speed of decision making and execution, value for money, the culture of creativity and innovation as well as integrity in products and dealings.

So where does the Public Complaints Bureau (PCB) stand in this grand scheme of things? What can PCB do to help the Government to achieve these objectives? How can PCB be relevant and create value in this transformation process?

PCB is the complaints manager for the Government. CB's front and centre role is to serve the public by receiving and resolving their complaints on government agencies and services they deliver. Besides helping to resolve complaints, PCB also acts as a regulator and monitors the effectiveness of complaints management in ministries, departments and agencies.

PCB provides access to the Government, from the day of its establishment, PCB has always been the link between the Government and people. An undeniable fact is that most people are overwhelmed, frustrated and in some instances, intimidated by the sheer size and complexity government offices seem to portray themselves to be.

This may not necessarily be the case in reality. People suffer in silence for fear of being delinquent and not given the needed services even though a lot of effort has been taken to provide a customer-centric service delivery.

This must and can no longer be the case. Every complaint is a complaint too many, very complaint must be addressed and answered. PCB is where the public must go to, they must view PCB as their right to seeking answers for unresolved issues.

PCB is NOT a postman. PCB does not merely act as a mediator bridging the complainants and the respective agencies. By taking in complaints, PCB also acts as the "sounding board" or sometimes "counsellors" to the complainants.

AT YOUR SERVICE

DATUK DR TAM WENG WAH
tam@pcb.gov.my

Director-General of the Public Complaints Bureau in the Prime Minister's Department

A complaint is a means of registering displeasure or dissatisfaction; there are people who use the complaints channel provided by PCB to register their frustration or displeasure.

The Chief Secretary has always urged public officials to view and accept complaints as a gift. Complainants must provide their most honest evaluation for resolution to happen.

PCB is strategically placed to directly gauge the feelings of the people on the ground, identify public touch points and get the feedback from the people on the initiatives of the Government and its wide range of service delivery.

To remain competitive and to meet the ever-increasing demands and expectations of the public as well as the rapidly changing global environment, government agencies can no longer afford to make small steps or incremental change. There must be significant transformation in many areas and PCB cannot, on its own, make that quantum leap. PCB needs to work closely with other ministries and agencies as well as the community and the media to help bring about the required change.

In January 2010, in partnership with Kuala Lumpur City Hall (DBKL), the National Institute of Public Administration (Intan) and media editors, PCB established the DBKL Call Centre. This was launched by the Chief Secretary to the Government on Jan 4, 2010. We are working on introducing similar call centres in other agencies.

As a society we need to create a new complaints culture. This is a culture that does not tolerate apathy towards complaints. In the new culture, complaints are highly and positively regarded and taken as tools for improvement. This said, complainants and the public must be aware of the laws and rules too, when making a complaint. There is also such a thing as hazard complainants, who complain for the sake of it. As a society, we must be proactive and constructive – ultimately for the common good of all Malaysians.

On the part of the public sector, there needs to be concerted change of mindset in complaints management. Today, the senior management team is responsible for handling complaints for their respective agencies. It no longer is the role of Public Relations Officers or the Corporate Communications Unit.

Senior management of Agencies and Ministries are actively participating at state and district levels to ensure public and the government agencies resolve service delivery problems.

Everyone has a role to play in the grand scheme of the complaints culture.

Complaints system for three more agencies

by Maria J. Dass
mariadass@thesundaily.com

PETALING JAYA: The Royal Malaysian Police, the Commercial Vehicles Licensing Board, and the Health Ministry are expected to be more people-friendly when a complaints management system (CMS) is set up in these three agencies soon.

The introduction of these complaints call centres is a follow-up to the pilot project set up at Kuala Lumpur City Hall (DBKL) in January, spearheaded by the Public Complaints Bureau (PCB).

PCB Director-General Datuk Dr Tam Weng Wah said the agencies were chosen based on the focus of national key result areas (NKRAs) and priority complaints.

"We are assessing the implementation of the complaints system in these three agencies and addressing the various concerns," he said.

He said the reception towards the implementation of the system from the agencies was good, except for some security concerns from the police.

"Of course, there are some civil servants who feel that by introducing this system, we are telling them they are not doing their jobs but the fact of the matter is that this is a system that will complement their present service," Tam told the Sun.

In addition, the system acts as a database which can be used to monitor and improve the delivery system by identifying the weak areas.

On the pilot project implemented in City Hall, Tam said management meetings are held regularly to assess its effectiveness. The PCB also conducts its own monitoring by posing as complainants.

"We call in to assess the speed at which our calls and complaints are attended to," he said.

This has been done almost every day since the launch of the system at City Hall – a product of months-long discussions involving various agencies and individuals, including the Sun's columnist R. Nadeswaran and Terence Fernandez, who were roped in by Chief Secretary to the Government Tan Sri Mohd Sidek Hassan as the eyes and ears of the public.

Asked if he was satisfied with the system, Tam said: "Satisfied yes, but not totally satisfied."

"There is a long way for us to go towards changing the mindset and behaviours of those managing the complaints system and we are working closely with the National Institute of Public Administration towards this."

Tam said the effectiveness of the programme implementation also depended on the leadership and top management of the organisation involved.

He said City Hall is fortunate that its mayor, Datuk Seri Ahmad Fuad Ismail, has a strong will and vision towards improving its complaints management and delivery system.

Asked when the monitoring of the City Hall system will end,

»As a society, we must be proactive and constructive – ultimately for the good of all Malaysians«

The CMS system

THE CMS is a call centre set up for the public to call in or e-mail for the complaints and observations. The centre disseminates the information to the relevant personnel or department, who must respond to the complainant within three days, irrespective of whether it is resolved.

The complainant must also be given status updates on the issues he raised.

What sets this apart from previous complaints handling systems is that it is monitored by the Public Complaints Bureau, which reports complaints directly to the chief secretary to the government who, in turn, updates the prime minister on the standards in the delivery service.

“藍青，敢敢做公



11-10-2010
M/S 44

88% of 10,173 public complaints resolved — director

PAPAR: Government departments and agencies were reminded to adopt a proactive approach in resolving public complaints to prevent the same problems from cropping up again.

Aziz Ismail, the director of the Public Complaints Bureau in the Prime Minister's Department, said that government departments and agencies should carry out a study on the pattern of complaints as well as to make drastic changes in improving their delivery system.

He said heads of departments should look into the work progress at their respective departments because some of them are still depending on the old way in processing documents and applications.

"They should make changes in their old procedures which are not relevant with the current development," he said.

"In the modern era, people are expecting more in getting fast and good services, so the departments should make drastic changes to ensure they could meet the expectations," he said during the launch of a mobile service counter of the Public Complaints Bureau here yesterday.

The mobile counter was jointly organised with 28 government departments and agencies in the state, including Papar District Council, Education Department, Health Department, Water Department, Sabah Electricity Sdn Bhd,

勿光批評·親身體驗

Stern action will be taken

THE Public Complaints Bureau (PCB) of the Prime Minister's Department would like to refer to the letter, "Bureau must act more professionally" (NST, Aug 3).

First of all, we would like to thank Mansor Puteh of Cheras, Selangor, for the comments and suggestions provided.

The PCB takes a very serious view regarding the claim that confidential letters from the complainant were sent to those who were accused of being negligent.

In this regard, we have instructed Aziz Ismail, the director of complaints, to contact Mansor to obtain



11-10-2010
M/S 44

88% of 10,173 public complaints resolved — director

Information Department and Public Works Department.

Aziz said the bureau was awarded the ISO certification on July 30 this year for standardization in resolving public complaints within 15 days.

He disclosed that from Jan 1 to Sept 30 this year, they received a total of 10,173 complaints from throughout the country over various problems, including delay in action, unsatisfactory quality of counter and telephone services, unfair action, failure in enforcement and lack of public facilities.

"Based on the record, the highest at 40.1 per cent or 4,032 cases were complaints for delay in action. Some of the government departments and agencies failed to give feedback to complainants on the action that could be taken to resolve the problems," he said.

"Unsatisfactory quality of services for counters and telephones accounted for the second highest number of complaints at 1,695 or 16.7 per cent," he said.

"Among the complaints in this category were about the number of counters operating. In some cases, people complained about the number of counters that were open, for instance only two or three of the six counters at a particular department were open," he said.

Among the complaints related to the telephone service at government departments concerned the callers being unable to speak to an officer after being made to talk to a machine for a few minutes.

Aziz said 3,674 of the 10,173

Koh: Report rude cops to PCB

KUALA TERENGGANU: The public should report rude and hostile police officers to the Public Complaints Bureau (PCB) so that action could be taken to improve the force, said Minister in the Prime Minister's Department Tan Sri Dr Koh Tsu Koon.

"The PCB is ready to act on complaints about junior police officers who are not courteous. Those encountering hostile treatment should lodge reports," he said after opening the Terengganu Gerakan delegates meeting here yesterday.

"We need details so that recommendations could be made to the Home Ministry and the top brass to improve the interpersonal skills of these officers."

"Probably only one or two officers are rude. We cannot conclude that all of them (police officers) are like that," he added.

Stern action will be taken

Dr Koh, who is Gerakan president, was asked to comment on numerous blog postings that junior police officers lacked courtesy when dealing with the public, unlike the senior and more experienced officers.

Dr Koh said the PCB needed to be specific when filing complaints and referring them to the relevant authorities for remedial action.

"There could be some isolated cases and, sometimes, police officers are forced to deal in a harsh manner with rowdies. This does not mean they are being rude," he added.

On party matters, Dr Koh said Gerakan was making efforts to woo members who had distanced themselves from the party after its dismal performance in the 2008 general election.

He said the party had started to regain some strength, thanks to the recent formation of

BPA pupuk integriti pelajar

Latih peka pada keadaan sekeliling sebelum kemuka aduan awam

akan datang dalam mengemukakan aduan awam.

Menurutnya, pelajar juga boleh berkongsi idea dengan mengemukakan maklum balas dan cadangan seterusnya memahami peranan mereka untuk tampil ke hadapan.

"Berdasarkan kajian mendapati hanya tiga peratus daripada penduduk di Malaysia yang membuat aduan.

"Justeru itu, dengan adanya program ini, sifat tanggungjawab dan integriti se-



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Sekiranya anda tidak menghadapi sebarang kegagalan, ia menandakan anda tidak melakukan sesuatu yang inovatif.

If you're not failing every now and again, it's a sign you're not doing anything very innovative.

- Woody Allen

Khidmat Pengurusan *Management Services*





Berikut adalah satu pedoman yang mudah tetapi berkesan -
sentiasa memberi melebihi dari apa yang orang harapkan.

*Here is a simple but powerful rule - always give people more than
what they expect to get.*

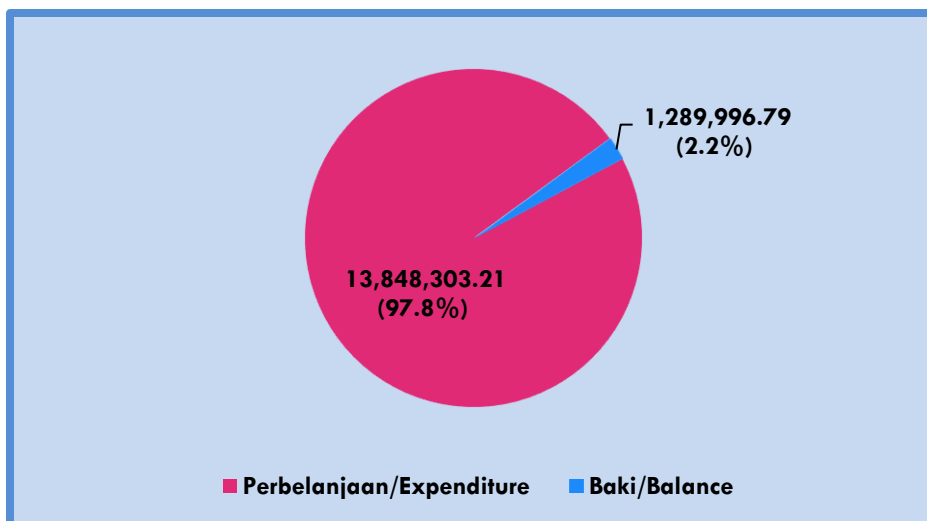
- Nelson Boswell

BAHAGIAN KHIDMAT PENGURUSAN
MANAGEMENT SERVICES DIVISION

Prestasi Kewangan

BPA telah mendapat peruntukan kewangan belanja mengurus bagi tahun 2010 sebanyak RM15,138,300.00 dan tambahan peruntukan sebanyak RM1,000,000.00 telah diterima bagi menampung perbelanjaan emolumen BPA. Berbelanja di atas dasar penjimatan dan perbelanjaan berhemah, sejumlah RM1,971,900.00 telah dapat diserahkan semula kepada Pentadbiran Am Jabatan Perdana Menteri untuk kegunaan agensi lain. Sepanjang tahun 2010, BPA telah membelanjakan sebanyak RM13,848,303.21 (97.8%), iaitu berkurangan sebanyak RM463,353.71 (3.2%) berbanding tahun 2009.

Prestasi Perbelanjaan Peruntukan Belanja Mengurus Tahun 2010
Performance of Operating Expenditure in 2010



Financial Performance

PCB received financial allocation of RM15,138,300 for management expenditure and an additional allocation of RM1,000,000 to cover PCB emolument expenditure in 2010. Being prudent in spending resulted in RM1,971,900.00 being returned to the General Administration of the Prime Minister's Department for utilisation by other agencies. In 2010, PCB spent a total of RM13,848,303.21 (97.8%), a decrease of RM463,353.71 (3.2%) compared to 2009.

Pengurusan Aset

Unit Pengurusan Aset telah diwujudkan di BPA Ibu Pejabat pada tahun 2010 bagi memastikan pengurusan aset dan stor lebih sistematik dan diuruskan dengan lebih lestari. Ia diperkukuhkan lagi dengan pelantikan Pegawai Aset, Pegawai Pemeriksa Aset dan Lembaga Pemeriksa Pelupusan di peringkat Ibu Pejabat dan Pejabat Negeri.

Sepanjang tahun 2010, pelupusan aset ICT dan bukan ICT telah dilaksanakan sebanyak 8 kali melibatkan Ibu Pejabat dan Pejabat Negeri. Bagi memantapkan lagi pengurusan aset dan stor, BPA telah mengambil inisiatif untuk menggunakan Sistem Pengurusan Aset Alih (SPA) yang telah diperkenalkan oleh Kementerian Kewangan Malaysia.

Sistem SPA meliputi semua aspek pengurusan aset alih dan inventori berdasarkan Tatacara Pengurusan Aset Alih Kerajaan (Pekeliling Perbendaharaan Bil. 5 Tahun 2007), Arahan Perbendaharaan dan pekeliling-pekeliling yang berkaitan dengan pengurusan aset alih. Sebagai permulaan dalam pelaksanaan Sistem SPA di BPA akan dimulakan di Ibu Pejabat BPA sebelum diperluaskan ke Pejabat-pejabat Negeri mulai tahun 2012. Status pelaksanaan Sistem SPA di Ibu Pejabat masih di peringkat Fasa 1 iaitu meliputi Modul Pendaftaran dan carian serta dijangka selesai pada Disember 2011.

Asset Management

The Asset Management Unit at PCB's Headquarters was formed in 2010 to ensure a more systematic and sustainable management of stores and assets. This was further reinforced with the appointment of an Assets Officer, Asset Examining Officers and Asset Disposal Review Boards at Headquarters and State Offices.

In 2010, ICT assets disposal and Non-ICT assets disposal were carried out 8 times covering the Headquarters and State Offices. To further strengthen store and asset management, PCB took the initiative to adopt the Movable Asset Management System (MAMS) introduced by the Ministry of Finance, Malaysia.

The MAMS covers all aspects of movable assets and inventory management based on the Procedures in Management of Government Movable Assets (Treasury Circular No. 5 Year 2007), Treasury Directives and Circulars related to movable asset management. Initially, MAMS will be implemented at PCB Headquarters before it is expanded to cover all State Offices in 2012. The status of implementation of MAMS at the Headquarters is still in Phase 1, i.e. it is at the Registration Module stage and is expected to be completed in December 2011.

Perjawatan

Perjawatan di BPA pada tahun 2010 adalah berjumlah 236 perjawatan berdasarkan Waran Perjawatan Bilangan A 171 Tahun 2009 bertarikh 16 Mac 2008. Perjawatan ini adalah meliputi perjawatan di Ibu Pejabat dan sepuluh pejabat cawangan negeri. Bilangan pengisian perjawatan pada tahun 2010 adalah seramai 214 (90.68%) orang pegawai dan kakitangan.

Personnel

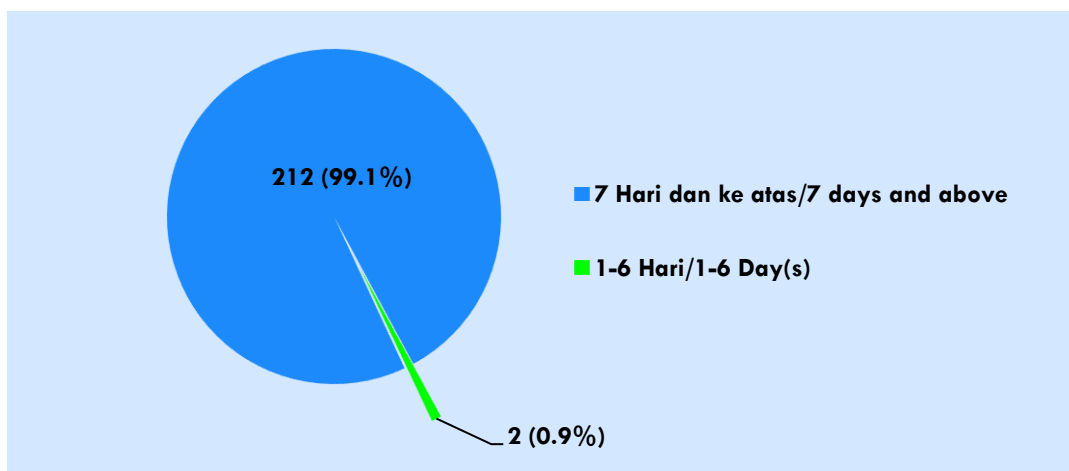
In terms of personnel, PCB had 236 positions in 2010 based on the Warrant No. A 171 of 2009 dated 16 March 2008. This covers the staffing at the Headquarters and 10 state offices. The number of positions filled in 2010 was 214 (90.68%) officers and staff.



Pembangunan Modal Insan

Kecekapan sumber manusia merupakan aset utama bagi sesebuah organisasi. Oleh itu, peningkatan kemahiran dan pengetahuan setiap warga organisasi menjadi suatu kemestian kerana ia menjadi peneraju penting dalam penyampaian perkhidmatan berkualiti dan melangkaui kebiasaan. Oleh hal yang demikian, maka latihan dan pembelajaran perlu diadakan secara berterusan. Atas kesedaran itu, BPA merancang dan mengatur latihan untuk warganya yang mencakupi pelbagai aspek seperti memupuk sikap positif dan etika yang luhur, budaya kerja berprestasi tinggi serta minda kelas pertama dengan ilmu-ilmu terkini. Matlamat utamanya untuk memastikan BPA terus relevan dalam mendepani perubahan persekitaran yang dinamik dan kompleks secara berterusan. Malah BPA mengambil berat dan tidak membelakangi dasar-dasar latihan yang telah ditetapkan seperti menghadiri kursus sekurang-kurangnya 7 hari setahun, sama ada anjuran secara dalaman ataupun institusi latihan agensi awam dan swasta.

Pencapaian Kehadiran ke Program Latihan Pegawai dan Kakitangan BPA Bagi Tahun 2010 *Performance of PCB's Officers and Staff in Attending Training Programmes in 2010*



Human Capital Development

Human resource efficiency is a major asset in an organisation. Therefore it is essential for everyone in the organisation to enhance his/her skills and knowledge as this is the key to delivering quality service that is beyond expectation. As such, training and learning must be conducted continuously. With this in mind, PCB designed its human capital development trainings to foster noble values and positive attitudes, a high-performance work culture and a first class mindset to ensure PCB continues to be relevant in a highly complex and dynamic environment. To achieve this, PCB focuses on human capital development and adheres to the policies already in place, such as attending at least 7 days of training, regardless of whether they are conducted in-house or at public and private institutions.



Dasar Latihan

Berpandukan Pekeliling Perkhidmatan Bil. 6 Tahun 2005, BPA memastikan warganya mengikuti kursus sekurang-kurangnya tujuh hari setahun. Ia bertujuan melengkapkan diri setiap anggota dengan pengetahuan, kemahiran dan kompetensi yang bersesuaian agar dapat melaksanakan tugas dan tanggungjawab dengan berkesan. BPA sentiasa menitikberatkan pembelajaran berterusan dan pembangunan potensi diri dalam perancangan latihannya melibatkan semua peringkat sama ada pengurusan dan profesional serta sokongan. Pada tahun 2010, BPA telah berjaya menganjurkan sebanyak 20 program latihan yang merangkumi kursus, ceramah, taklimat dan bengkel di dalam dan luar pejabat dengan kerjasama tenaga pengajar dan penceramah dari agensi kerajaan lain selain menggunakan kepakaran anggota dalaman.

Training Policy

In accordance with the Service Circular No. 6 of 2005, PCB ensures its staff attend at least seven days of training in a year. It is to equip them with the required knowledge, skills and competencies to ensure they perform their duties and responsibilities effectively. In planning for training, PCB always emphasises continuous learning and development of potential for all levels of staff, be it management, professional or the support group. In 2010, PCB successfully organised a total of 20 training programmes that included courses, lectures, talks and workshops conducted internally or externally with the cooperation of lecturers and speakers from other government agencies as well as in-house expertise.

Kursus-kursus Yang Dihadiri Warga BPA Dalam Tahun 2010
Courses Attended by PCB Personnel in 2010

Bil. No.	Kursus Course	Tarikh Date	Bil. Peserta No. of attendees
1.	Microsoft Office Pro 2007 Bil. 1/2010 <i>Microsoft Office Pro 2007 No. 1/2010</i>	28 Januari <i>28 January</i>	14
2.	Kursus Sehari Komunikasi Berkesan <i>One-Day Course on Effective Communication</i>	11 Februari <i>11 February</i>	34
3.	Pembangunan Individu dan Organisasi Berintegriti <i>Personal Development and Integrity Organisation</i>	10-12 Mac <i>10-12 March</i>	33
4.	Modul Latihan Pengurusan Aduan Awam (MOLPA) <i>Public Complaints Management Training Module</i>	15-17 Mac <i>15-17 March</i>	23
5.	Bengkel Audit Dalam MS ISO 9001:2008 <i>Internal Audit Workshop MS ISO 9001:2008</i>	22-24 Mac <i>22-24 March</i>	30
6.	Microsoft Office Pro 2007 Bil. 2/2010 <i>Microsoft Office Pro 2007 No. 2/2010</i>	26 April	10
7.	Microsoft Office Pro 2007 Bil. 3/2010 <i>Microsoft Office Pro 2007 No. 3/2010</i>	27 April	11
8.	Kreativiti dan Inovasi Dalam Perkhidmatan Awam <i>Creativity and Innovation in Civil Services</i>	26-27 April	29
9.	Taklimat Pengurusan Kewangan oleh Agensi Kaunseling dan Pengurusan Kredit (AKPK) <i>Financial Management Briefing by AKPK</i>	17 Mei <i>17 May</i>	41
10.	Taklimat Pengurusan Rekod <i>Record Management Briefing</i>	25 Mei <i>25 May</i>	30
11.	Kursus ePerolehan <i>ePerolehan Course</i>	26-27 Mei <i>26-27 May</i>	28
12.	Kursus Pengurusan Stor dan Aset Alih Kerajaan <i>Store Management and Government Moveable Asset Course</i>	10 -12 Jun <i>10-12 June</i>	30
13.	Kursus Sehari Pengurusan Psikologi <i>One-Day Course on Psychology Management</i>	30 Jun <i>30 June</i>	31
14.	Bengkel Kumpulan Inovatif dan Kreatif (KIK) BPA <i>PCB's Innovative and Creative Group Workshop</i>	30 Jun -2 Julai <i>30 June-2 July</i>	10
15.	Taklimat/Tazkirah Ramadhan: "Ramadhan..Suatu SKT" <i>Ramadhan Briefing/Tazkirah on the topic "Ramadhan..Suatu SKT"</i>	23 Ogos <i>23 August</i>	20
16.	Kursus Penulisan Berkesan <i>Effective Writing Course</i>	27-28 Oktober <i>27-28 October</i>	22
17.	Kursus Khidmat Pelanggan Berbudi Bahasa <i>Customer Service Course</i>	1-2 November	20
18.	Kursus Pengukuhan Pasukan <i>Team Strengthening Course</i>	7 -10 November	34
19.	Pemanduan Berhemah dan Penyelenggaraan Kenderaan <i>Defensive Driving and Vehicle Maintenance</i>	9 -11 November	19
20.	Modul Latihan Pengurusan Aduan Awam <i>Public Complaints Management Training Module</i>	4-6 Disember <i>4-6 December</i>	25



Majlis Bersama Jabatan

Majlis Bersama Jabatan (MBJ) BPA telah ditubuhkan mengikut Pekeliling Perkhidmatan Bil. 2 Tahun 1992, Surat Pekeliling Perkhidmatan Bil. 3 Tahun 2002 dan Arahan Pentadbiran Pejabat Ketua Pengarah BPA Bil. 3 Tahun 2008. Penubuhannya bertujuan mengukuhkan hubungan majikan dan pekerja. Sepanjang tahun 2010, BPA telah mengadakan 4 kali mesyuarat MBJ yang dipengerusikan oleh Ketua Pengarah BPA, iaitu pada 23 Februari, 18 Mei, 24 Ogos dan 14 Disember 2010, bagi merungkai pelbagai isu dan permasalahan yang berkaitan dengan perjalanan organisasi.

Departmental Joint Council

PCB's Departmental Joint Councils (MBJ) was established in accordance with the Service Circular No. 2 of 1992, the Service Circular No. 3 of 2002 and the Administrative Office Directive of the Director-General of PCB, No. 3 of 2008. Its formation was aimed at strengthening the relationship between employers and employees. In 2010, PCB held 4 Council meetings chaired by the Director-General of PCB, i.e. on 23 February, 18 May, 24 August and 14 December 2010, to resolve various issues and problems related to the operation of the organisation.

Sistem Maklumat Pengurusan Sumber Manusia (HRMIS)

Pelaksanaan Sistem Maklumat Pengurusan Sumber Manusia di sektor awam yang dikuatkuasa melalui Pekeliling Perkhidmatan Bil. 12 Tahun 2005 telah mencetuskan satu perubahan budaya kerja secara meluas yang mana setiap penjawat awam perlu beralih dari persekitaran kerja lama secara manual kepada budaya kerja baru secara elektronik. BPA menyokong penuh anjakan budaya kerja ini yang merupakan satu penambahbaikan berskala besar dalam perkhidmatan awam. Sehingga kini, BPA telah melaksanakan Modul Cuti, Pengisytiharan Harta dan Laporan Penilaian Prestasi Tahunan (LNPT) melalui aplikasi HRMIS.



Human Resource Management Information System (HRMIS)

The implementation of the Human Resource Management Information System in the public sector which was enforced through the Service Circular No. 12 of 2005, has triggered a shift in the work culture where every public servant needs to change from the old manual working environment to the new electronic culture. PCB fully supports this shift in work culture which is seen as a large-scale improvement in public service. Currently, PCB has implemented the Leave Module, Assets Declaration and Annual Performance Appraisal Report through HRMIS applications.

Perkhidmatan Unit ICT

Bagi memantapkan urusan kerja hariannya, sama ada dari sudut pengurusan aduan dan pentadbiran, BPA memanfaatkan sepenuhnya kemudahan ICT. Sepanjang tahun 2010, Unit ICT BPA telah merancang, melaksanakan beberapa program penting selain dari kerja-kerja rutinnya. Antara yang utama adalah:

Pemantauan Penggunaan Internet

Urusan ini dilaksanakan secara berkala dan bertujuan memastikan internet berfungsi dengan baik sepanjang masa. Bagi BPA, internet berperanan penting bukan sahaja untuk komunikasi dalaman, tetapi yang paling utama ialah pelanggannya. Internet merupakan salah satu saluran utama BPA menguruskan aduan masyarakat. Ketidaksempurnaan atau gangguan perkhidmatan internet boleh menjejaskan keberkesanan BPA secara langsung.

Program Latihan ICT

Bagi memastikan kemahiran ICT di kalangan warga BPA agar sejajar dengan perkembangan semasa, pelbagai program latihan dijadualkan secara berkala. Sepanjang 2010, seramai 92 anggota telah berjaya mengikuti latihan ICT.

Services of ICT Unit

To enhance its daily duties, whether in managing complaints or in administration, PCB takes full advantage of its ICT facilities. In 2010, the ICT Unit planned and implemented several important programmes besides carrying out routine maintenance. Among the more important programmes are:

Monitoring Internet Usage

This monitoring activity is conducted regularly to ensure the internet works efficiently at all times. For PCB, the internet plays an critical role not only for internal communication, but more importantly to serve its customers since the internet is one of PCB's main channels in managing public complaints. Imperfections or internet service disruptions will directly jeopardise PCB's effectiveness.

ICT Training Programme

To ensure that ICT skills among PCB's staff are in line with the current development, training programmes are scheduled regularly. In 2010, a total of 92 personnel attended ICT training courses.

Penambahbaikan Laman Web

Laman web merupakan salah satu wadah untuk menyalurkan pelbagai maklumat kepada pelanggan. Penambahbaikan laman web yang berterusan amat penting bagi memastikan maklumat yang tepat dan betul sampai kepada pelanggan dan dapat dikongsi bersama. Komunikasi ini perlu dititikberatkan memandangkan hubungan baik organisasi dan pelanggan merupakan asas kepada pengurusan aduan yang berkesan. Antara penambahbaikan yang telah dibuat adalah penambahan ikon mySMS 15888, penambahan link <http://www.mysms.gov.my>, penambahan menu dan artikel “Senarai Penambahbaikan Kementerian”. Selain itu, turut dibuat penambahan ikon “Maklum Balas Segera Pelanggan”, “Laporan Pembetulan dan Pencegahan”, “Statistik Mengikut Tahun” serta “Penghargaan Kepada Sektor Awam”.

Penambahbaikan Sistem Aduan

Unit ICT BPA juga menitikberatkan penambahbaikkkan Sistem i-Aduan memandangkan ia adalah saluran utama pengendalian aduan di peringkat BPA. Perkara-perkara yang ditambahbaik bagi mengukuhkan Sistem i-Aduan, antaranya ialah ruangan “Pegawai Pengganti”, tambahan saluran aduan, Borang Kepuasan Pelanggan (CSI) dan laporan statistik NKRA.

Website Improvement

Website is one of the avenues to disseminate various information to the customers. The continuous improvement and enhancement of the website is vital to ensure that the proper and correct information is delivered to and shared by customers. Such a communication is significant as the relationship between organisation and customers are fundamental to effective complaints management. Among the improvements that have been made are the additional mySMS 15888 icon, the additional link <http://www.mysms.gov.my>, the additional menu items and “List of Improvements in the Ministries”. Besides that, there are also the additional icons for “Instant Customer Feedback”, “Corrective and Preventive Report”, “Yearly Statistics” and “Compliments to Public Sector Agencies”.

Improvement in the Complaints System

The ICT Unit of PCB also emphasises on the improvement of the i-Aduan System as it is the main channel through which complaints are handled at PCB. Elements which have been enhanced to strengthen the i-Aduan System include the section on “Replacement Officer”, additional complaint channels, Customer Satisfaction Form (CSI) and the report on NKRA statistics.

Pelaksanaan i-SPAAA

Sepanjang 2010, BPA masih lagi meneruskan usaha-usaha memantapkan pelaksanaan Sistem Pemantauan Aduan Agensi Awam Bersepadu (i-SPAAA)) dengan menjalankan taklimat, proses konfigurasi, perbincangan dan latihan kepada 38 agensi yang mengguna pakai sistem berkaitan.

Implementation of i-SPAAA

In 2010, PCB continued to strengthen the implementation of the Integrated Public Agency Complaints Monitoring System (i-SPAAA) by conducting briefings, configuration process, discussions and training for 38 agencies that adopted the systems.



Projek-Projek Lain

Sungguhpun ICT menjadi alat utama dalam pengurusan aduan di BPA, namun ia tidak membelakangkan aspek-aspek pentadbiran yang lain. Dalam hubungan ini, Unit ICT juga bertanggungjawab dalam menyelaras sokongan teknikal bagi Sistem e-Perolehan, eSPKB, e-Terimaan dan HRMIS, di samping kajian pelaksanaan Sistem e-Budget dan Automasi Pejabat termasuk pelaksanaan e-Rating.

Other Projects

Although the ICT Unit's main focus is on complaints management in PCB, it also assists in the administrative aspects. In this regard, the ICT Unit is responsible for coordinating technical support for the e-Procurement System, the eSPKB, the e-Terimaan and HRMIS, as well as being responsible for conducting a study on the implementation of the e-Perolehan, Office Automation System as well as the implementation of e-Rating.





Persijilan MS ISO 9001:2008

BPA telah mengorak langkah untuk mengimplimentasikan MS ISO 9001:2008. Secara keseluruhannya, *milestone* atau perjalanan ke arah pencapaian Persijilan MS ISO 9001:2008 BPA bermula pada bulan Ogos 2009. Inisiatif ini telah dimulakan dengan proses perancangan aktiviti yang terperinci, pemberian flag menandakan mulanya ISO di BPA dan disusuli dengan beberapa siri bengkel, antaranya Bengkel Audit Dalam dan Bengkel Penyediaan Dokumen ISO. Proses persijilan ini juga telah menyaksikan pihak SIRIM melaksanakan pengauditan Stage 1 dan Stage 2 yang di mana pada akhirnya mengukir kejayaan apabila BPA dianugerahkan Persijilan MS ISO 9001:2008 pada 30 Julai 2010.

MS ISO 9001:2008 Certification

PCB has taken several essential steps to implement MS ISO 9001:2008. The initial step towards achieving MS ISO 9001:2008 certification started on August 2009. This initiative started with a comprehensive activities planning process, awarding of the flags signifying the start of MS ISO in PCB, followed by a series of workshops, namely the Internal Audit Workshop and the Preparation of ISO Document Workshop. The certification process also witnessed SIRIM implementing the Stage 1 and Stage 2 audits which eventually culminated in PCB being successfully awarded the MS ISO 9001:2008 Certification on 30 July 2010.

Perjalanan ke arah pencapaian Persijilan MS ISO 9001:2008 di BPA bermula pada bulan Ogos 2009. Inisiatif ini telah dimulakan dengan perancangan terperinci. Pelaksanaan MS ISO di BPA melalui beberapa proses yang penting seperti berikut:

- Pemberian *flag* menandakan bermulanya MS ISO di BPA.
- Pelantikan perunding luar dalam membantu menghasilkan dokumen kualiti dan ke arah persijilan MS ISO 9001:2008 BPA.
- Kursus Audit Dalam dan pendekatan ke arah MS ISO 9001:2008.
- Pelantikan pasukan Audit Dalam.
- Pengemaskinian Dokumen Kualiti BPA.
- Pelancaran ISO di BPA.
- Pelaksanaan Audit Dalam.
- Mesyuarat Kajian Semula Pengurusan.



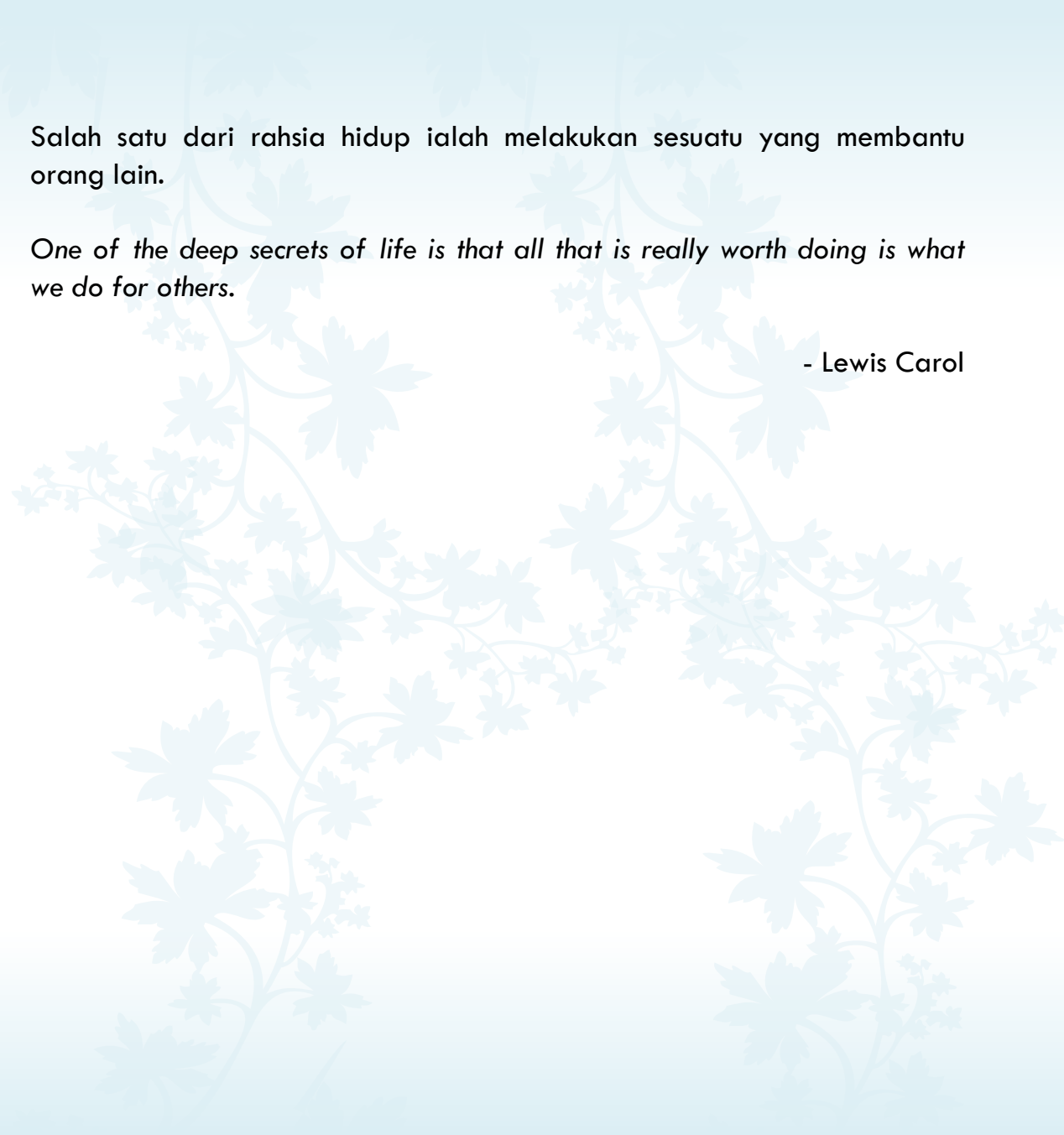
The journey to achieve MS ISO 9001:2008 certification in PCB started on August 2009. This initiative began with comprehensive detailed planning. The MS ISO implementation in PCB has gone through several important processes, namely:

- *Awarding of the flag signifying the initiation of MS ISO at PCB*
- *Appointment of external consultants to help create quality documents and move toward the MS ISO 9001:2008 certification.*
- *Internal Audit Training and approach toward MS ISO 9001:2008*
- *Appointment of an Internal Audit Team*
- *Updating PCB's Quality Documents*
- *Implementation of Internal Audit*
- *Management Review Meeting*

Imbasan

Retrospective





Salah satu dari rahsia hidup ialah melakukan sesuatu yang membantu orang lain.

One of the deep secrets of life is that all that is really worth doing is what we do for others.

- Lewis Carol

Perhimpunan Bulanan *Monthly Assembly*

6 Januari/January



YBhg. Dato' Dr. Tam Weng Wah

Amanat Tahun Baru
New Year's Message

3 Februari/3 February



**Encik Ahmad Samuri
bin Hj. Dahlan**

Transformasi Perkhidmatan
Awam:
Cabaran Merealisasikannya
*Transformation of Public Services:
Challenges to Achieve*

3 Mac/3 March



**Encik Azlan Shah
bin Abdul Latif**

Keutuhan Komunikasi Kunci
Keberkesanan Pengurusan
Aduan
*Efficient Communication is
the Key for Effective
Complaints Management*

7 April



Encik Phillip Stephen Shim

Kreativiti: Satu Langkah Ke
Hadapan
Creativity: A Way Forward

6 Mei/6 May



Puan Wee Lip Ping

Kepenggunaan:
Tanggungjawab Dalam
Perspektif Perlindungan
Kendiri
*Consumerism: Responsibility
in Self Protection Perspective*

9 Jun/9 June



Encik Georgie Abas

Gaya Hidup Yang Sihat:
Fakta dan Fiksyen
*Healthy Living: Facts and
Fictions*

8 Julai/8 July



Encik Md Zin bin Musa

Melestarikan Kecemerlangan
Pengurusan Aduan Awam:
Di Mana Kita?
*Sustaining Excellence in Public
Complaints Management:
Where Are We?*

4 Ogos/4 August



Puan Lim Peng Joo

Bukan Kerana Kekuatan
dan Kuasa Tetapi Semangat
*Not by Might and Power but
by the Spirit*

2 September



**Encik Khairil Azwan
bin Abu Mansor**

Melestarikan Budaya
Inovasi Dalam Organisasi
*Sustaining Innovation Culture
Within the Organisation*

7 Oktober/7 October



**Puan Rozliana
binti Muhammad Najib**

Taklimat Mengenai
Outcome Based Budgeting
*Briefing on Outcome Based
Budgeting*

3 November



Encik Md. Nasir bin Ecsaff

Kualiti Mengikut Tasawur
Islam
*Quality According to Islamic
Tasawur*

22 Disember/22 December



Perasmian Hari Inovasi BPA:
Pembudayaan Inovasi Asas
Transformasi
*Launching of PCB's Innovation
Day: Innovation Culture - The
Foundation for
Transformation*



Lawatan Rasmi Menteri di Jabatan Perdana Menteri, YB. Senator Tan Sri Dr. Koh Tsu Koon

Menteri di Jabatan Perdana Menteri, YB. Senator Tan Sri Dr. Koh Tsu Koon serta Timbalan Menteri di Jabatan Perdana Menteri, YB. Senator Dato' T. Murugiah telah mengadakan lawatan kerja ke Ibu Pejabat BPA pada 2 Februari 2010. Dalam lawatan tersebut, YB. Senator Tan Sri Dr. Koh Tsu Koon telah menyampaikan beberapa cadangan bagi memperkasa tugas dan peranan BPA. Laporan Pencapaian Program tahun 2009 serta Perancangan Program 2010 turut dibentangkan kepada YB. Menteri oleh Ketua Pengarah BPA.

Official Visit by YB. Senator Tan Sri Dr. Koh Tsu Koon, Minister in the Prime Minister's Department

YB. Senator Tan Sri Dr. Koh Tsu Koon, Minister in the Prime Minister's Department and YB. Senator Dato' T. Murugiah, Deputy Minister in Prime Minister's Department, made a working visit to PCB's Headquarters on 2 February 2010. YB. Senator Tan Sri Dr. Koh Tsu Koon provided several suggestions on how to further empower PCB's role and mission during the visit. The Director-General of PCB presented the 2009 Performance Report and the 2010 Programme Plan to the Honourable Minister.

Lawatan dari Delegasi Antarabangsa/Tempatan
Visits from International/Local Delegations

Bil. No.	Tarikh Date	Delegasi Delegation	Objektif Objective
1.	4 Mac 4 March	Polis DiRaja Malaysia <i>Royal Malaysian Police</i>	Perkongsian maklumat <i>Sharing information</i>
2.	18 Mac 18 March	Dewan Bandaraya Kuala Lumpur <i>Kuala Lumpur City Hall</i>	Perkongsian maklumat <i>Sharing information</i>
3.	18 Mac 18 March	Agensi Kelayakan Malaysia <i>Malaysia Qualifications Agency (MQA)</i>	Perkongsian pengalaman dalam pengurusan aduan <i>Sharing experiences in managing complaints</i>
4.	5 April	Profesor Vitit Muntarbhorn Faculty of Law, Chulalongkorn University	Penyelidikan untuk rangka program kajian <i>Research programme framework</i>
5.	7 Jun 7 June	Suruhanjaya Integriti Agensi Penguatkuasa (SIAP) <i>Enforcement Agency Integrity Commission (EAIC)</i>	Perkongsian pengalaman <i>Sharing information</i>
6.	26 Julai 26 July	Tim Nukleus, Suruhanjaya Integriti Agensi Penguatkuasaan (SIAP) <i>Nucleus Team, Enforcement Agency Integrity Commission (EAIC)</i>	Mempelajari sistem pembangunan laman web BPA <i>Studying PCB's website development system</i>
7.	28 Julai 28 July	Suruhanjaya Perkhidmatan Awam Maldives <i>Maldives Civil Service Commission</i>	Mempelajari <i>best practices</i> yang diamalkan <i>Studying best practices</i>
8.	18-19 Oktober 18-19 October	Ombudsman Office of the National Council for Human Rights, Egypt	Mempelajari <i>best practices</i> dalam menguruskan aduan serta menyertai program proaktif BPA <i>Studying best practices in managing complaints as well as participating in proactive programmes of PCB</i>
9.	9 November	Pejabat Pelajaran Kota Bharu <i>Kota Bharu Education Office</i>	Perkongsian pengalaman <i>Sharing experiences</i>
10.	14 Disember 14 December	State Bureau for Letters and Calls, China	Bertukar pandangan <i>Exchanging views</i>

LAWATAN
VISITS



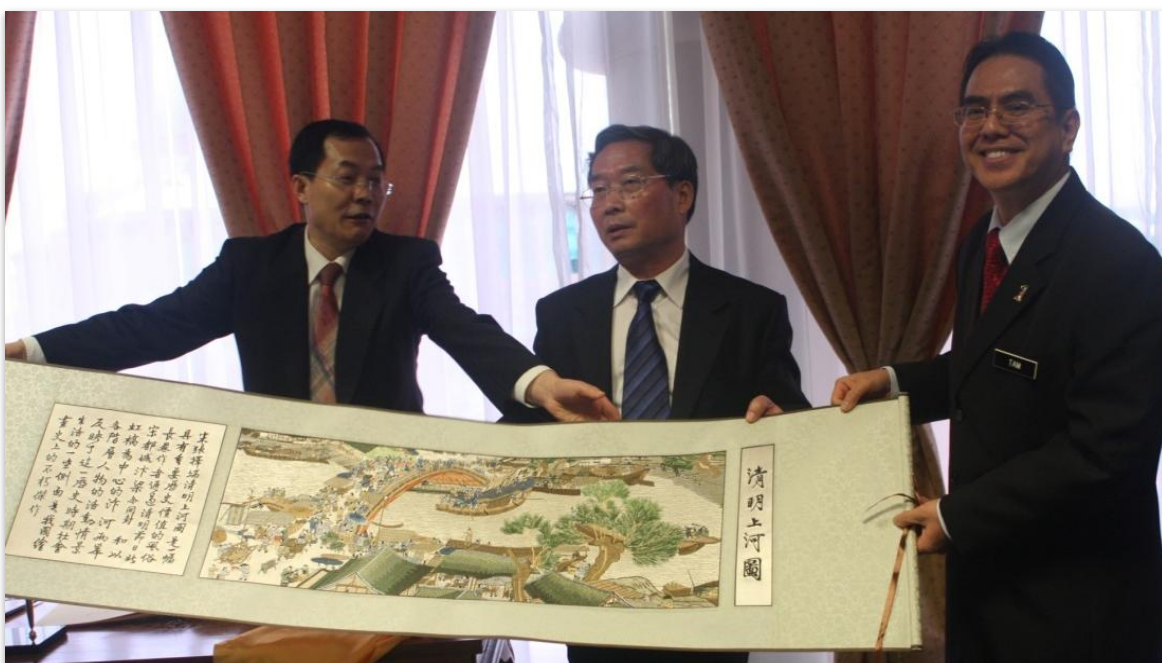
Lawatan Profesor Vitit Muntarbhorn, Chulalongkorn University pada 5 April 2010
Visit by Professor Vitit Muntarbhorn from Chulalongkorn University on 5 April 2010



Lawatan Delegasi Suruhanjaya Perkhidmatan Awam Maldives pada 28 Julai 2010
Visit by Maldives Public Service Commission on 28 July 2010



Lawatan Ombudsman Office of the National Council For Human Rights Egypt pada 18 hingga 19 Oktober 2010
Visit by Ombudsman Office of the National Council for Human Rights Egypt on 18 to 19 October 2010



Lawatan State Bureau for Letters and Calls, People's Republic of China pada 14 Disember 2010
Visit by State Bureau for Letters and Calls, People's Republic of China on 14 December 2010



Lawatan Suruhanjaya Integriti Agensi Penguatkuasa (SIAP) pada 7 Jun 2010
Visit by Enforcement Agency Integrity Commission (EAIC) on 7 June 2010



Lawatan Pejabat Pelajaran Kota Bharu pada 9 November 2010
Visit by Kota Bharu Education Office on 9 November 2010



Perhimpunan Hari Pekerja pada 8 Mei 2010
Labour Day Assembly on 8 May 2010



Jamuan Hari Raya Aidilfitri JPM pada 21
September 2010
*Prime Minister's Department Hari Raya
Aidilfitri Celebration on 21 September 2010*



Penyampaian Sijil Penganugerahan Sijil MS ISO pada 2 September 2010
Awarding of MS ISO Certification on 2 September 2010



Program Ujian Air Kencing pada 21 Oktober 2010
Urine Test Programme on 21 October 2010

PUSPANITA CAWANGAN KECIL BPA
PUSPANITA PCB SUB-BRANCH

Bil. No.	Tarikh Date	Aktiviti Activity
1.	Setiap hari Selasa <i>Every Tuesday</i>	Latihan Badminton <i>Badminton Practice</i>
2.	27 Januari 2010 <i>27 January 2010</i>	Mesyuarat Terhimpun PCK BPA <i>PUSPANITA PCB Sub-Branch Meeting</i>
3.	28 – 29 Januari 2010 <i>28-29 January 2010</i>	Giliran Kutipan Hari Jualan PUSPANITA <i>PUSPANITA Sales Day Collection</i>
4.	30 Mac 2010 <i>30 March 2010</i>	Menghantar 8 orang ahli termasuk Pengerusi ke Mesyuarat Agung PUSPANITA JPM Kali ke-27 <i>Sent 8 members including the Chairperson to attend the Prime Minister's Department PUSPANITA Annual General Assembly</i>
5.	15 April 2010	Mesyuarat AJK PCK BPA Bil.1/2010 <i>PUPSPANITA PCB Sub-Branch Committee Members Meeting No.1/2010</i>
6.	16 April 2010	Menyertai pertandingan Bowling Anjuran Biro Sukan PUSPANITA JPM <i>Participated in Bowling Tournament organised by Sports Bureau of Prime Minister's Department PUSPANITA</i>
7.	26 April 2010	Menghantar 6 orang ahli ke Program JAWHAR Intellectual Discourse anjuran Jabatan Wakaf, Zakat dan Haji (JAWHAR) <i>Sent 6 members to JAWHAR Intellectual Discourse Programme organised by Jabatan Wakaf, Zakat and Haji.</i>
8.	Mei 2010 <i>May 2010</i>	Sumbangan untuk pembelian pakaian kumpulan koir BPA <i>Contributed to the purchase of attire for PCB's Choir Group</i>



Pertandingan Bola Jaring Peringkat JPM pada 13 Mac 2010
Prime Minister's Department Netball Tournament on 13 March 2010

PUSPANITA CAWANGAN KECIL BPA
PUSPANITA PCB SUB-BRANCH

Bil. No.	Tarikh Date	Aktiviti Activity
9.	26 & 27 Jun 2010 26 & 27 June 2010	Menyertai pertandingan Rowing Peringkat JPM <i>Participated in Rowing Tournament organised by Prime Minister's Department</i>
10	14 & 15 Julai 2010 14 & 15 July 2010	Menghantar 7 orang ahli ke Kursus Intensif Bimbingan Haji anjuran Jabatan Wakaf, Zakat dan Haji (JAWHAR) <i>Sent 7 members to Intensive Pilgrimage Guidance Course organised by Jabatan Wakaf, Zakat and Haji</i>
11.	20 Julai 2010 20 July 2010	Menghantar 11 orang ahli termasuk pengerusi ke Majlis Hi-Tea Perpisahan "Lambaian Jalinan Kasih" <i>Sent 11 members including the Chairperson to "Lambaian Jalinan Kasih" Farewell Hi-Tea Ceremony</i>
12.	24 Julai 2010 24 July 2010	Menyertai pertandingan Futsal Anjuran Kelab Bukit Perdana JPM <i>Participated in Futsal Tournament organised by Prime Minister's Department, Bukit Perdana Club</i>
13.	3 Ogos 2010 3 August 2010	Menghantar 13 orang ahli ke Ceramah Protokol dan Etiket Sosial anjuran Biro Pembangunan Keluarga PUSPANITA Cawangan JPM <i>Sent 13 members to Protocol and Social Etiquette Talk organised by Family Development Bureau of Prime Minister's Department PUSPANITA</i>
14.	27 Ogos 2010 27 August 2010	Kutipan Hari Jualan Sempena Jualan Hari Raya Aidilfitri <i>Sales Day Collection for Hari Raya Aidilfitri Sales</i>
15.	27 Ogos 2010 27 August 2010	Menghantar 2 orang ahli ke Bengkel Jahitan Manik anjuran Biro Keusahawanan PUSPANITA JPM <i>Sent 2 members to Beading Workshop organised by Entrepreneurship Bureau of Prime Minister's Department PUSPANITA</i>
16.	September 2010	Kutipan derma dari semua ahli PCK BPA untuk disumbangkan kepada Rumah Amal Anak-Anak Yatim, Fakir Miskin dan Mualaf serta Rumah Jagaan dan Rawatan Orang Tua Al-Ikhlas (diselenggarakan oleh Unit Kawal Selia FELDA) <i>Fund raising from all PUSPANITA PCB Sub-Branch members for contribution to Rumah Amal Anak-Anak Yatim, Fakir Miskin dan Mualaf and Rumah Jagaan dan Rawatan Orang Tua Al-Ikhlas (coordinated by Unit Kawal Selia FELDA)</i>
17.	21 September 2010	Bekerjasama dengan kelab Kebajikan BPA untuk Gerai BPA sempena Jamuan Hari Raya JPM <i>Collaborated with PCB's Welfare Club for PCB Stall in conjunction with Prime Minister's Department Hari Raya Celebration</i>

PUSPANITA CAWANGAN KECIL BPA
PUSPANITA PCB SUB-BRANCH

Bil. No.	Tarikh Date	Aktiviti Activity
18.	7 Oktober 2010 7 October 2010	Bekerjasama dengan kelab Kebajikan BPA untuk penganjuran bersama Jamuan Hari Raya Aidilfitri Biro Pengaduan Awam Collaborated with PCB Welfare Club to organise PCB's Hari Raya Celebration
19.	8 Oktober 2010 8 October 2010	Menganjurkan Kempen Derma Darah bersama Pusat Darah Negara Organised Blood Donation Campaign with National Blood Centre
20.	24 Oktober 2010 24 October 2010	Menyertai pertandingan Bowling Anjuran Kelab Bukit Perdana JPM Participated in Bowling tournament organised by Prime Minister's Department, Bukit Perdana Club
21.	12 November 2010	Mesyuarat AJK PCK BPA Bil.2/2010 PUPSPANITA PCB Sub-Branch Committee Members Meeting No.2/2010
22.	Mulai November 2010 Effective November 2010	Jualan barang-barang runcit (3 in 1 dan Makanan Ringan) Grocery Sales (3 in 1 and Snacks)
23.	26 November 2010	Menghantar 3 orang ahli ke Kursus Keusahawan Sebagai Kerjaya Sampingan dan lawatan ke Akademi Citra Klasik anjuran Biro Keusahawanan PUSPANITA JPM Sent 3 members to Enterprenuership as Ancillary Career course and a trip to Citra Klasik Academy organised by Entrepreneurship Bureau of Prime Minister's Department PUSPANITA
24.	29 November 2010	Menghantar 6 orang ahli ke Kursus Pembinaan Blog untuk tujuan Pemasaran Produk dan Perkhidmatan anjuran Biro Keusahawanan PUSPANITA JPM Sent 6 members to Blog Constructing Course for Marketing Product and Services organised by Entrepreneurship Bureau of Prime Minister's Department PUSPANITA
25.	29-30 November 2010	Pengerusi mewakili PCK BPA menghadiri Conference on the Health and Wellbeing of Displaced Women anjuran NAM Institute for the Empowerment of Women (NIEW) The Chairperson represented PUSPANITA PCB Sub-Branch in the Conference on the Health and Wellbeing of Displaced Women organised by NAM Institute for the Empowerment of Women (NIEW)
26.	1 Disember 2010 1 December 2010	Pengerusi mewakili PCK BPA menghadiri Program Anugerah CSR Perdana Menteri The Chairperson represented PUSPANITA PCB Sub-Branch in the Prime Minister's CSR Awards Programme

PUSPANITA CAWANGAN KECIL BPA
PUSPANITA PCB SUB-BRANCH

Bil. No.	Tarikh Date	Aktiviti Activity
27.	8-9 Disember 2010 <i>8-9 December 2010</i>	Pengerusi mewakili PCK BPA menghadiri the Women's Summit 2010 <i>The Chairperson represented PUSPANITA PCB Sub-Branch in the Women's Summit 2010</i>
28.	17 Disember 2010 <i>17 December 2010</i>	Majlis Keraian PUSPANITA Cawangan Kecil BPA <i>PUSPANITA PCB Sub-Branch Celebration</i>
29.	20 Disember 2010 <i>20 December 2010</i>	Program Lawatan Kebajikan (CSR) ke Rumah Kanak-Kanak Tengku Budriah <i>Welfare Visit (CSR) Programme to Rumah Kanak-Kanak Tengku Budriah</i>



Kempen Derma Darah bersama Pusat Darah Negara pada 8 Oktober 2010
Blood Donation Campaign with National Blood Centre on 8 October 2010

PUSPANITA CAWANGAN KECIL BPA
PUSPANITA PCB SUB-BRANCH



Majlis Keraian PUSPANITA Cawangan Kecil BPA pada 17 Disember 2010
PUSPANITA PCB Sub-Branch celebrations on 17 December 2010



Program Lawatan Kebajikan (CSR) ke Rumah Kanak-Kanak Tengku Budriah pada 20 Disember 2010
Welfare Visit Programme (CSR) to the Tengku Budriah Children's Home on 20 December 2010

KELAB SUKAN DAN KEBAJIKAN BPA
PCB SPORTS AND WELFARE CLUB

Bil. No.	Tarikh Date	Aktiviti Activity
1.	Setiap Hari Selasa <i>Every Tuesday</i>	Latihan Badminton <i>Badminton Training</i>
2.	7 Februari <i>7 February</i>	Kejohanan Tertutup Badminton BPA 2010 <i>PCB Badminton Tournament 2010</i>
3.	13 Mac <i>13 March</i>	Pertandingan Bola Jaring JPM 2010 <i>Prime Minister's Department Netball Tournament 2010</i>
4.	1 April	Perlawanan Persahabatan Badminton dengan MAMPU <i>Friendly match against MAMPU</i>
5.	15 Mei <i>15 May</i>	Kejohanan Bola Tampar JPM 2010 <i>Prime Minister's Department Volley Ball Championship 2010</i>
6.	26 & 27 Jun <i>26 & 27 June</i>	Kejohanan Rowing JPM 2010 <i>Prime Minister's Department Rowing Championship 2010</i>
7.	24 Julai <i>24 July</i>	Kejohanan Futsal JPM 2010 <i>Prime Minister's Department Futsal Championship 2010</i>
8.	27 Julai <i>24 July</i>	Perlawanan Persahabatan Badminton dengan Bahagian Penyelidikan JPM <i>Friendly Badminton Game with Research Division, Prime Minister's Department</i>
9.	12 Oktober <i>12 October</i>	Perlawanan Persahabatan Badminton dengan JAWHAR JPM <i>Friendly Badminton Game with JAWHAR</i>
10.	24 Oktober <i>24 October</i>	Kejohanan Bowling JPM 2010 <i>Prime Minister's Department Bowling Championship 2010</i>
11.	30 Oktober <i>30 October</i>	Hari Keluarga BPA 2010 <i>PCB Family Day 2010</i>
12.	13 November	Kejohanan Badminton JPM 2011 <i>Prime Minister's Department Badminton Championship 2010</i>
13.	29 Januari, 26 Mac, 28 Mei, 29 Oktober <i>29 January, 26 March, 28 May, 29 October</i>	Bacaan Tahlil <i>Recitation of Tahlil</i>
14.	Sepanjang tahun <i>All year round</i>	Jualan Kerepek dan Minuman <i>Sales of Snack and Drinks</i>

KELAB SUKAN DAN KEBAJIKAN BPA
PCB SPORTS AND WELFARE CLUB



Kejohanan Bola Tampar JPM
*Prime Minister's Department Volley Ball
Tournament*



Kejohanan Rowing JPM
Prime Minister's Department Rowing Competition

KELAB SUKAN DAN KEBAJIKAN BPA
PCB SPORTS AND WELFARE CLUB



Kejohanan Futsal JPM
Prime Minister's Department Futsal Tournament



Pasukan Badminton BPA
PCB's Badminton Team



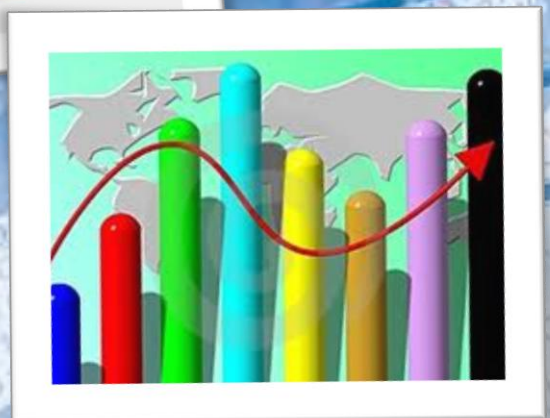
Hari Keluarga BPA 2010
Taman Desa Waterpark
30 Oktober 2010



Hari Keluarga BPA
PCB's Family Day

Statistik

Statistics



Penyelesaian Aduan Dalam Tempoh 15 Hari Mengikut Kementerian Dalam Tahun 2010
Complaints Resolved Within 15 Days by Ministries in 2010

Bil. No.	Kementerian <i>Ministry</i>	Jumlah Aduan <i>Total Complaints</i>		
		Terima <i>Received</i>	Selesai <i>Resolved</i> (%)	Selesai Dalam Tempoh 15 Hari <i>Resolved Within 15 Days</i> (%)
1.	Dalam Negeri <i>Home Affairs</i>	1,537	1,537 (100%)	717 (46.6%)
2.	Wilayah Persekutuan Dan Kesejahteraan Bandar <i>Federal Territories and Urban Wellbeing</i>	1,246	1,240 (99.5%)	754 (60.8%)
3.	Kewangan <i>Finance</i>	752	721 (95.9%)	442 (61.3%)
4.	Penerangan, Komunikasi dan Kebudayaan <i>Information, Communications and Culture</i>	715	712 (99.6%)	404 (56.7%)
5.	Kerja Raya <i>Public Works</i>	709	702 (99.0%)	281 (40.0%)
6.	Kesihatan <i>Health</i>	596	571 (95.8%)	243 (42.6%)
7.	Pelajaran <i>Education</i>	458	451 (98.5%)	167 (37.0%)
8.	Jabatan Perdana Menteri <i>Prime Minister's Department</i>	452	452 (100%)	287 (63.5%)
9.	Perdagangan Dalam Negeri, Koperasi dan Kepenggunaan <i>Domestic Trade, Cooperative and Consumerism</i>	440	433 (98.4%)	174 (40.2%)
10.	Sumber Manusia <i>Human Resources</i>	417	414 (99.3%)	259 (62.6%)
11.	Pengangkutan <i>Transport</i>	402	382 (95.0%)	176 (46.1%)
12.	Tenaga, Teknologi Hijau dan Air <i>Energy, Green Technology and Water</i>	357	357 (100%)	158 (44.3%)
13.	Pembangunan Wanita, Keluarga dan Masyarakat <i>Women, Family and Community Development</i>	312	311 (99.7%)	162 (52.1%)
14.	Pengajian Tinggi <i>Higher Education</i>	259	251 (96.9%)	69 (27.5%)
15.	Sumber Asli dan Alam Sekitar <i>Natural Resources and Environment</i>	250	250 (100%)	125 (50.0%)
16.	Pertanian dan Industri Asas Tani <i>Agriculture and Agro-Based Industry</i>	205	205 (100%)	113 (55.1%)
17.	Kemajuan Luar Bandar dan Wilayah <i>Rural and Regional Development</i>	123	122 (99.2%)	55 (45.1%)
18.	Perumahan dan Kerajaan Tempatan <i>Housing and Local Government</i>	111	110 (99.1%)	32 (29.1%)

Penyelesaian Aduan Dalam Tempoh 15 Hari Mengikut Kementerian Dalam Tahun 2010
Complaints Resolved Within 15 Days by Ministries in 2010

Bil. No.	Kementerian <i>Ministry</i>			
		Terima <i>Received</i>	Selesai Resolved (%)	Selesai Dalam Tempoh 15 Hari <i>Resolved Within 15 Days</i> (%)
19.	Pertahanan <i>Defence</i>	56	56 (56.0%)	31 (55.4%)
20.	Belia dan Sukan <i>Youth and Sports</i>	28	28 (100%)	19 (67.9%)
21.	Pelancongan <i>Tourism</i>	27	27 (100%)	11 (40.7%)
22.	Luar Negeri <i>Foreign Affairs</i>	26	24 (92.3%)	13 (54.2%)
23.	Perdagangan Antarabangsa dan Industri <i>International Trade and Industry</i>	10	10 (100%)	10 (100%)
24.	Perusahaan Perladangan dan Komoditi <i>Plantation Industries and Commodities</i>	8	8 (100%)	4 (50.0%)
25.	Sains, Teknologi dan Inovasi <i>Science, Technology and Innovation</i>	7	7 (100%)	5 (71.4%)
Jumlah <i>Total</i>		9,503	9,381 (98.7%)	4,711 (50.2%)

1. Kelewatan atau Tiada Tindakan
Delay or No Action

Bil. No.	Kementerian <i>Ministry</i>	Jumlah Aduan <i>Total Complaints</i>	
		Diterima <i>Received</i>	Kelewatan atau Tiada Tindakan <i>Delay or No Action</i> (%)
1.	Wilayah Persekutuan dan Kesejahteraan Bandar <i>Federal Territories and Urban Wellbeing</i>	1,246	766 (61.5%)
2.	Dalam Negeri <i>Home Affairs</i>	1,537	592 (38.5%)
3.	Kerja Raya <i>Public Works</i>	709	395 (55.7%)
4.	Kewangan <i>Finance</i>	752	265 (35.2%)
5.	Pembangunan Wanita, Keluarga dan Masyarakat <i>Women, Family and Community Development</i>	312	202 (64.7%)
6.	Penerangan, Komunikasi dan Kebudayaan <i>Information, Communications and Culture</i>	715	199 (27.8%)
7.	Tenaga, Teknologi Hijau dan Air <i>Energy, Green Technology and Water</i>	357	195 (54.6%)
8.	Jabatan Perdana Menteri <i>Prime Minister's Department</i>	452	170 (37.6%)
9.	Sumber Manusia <i>Human Resources</i>	417	156 (37.4%)
10.	Sumber Asli dan Alam Sekitar <i>Natural Resources and Environment</i>	250	134 (53.6%)
11.	Pelajaran <i>Education</i>	458	132 (28.8%)
12.	Perdagangan Dalam Negeri, Koperasi dan Kepenggunaan <i>Domestic Trade, Cooperative and Consumerism</i>	440	129 (29.3%)
13.	Kesihatan <i>Health</i>	596	124 (20.8%)
14.	Pertanian dan Industri Asas Tani <i>Agriculture and Agro-Based Industry</i>	205	93 (45.4%)

1. Kelewatan atau Tiada Tindakan
Delay or No Action

Bil. No.	Kementerian <i>Ministry</i>	Jumlah Aduan <i>Total Complaints</i>	
		Diterima <i>Received</i>	Kelewatan atau Tiada Tindakan <i>Delay or No Action</i> (%)
15.	Pengangkutan <i>Transport</i>	402	60 (14.9%)
16.	Perumahan dan Kerajaan Tempatan <i>Housing and Local Government</i>	111	58 (52.3%)
17.	Kemajuan Luar Bandar dan Wilayah <i>Rural and Regional Development</i>	123	51 (41.5%)
18.	Pengajian Tinggi <i>Higher Education</i>	259	48 (18.5%)
19.	Pertahanan <i>Defence</i>	56	20 (35.7%)
20.	Belia dan Sukan <i>Youth and Sports</i>	28	8 (28.6%)
21.	Luar Negeri <i>Foreign Affairs</i>	26	5 (19.2%)
22.	Perusahaan Perladangan dan Komoditi <i>Plantation Industries and Commodities</i>	8	5 (62.5%)
23.	Pelancongan <i>Tourism</i>	27	4 (14.8%)
24.	Perdagangan Antarabangsa dan Industri <i>International Trade and Industry</i>	10	4 (40.0%)
25.	Sains, Teknologi dan Inovasi <i>Science, Technology and Innovation</i>	7	2 (28.6%)
Jumlah <i>Total</i>		9,503	3,817 (40.2%)

2. Kualiti Perkhidmatan Yang Tidak Memuaskan Termasuk Kaunter dan Telefon
Unsatisfactory Service Quality Including Counter and Telephone

Bil. No.	Kementerian <i>Ministry</i>	Jumlah Aduan <i>Total Complaints</i>	
		Diterima <i>Received</i>	Kualiti Perkhidmatan Kurang Memuaskan <i>Unsatisfactory Service Quality</i> (%)
1.	Penerangan, Komunikasi dan Kebudayaan <i>Information, Communications and Culture</i>	715	312 (43.6%)
2.	Kesihatan <i>Health</i>	596	299 (50.2%)
3.	Dalam Negeri <i>Home Affairs</i>	1,537	231 (15.0%)
4.	Pengangkutan <i>Transport</i>	402	115 (28.6%)
5.	Kerja Raya <i>Public Works</i>	709	105 (14.8%)
6.	Wilayah Persekutuan dan Kesejahteraan Bandar <i>Federal Territories and Urban Wellbeing</i>	1,246	104 (8.3%)
7.	Jabatan Perdana Menteri <i>Prime Minister's Department</i>	452	98 (21.7%)
8.	Pengajian Tinggi <i>Higher Education</i>	259	94 (36.3%)
9.	Pelajaran <i>Education</i>	458	87 (19.0%)
10.	Kewangan <i>Finance</i>	752	81 (10.8%)
11.	Perdagangan Dalam Negeri, Koperasi dan Kepenggunaan <i>Domestic Trade, Cooperative and Consumerism</i>	440	63 (14.3%)
12.	Tenaga, Teknologi Hijau dan Air <i>Energy, Green Technology and Water</i>	357	55 (15.4%)
13.	Sumber Manusia <i>Human Resources</i>	417	43 (10.3%)
14.	Pembangunan Wanita, Keluarga dan Masyarakat <i>Women, Family and Community Development</i>	312	29 (9.3%)

2. Kualiti Perkhidmatan Yang Tidak Memuaskan Termasuk Kaunter dan Telefon
Unsatisfactory Service Quality Including Counter and Telephone

Bil. No.	Kementerian <i>Ministry</i>	Jumlah Aduan <i>Total Complaints</i>	
		Diterima <i>Received</i>	Kualiti Perkhidmatan Kurang Memuaskan <i>Unsatisfactory Service Quality (%)</i>
15.	Pertanian dan Industri Asas Tani <i>Agriculture and Agro-Based Industry</i>	205	25 (12.2%)
16.	Sumber Asli dan Alam Sekitar <i>Natural Resources and Environment</i>	250	22 (8.8%)
17.	Kemajuan Luar Bandar dan Wilayah <i>Rural and Regional Development</i>	123	20 (16.3%)
18.	Perumahan dan Kerajaan Tempatan <i>Housing and Local Government</i>	111	10 (9.0%)
19.	Luar Negeri <i>Foreign Affairs</i>	26	10 (38.5%)
20.	Pelancongan <i>Tourism</i>	27	7 (25.9%)
21.	Belia dan Sukan <i>Youth and Sports</i>	28	3 (10.7%)
22.	Pertahanan <i>Defence</i>	56	3 (5.4%)
23.	Perdagangan Antarabangsa dan Industri <i>International Trade and Industry</i>	10	1 (10.0%)
24.	Sains, Teknologi dan Inovasi <i>Science, Technology and Innovation</i>	7	1 (14.3%)
25.	Perusahaan Perladangan dan Komoditi <i>Plantation Industries and Commodities</i>	8	1 (12.5%)
Jumlah <i>Total</i>		9,503	1,819 (19.1%)

3. Tindakan Tidak Adil
Unfair Action

Bil. No.	Kementerian <i>Ministry</i>	Jumlah Aduan <i>Total Complaints</i>	
		Diterima <i>Received</i>	Tindakan Tidak Adil <i>Unfair Action</i> (%)
1.	Kewangan <i>Finance</i>	752	287 (38.2%)
2.	Dalam Negeri <i>Home Affairs</i>	1,537	257 (16.7%)
3.	Sumber Manusia <i>Human Resources</i>	417	169 (40.5%)
4.	Pelajaran <i>Education</i>	458	116 (25.3%)
5.	Pengangkutan <i>Transport</i>	402	103 (25.6%)
6.	Perdagangan Dalam Negeri, Koperasi dan Kepenggunaan <i>Domestic Trade, Cooperative and Consumerism</i>	440	98 (22.3%)
7.	Penerangan, Komunikasi dan Kebudayaan <i>Information, Communications and Culture</i>	715	97 (13.6%)
8.	Jabatan Perdana Menteri <i>Prime Minister's Department</i>	452	87 (19.2%)
9.	Kesihatan <i>Health</i>	596	60 (10.1%)
10.	Tenaga, Teknologi Hijau dan Air <i>Energy, Green Technology and Water</i>	357	49 (13.7%)
11.	Pengajian Tinggi <i>Higher Education</i>	259	48 (18.5%)
12.	Wilayah Persekutuan dan Kesejahteraan Bandar <i>Federal Territories and Urban Wellbeing</i>	1,246	40 (3.2%)
13.	Pembangunan Wanita, Keluarga dan Masyarakat <i>Women, Family and Community Development</i>	312	38 (12.2%)

3. Tindakan Tidak Adil *Unfair Action*

Bil. No.	Kementerian <i>Ministry</i>	Jumlah Aduan <i>Total Complaints</i>	
		Diterima <i>Received</i>	Tindakan Tidak Adil <i>Unfair Action</i> (%)
14.	Pertanian dan Industri Asas Tani <i>Agriculture and Agro-Based Industry</i>	205	35 (17.1%)
15.	Kemajuan Luar Bandar dan Wilayah <i>Rural and Regional Development</i>	123	26 (21.1%)
16.	Sumber Asli dan Alam Sekitar <i>Natural Resources and Environment</i>	250	19 (7.6%)
17.	Pertahanan <i>Defence</i>	56	19 (33.9%)
18.	Kerja Raya <i>Public Works</i>	709	18 (2.5%)
19.	Perumahan dan Kerajaan Tempatan <i>Housing and Local Government</i>	111	15 (13.5%)
20.	Belia dan Sukan <i>Youth and Sports</i>	28	9 (32.1%)
21.	Pelancongan <i>Tourism</i>	27	9 (33.3%)
22.	Luar Negeri <i>Foreign Affairs</i>	26	6 (23.1%)
23.	Sains, Teknologi dan Inovasi <i>Science, Technology and Innovation</i>	7	2 (28.6%)
24.	Perdagangan Antarabangsa dan Industri <i>International Trade and Industry</i>	10	1 (10.0%)
25.	Perusahaan Perladangan dan Komoditi <i>Plantation Industries and Commodities</i>	8	1 (12.5%)
Jumlah <i>Total</i>		9,503	1,609 (16.9%)

4. **Kegagalan Penguatkuasaan**
Failure of Enforcement

Bil. No.	Kementerian <i>Ministry</i>	Jumlah Aduan <i>Total Complaints</i>	
		Diterima <i>Received</i>	Kegagalan Penguatkuasaan <i>Failure of Enforcement</i> (%)
1.	Dalam Negeri <i>Home Affairs</i>	1,537	276 (18.0%)
2.	Wilayah Persekutuan dan Kesejahteraan Bandar <i>Federal Territories and Urban Wellbeing</i>	1,246	125 (10.0%)
3.	Perdagangan Dalam Negeri, Koperasi dan Kepenggunaan <i>Domestic Trade, Cooperative and Consumerism</i>	440	113 (25.7%)
4.	Pengangkutan <i>Transport</i>	402	72 (17.9%)
5.	Sumber Asli dan Alam Sekitar <i>Natural Resources and Environment</i>	250	47 (18.8%)
6.	Penerangan, Komunikasi dan Kebudayaan <i>Information, Communications and Culture</i>	715	42 (5.9%)
7.	Kesihatan <i>Health</i>	596	30 (5.0%)
8.	Kewangan <i>Finance</i>	752	25 (3.3%)
9.	Pertanian dan Industri Asas Tani <i>Agriculture and Agro-Based Industry</i>	205	19 (9.3%)
10.	Jabatan Perdana Menteri <i>Prime Minister's Department</i>	452	18 (4.0%)
11.	Kerja Raya <i>Public Works</i>	709	15 (2.1%)
12.	Perumahan dan Kerajaan Tempatan <i>Housing and Local Government</i>	111	12 (10.8%)
13.	Pengajian Tinggi <i>Higher Education</i>	259	12 (4.6%)
14.	Sumber Manusia <i>Human Resources</i>	417	10 (2.4%)

4. **Kegagalan Penguatkuasaan**
Failure of Enforcement

Bil. No.	Kementerian <i>Ministry</i>	Jumlah Aduan <i>Total Complaints</i>	
		Diterima <i>Received</i>	Kegagalan Penguatkuasaan <i>Failure of Enforcement</i> (%)
15.	Pelajaran <i>Education</i>	458	10 (2.2%)
16.	Pembangunan Wanita, Keluarga dan Masyarakat <i>Women, Family and Community Development</i>	312	9 (2.9%)
17.	Tenaga, Teknologi Hijau dan Air <i>Energy, Green Technology and Water</i>	357	5 (1.4%)
18.	Pelancongan <i>Tourism</i>	27	4 (14.8%)
19.	Kemajuan Luar Bandar dan Wilayah <i>Rural and Regional Development</i>	123	2 (1.6%)
20.	Perdagangan Antarabangsa dan Industri <i>International Trade and Industry</i>	10	2 (20.0%)
21.	Luar Negeri <i>Foreign Affairs</i>	26	2 (7.7%)
22.	Pertahanan <i>Defence</i>	56	1 (1.8%)
23.	Sains, Teknologi dan Inovasi <i>Science, Technology and Innovation</i>	7	1 (14.3%)
24.	Belia dan Sukan <i>Youth and Sports</i>	28	-
25.	Perusahaan Perladangan dan Komoditi <i>Plantation Industries and Commodities</i>	8	-
Jumlah <i>Total</i>		9,503	852 (9.0)

5. Kekurangan Kemudahan Awam
Lack of Public Amenities

Bil. No.	Kementerian <i>Ministry</i>	Jumlah Aduan <i>Total Complaints</i>	
		Diterima <i>Received</i>	Kekurangan Kemudahan Awam <i>Lack of Public Amenities</i> (%)
1.	Kerja Raya <i>Public Works</i>	709	152 (21.4%)
2.	Wilayah Persekutuan dan Kesejahteraan Bandar <i>Federal Territories and Urban Wellbeing</i>	1,246	40 (3.2%)
3.	Tenaga, Teknologi Hijau dan Air <i>Energy, Green Technology and Water</i>	357	39 (10.9%)
4.	Penerangan, Komunikasi dan Kebudayaan <i>Information, Communications and Culture</i>	715	34 (4.8%)
5.	Jabatan Perdana Menteri <i>Prime Minister's Department</i>	452	31 (6.9%)
6.	Pertanian dan Industri Asas Tani <i>Agriculture and Agro-Based Industry</i>	205	16 (7.8%)
7.	Pelajaran <i>Education</i>	458	14 (3.1%)
8.	Pengajian Tinggi <i>Higher Education</i>	259	14 (5.4%)
9.	Kemajuan Luar Bandar dan Wilayah <i>Rural and Regional Development</i>	123	14 (11.4%)
10.	Kesihatan <i>Health</i>	596	11 (1.8%)
11.	Pengangkutan <i>Transport</i>	402	9 (2.2%)
12.	Sumber Asli dan Alam Sekitar <i>Natural Resources and Environment</i>	250	8 (3.2%)
13.	Kewangan <i>Finance</i>	752	6 (0.8%)
14.	Dalam Negeri <i>Home Affairs</i>	1,537	6 (0.4%)

5. Kekurangan Kemudahan Awam
Lack of Public Amenities

Bil. No.	Kementerian <i>Ministry</i>	Jumlah Aduan <i>Total Complaints</i>	
		Diterima <i>Received</i>	Kekurangan Kemudahan Awam <i>Lack of Public Amenities</i> (%)
15.	Pertahanan <i>Defence</i>	56	3 (5.4%)
16.	Belia dan Sukan <i>Youth and Sports</i>	28	3 (10.7%)
17.	Perumahan dan Kerajaan Tempatan <i>Housing and Local Government</i>	111	2 (1.8%)
18.	Pelancongan <i>Tourism</i>	27	1 (3.7%)
19.	Perdagangan Dalam Negeri, Koperasi dan Kepenggunaan <i>Domestic Trade, Cooperative and Consumerism</i>	440	-
20.	Sumber Manusia <i>Human Resources</i>	417	-
21.	Pembangunan Wanita, Keluarga dan Masyarakat <i>Women, Family and Community Development</i>	312	-
22.	Luar Negeri <i>Foreign Affairs</i>	26	-
23.	Perdagangan Antarabangsa dan Industri <i>International Trade and Industry</i>	10	-
24.	Perusahaan Perladangan dan Komoditi <i>Plantation Industries and Commodities</i>	8	-
25.	Sains, Teknologi dan Inovasi <i>Science, Technology and Innovation</i>	7	-
Jumlah <i>Total</i>		9,503	403 (4.2%)

STATISTIK
STATISTICS

6. Pelbagai Aduan
Miscellaneous Complaints

Bil. No.	Kementerian <i>Ministry</i>	Jumlah Aduan <i>Total Complaints</i>	
		Diterima <i>Received</i>	Pelbagai Aduan <i>Miscellaneous Complaints</i> (%)
1.	Wilayah Persekutuan dan Kesejahteraan Bandar <i>Federal Territories and Urban Wellbeing</i>	1,246	149 (12.0%)
2.	Dalam Negeri <i>Home Affairs</i>	1,537	36 (2.3%)
3.	Pembangunan Wanita, Keluarga dan Masyarakat <i>Women, Family and Community Development</i>	312	24 (7.7%)
4.	Pengajian Tinggi <i>Higher Education</i>	259	22 (8.5%)
5.	Kewangan <i>Finance</i>	752	19 (2.5%)
6.	Pelajaran <i>Education</i>	458	19 (4.1%)
7.	Kerja Raya <i>Public Works</i>	709	16 (2.3%)
8.	Perdagangan Dalam Negeri, Koperasi dan Kepenggunaan <i>Domestic Trade, Cooperative and Consumerism</i>	440	9 (2.0%)
9.	Sumber Asli dan Alam Sekitar <i>Natural Resources and Environment</i>	250	9 (3.6%)
10.	Kesihatan <i>Health</i>	596	9 (1.5%)
11.	Jabatan Perdana Menteri <i>Prime Minister's Department</i>	452	9 (2.0%)
12.	Tenaga, Teknologi Hijau dan Air <i>Energy, Green Technology and Water</i>	357	7 (2.0%)
13.	Pengangkutan <i>Transport</i>	402	5 (1.2%)
14.	Perumahan dan Kerajaan Tempatan <i>Housing and Local Government</i>	111	4 (3.6%)

6. Pelbagai Aduan
Miscellaneous Complaints

Bil. No.	Kementerian Ministry	Jumlah Aduan Total Complaints	
		Diterima Received	Pelbagai Aduan Miscellaneous Complaints (%)
15.	Sumber Manusia <i>Human Resources</i>	417	4 (1.0%)
16.	Penerangan, Komunikasi dan Kebudayaan <i>Information, Communications and Culture</i>	715	3 (0.4%)
17.	Pertanian dan Industri Asas Tani <i>Agriculture and Agro-Based Industry</i>	205	2 (1.0%)
18.	Kemajuan Luar Bandar dan Wilayah <i>Rural and Regional Development</i>	123	2 (1.6%)
19.	Pertahanan <i>Defence</i>	56	2 (3.6%)
20.	Luar Negeri <i>Foreign Affairs</i>	26	2 (7.7%)
21.	Belia dan Sukan <i>Youth and Sports</i>	28	1 (3.6%)
22.	Pelancongan <i>Tourism</i>	27	1 (3.7%)
23.	Perdagangan Antarabangsa dan Industri <i>International Trade and Industry</i>	10	1 (10.0%)
24.	Perusahaan Perladangan dan Komoditi <i>Plantation Industries and Commodities</i>	8	-
25.	Sains, Teknologi dan Inovasi <i>Science, Technology and Innovation</i>	7	-
Jumlah Total		9,503	355 (3.7%)

7. Salah Laku Anggota Awam
Misconduct of Civil Servants

Bil. No.	Kementerian <i>Ministry</i>	Jumlah Aduan <i>Total Complaints</i>	
		Diterima <i>Received</i>	Salah Laku Anggota Awam <i>Misconduct of Civil Servants</i> (%)
1.	Dalam Negeri <i>Home Affairs</i>	1,537	55 (3.6%)
2.	Pelajaran <i>Education</i>	458	42 (9.2%)
3.	Kesihatan <i>Health</i>	596	41 (6.9%)
4.	Pengangkutan <i>Transport</i>	402	16 (4.0%)
5.	Kewangan <i>Finance</i>	752	12 (1.6%)
6.	Jabatan Perdana Menteri <i>Prime Minister's Department</i>	452	8 (1.8%)
7.	Penerangan, Komunikasi dan Kebudayaan <i>Information, Communications and Culture</i>	715	7 (1.0%)
8.	Sumber Asli dan Alam Sekitar <i>Natural Resources and Environment</i>	250	7 (2.8%)
9.	Sumber Manusia <i>Human Resources</i>	417	6 (1.4%)
10.	Pertanian dan Industri Asas Tani <i>Agriculture and Agro-Based Industry</i>	205	5 (2.4%)
11.	Kemajuan Luar Bandar dan Wilayah <i>Rural and Regional Development</i>	123	5 (4.1%)
12.	Wilayah Persekutuan dan Kesejahteraan Bandar <i>Federal Territories and Urban Wellbeing</i>	1,246	4 (0.3%)
13.	Pembangunan Wanita, Keluarga dan Masyarakat <i>Women, Family and Community Development</i>	312	4 (1.3%)
14.	Pertahanan <i>Defence</i>	56	4 (7.1%)

7. Salah Laku Anggota Awam
Misconduct of Civil Servants

Bil. No.	Kementerian <i>Ministry</i>	Jumlah Aduan <i>Total Complaints</i>	
		Diterima <i>Received</i>	Salah Laku Anggota Awam <i>Misconduct of Civil Servants</i> (%)
15.	Perdagangan Dalam Negeri, Koperasi dan Kepenggunaan <i>Domestic Trade, Cooperative and Consumerism</i>	440	2 (0.5%)
16.	Tenaga, Teknologi Hijau dan Air <i>Energy, Green Technology and Water</i>	357	1 (0.3%)
17.	Pengajian Tinggi <i>Higher Education</i>	259	1 (0.4%)
18.	Perumahan dan Kerajaan Tempatan <i>Housing and Local Government</i>	111	1 (0.9%)
19.	Belia dan Sukan <i>Youth and Sports</i>	28	1 (3.6%)
20.	Luar Negeri <i>Foreign Affairs</i>	26	1 (3.8%)
21.	Sains, Teknologi dan Inovasi <i>Science, Technology and Innovation</i>	7	1 (14.3%)
22.	Kerja Raya <i>Public Works</i>	709	-
23.	Pelancongan <i>Tourism</i>	27	-
24.	Perdagangan Antarabangsa dan Industri <i>International Trade and Industry</i>	10	-
25.	Perusahaan Perladangan dan Komoditi <i>Plantation Industries and Commodities</i>	8	-
Jumlah <i>Total</i>		9,503	224 (2.4%)

8. Kegagalan Mengikut Prosedur Yang Ditetapkan
Failure to Adhere to Set Procedures

Bil. No.	Kementerian <i>Ministry</i>	Jumlah Aduan <i>Total Complaints</i>	
		Diterima <i>Received</i>	Kegagalan Mengikut Prosedur <i>Failure to Adhere to Set Procedures</i> (%)
1.	Dalam Negeri <i>Home Affairs</i>	1,537	33 (2.1%)
2.	Kewangan <i>Finance</i>	752	32 (4.3%)
3.	Sumber Manusia <i>Human Resources</i>	417	20 (4.8%)
4.	Jabatan Perdana Menteri <i>Prime Minister's Department</i>	452	14 (3.1%)
5.	Perdagangan Dalam Negeri, Koperasi dan Kepenggunaan <i>Domestic Trade, Cooperative and Consumerism</i>	440	14 (3.2%)
6.	Pelajaran <i>Education</i>	458	13 (2.8%)
7.	Kesihatan <i>Health</i>	596	13 (2.2%)
8.	Pengangkutan <i>Transport</i>	402	11 (2.7%)
9.	Wilayah Persekutuan dan Kesejahteraan Bandar <i>Federal Territories and Urban Wellbeing</i>	1,246	8 (0.6%)
10.	Penerangan, Komunikasi dan Kebudayaan <i>Information, Communications and Culture</i>	715	8 (1.1%)
11.	Perumahan dan Kerajaan Tempatan <i>Housing and Local Government</i>	111	6 (5.4%)
12.	Kerja Raya <i>Public Works</i>	709	5 (0.7%)
13.	Tenaga, Teknologi Hijau dan Air <i>Energy, Green Technology and Water</i>	357	5 (1.4%)
14.	Pembangunan Wanita, Keluarga dan Masyarakat <i>Women, Family and Community Development</i>	312	5 (1.6%)

8. Kegagalan Mengikut Prosedur Yang Ditetapkan
Failure to Adhere to Set Procedures

Bil. No.	Kementerian <i>Ministry</i>	Jumlah Aduan <i>Total Complaints</i>	
		Diterima <i>Received</i>	Kegagalan Mengikut Prosedur <i>Failure to Adhere to Set Procedures</i> (%)
15.	Pengajian Tinggi <i>Higher Education</i>	259	5 (1.9%)
16.	Sumber Asli dan Alam Sekitar <i>Natural Resources and Environment</i>	250	3 (1.2%)
17.	Pertanian dan Industri Asas Tani <i>Agriculture and Agro-Based Industry</i>	205	3 (1.5%)
18.	Kemajuan Luar Bandar dan Wilayah <i>Rural and Regional Development</i>	123	1 (0.8%)
19.	Pertahanan <i>Defence</i>	56	1 (1.8%)
20.	Belia dan Sukan <i>Youth and Sports</i>	28	1 (3.6%)
21.	Perdagangan Antarabangsa dan Industri <i>International Trade and Industry</i>	10	1 (10.0%)
22.	Pelancongan <i>Tourism</i>	27	-
23.	Luar Negeri <i>Foreign Affairs</i>	26	-
24.	Perusahaan Perladangan dan Komoditi <i>Plantation Industries and Commodities</i>	8	-
25.	Sains, Teknologi dan Inovasi <i>Science, Technology and Innovation</i>	7	-
Jumlah <i>Total</i>		9,503	202 (2.1%)

9. Salah Guna Kuasa/Penyelewengan
Abuse of Power/Misappropriation

Bil. No.	Kementerian <i>Ministry</i>	Jumlah Aduan <i>Total Complaints</i>	
		Diterima <i>Received</i>	Salahguna Kuasa/Penyelewengan <i>Abuse of Power/Misappropriation</i> (%)
1.	Dalam Negeri <i>Home Affairs</i>	1,537	34 (2.2%)
2.	Kewangan <i>Finance</i>	752	22 (2.9%)
3.	Pelajaran <i>Education</i>	458	20 (4.4%)
4.	Jabatan Perdana Menteri <i>Prime Minister's Department</i>	452	14 (3.1%)
5.	Pengajian Tinggi <i>Higher Education</i>	259	13 (5.0%)
6.	Penerangan, Komunikasi dan Kebudayaan <i>Information, Communications and Culture</i>	715	11 (1.5%)
7.	Perdagangan Dalam Negeri, Koperasi dan Kepenggunaan <i>Domestic Trade, Cooperative and Consumerism</i>	440	11 (2.5%)
8.	Pengangkutan <i>Transport</i>	402	10 (2.5%)
9.	Wilayah Persekutuan dan Kesejahteraan Bandar <i>Federal Territories and Urban Wellbeing</i>	1,246	7 (0.6%)
10.	Sumber Manusia <i>Human Resources</i>	417	7 (1.7%)
11.	Kesihatan <i>Health</i>	596	6 (1.0%)
12.	Kerja Raya <i>Public Works</i>	709	3 (0.4%)
13.	Pertanian dan Industri Asas Tani <i>Agriculture and Agro-Based Industry</i>	205	3 (1.5%)
14.	Perumahan dan Kerajaan Tempatan <i>Housing and Local Government</i>	111	3 (2.7%)

9. Salah Guna Kuasa/Penyelewengan
Abuse of Power/Misappropriation

Bil. No.	Kementerian <i>Ministry</i>	Jumlah Aduan <i>Total Complaints</i>	
		Diterima <i>Received</i>	Salahguna Kuasa/Penyelewengan <i>Abuse of Power/Misappropriation</i> (%)
15.	Pertahanan <i>Defence</i>	56	2 (3.6%)
16.	Belia dan Sukan <i>Youth and Sports</i>	28	2 (7.1%)
17.	Tenaga, Teknologi Hijau dan Air <i>Energy, Green Technology and Water</i>	357	1 (0.3%)
18.	Sumber Asli dan Alam Sekitar <i>Natural Resources and Environment</i>	250	1 (0.4%)
19.	Kemajuan Luar Bandar dan Wilayah <i>Rural and Regional Development</i>	123	1 (0.8%)
20.	Pelancongan <i>Tourism</i>	27	1 (3.7%)
21.	Perusahaan Perladangan dan Komoditi <i>Plantation Industries and Commodities</i>	8	1 (12.5%)
22.	Pembangunan Wanita, Keluarga dan Masyarakat <i>Women, Family and Community Development</i>	312	-
23.	Luar Negeri <i>Foreign Affairs</i>	26	-
24.	Perdagangan Antarabangsa dan Industri <i>International Trade and Industry</i>	10	-
25.	Sains, Teknologi dan Inovasi <i>Science, Technology and Innovation</i>	7	-
Jumlah <i>Total</i>		9,503	173 (1.8%)

10. Kepincangan Pelaksanaan Dasar dan Kelemahan Undang-Undang
Inadequacies of Policy Implementation and Law

Bil. No.	Kementerian Ministry	Jumlah Aduan Total Complaints	
		Diterima Received	Kepincangan Pelaksanaan Dasar dan Kelemahan Undang-Undang Inadequacies of Policy Implementation and Law (%)
1.	Dalam Negeri <i>Home Affairs</i>	1,537	17 (1.1%)
2.	Pelajaran <i>Education</i>	458	5 (1.1%)
3.	Pertanian dan Industri Asas Tani <i>Agriculture and Agro-Based Industry</i>	205	4 (2.0%)
4.	Wilayah Persekutuan dan Kesejahteraan Bandar <i>Federal Territories and Urban Wellbeing</i>	1,246	3 (0.2%)
5.	Kewangan <i>Finance</i>	752	3 (0.4%)
6.	Kesihatan <i>Health</i>	596	3 (0.5%)
7.	Jabatan Perdana Menteri <i>Prime Minister's Department</i>	452	3 (0.7%)
8.	Penerangan, Komunikasi dan Kebudayaan <i>Information, Communications and Culture</i>	715	2 (0.3%)
9.	Sumber Manusia <i>Human Resources</i>	417	2 (0.5%)
10.	Pengajian Tinggi <i>Higher Education</i>	259	2 (0.8%)
11.	Perdagangan Dalam Negeri, Koperasi dan Kepenggunaan <i>Domestic Trade, Cooperative and Consumerism</i>	440	1 (0.2%)
12.	Pengangkutan <i>Transport</i>	402	1 (0.2%)
13.	Pembangunan Wanita, Keluarga dan Masyarakat <i>Women, Family and Community Development</i>	312	1 (0.3%)
14.	Kemajuan Luar Bandar dan Wilayah <i>Rural and Regional Development</i>	123	1 (0.8%)

10. Kepincangan Pelaksanaan Dasar dan Kelemahan Undang-Undang
Inadequacies of Policy Implementation and Law

Bil. No.	Kementerian Ministry	Jumlah Aduan Total Complaints	
		Diterima Received	Kepincangan Pelaksanaan Dasar dan Kelemahan Undang-Undang Inadequacies of Policy Implementation and Law (%)
15.	Pertahanan <i>Defence</i>	56	1 (1.8%)
16.	Kerja Raya <i>Public Works</i>	709	-
17.	Tenaga, Teknologi Hijau dan Air <i>Energy, Green Technology and Water</i>	357	-
18.	Sumber Asli dan Alam Sekitar <i>Natural Resources and Environment</i>	250	-
19.	Perumahan dan Kerajaan Tempatan <i>Housing and Local Government</i>	111	-
20.	Belia dan Sukan <i>Youth and Sports</i>	28	-
21.	Pelancongan <i>Tourism</i>	27	-
22.	Luar Negeri <i>Foreign Affairs</i>	26	-
23.	Perdagangan Antarabangsa dan Industri <i>International Trade and Industry</i>	10	-
24.	Perusahaan Perlombongan dan Komoditi <i>Plantation Industries and Commodities</i>	8	-
25.	Sains, Teknologi dan Inovasi <i>Science, Technology and Innovation</i>	7	-
Jumlah Total		9,503	49 (0.5%)

Statistik Aduan Terhadap Pihak Berkuasa Tempatan

Aduan Terhadap Pihak Berkuasa Tempatan di Wilayah Persekutuan (WP) Bagi Tahun 2010
Complaints Against Local Authorities in Federal Territories (FT) for 2010

Bil. No.	Pihak Berkuasa Tempatan <i>Local Authority</i>	Jumlah Aduan <i>Total Complaints</i>			
		Terima <i>Received</i>	Dalam Tindakan <i>Under Investigation</i>	Selesai <i>Resolved</i>	Selesai <i>Resolved</i> (%)
1.	Dewan Bandaraya Kuala Lumpur <i>Kuala Lumpur City Hall</i>	1,123	1	1,122	99.9
2.	Perbadanan Putrajaya <i>Putrajaya Corporation</i>	84	5	79	94.0
3.	Perbadanan Labuan <i>Labuan Corporation</i>	7	0	7	100
Jumlah Aduan Terhadap PBT WP <i>Total Complaints Against FT LA</i>		1,214	6	1,208	99.5

Aduan Terhadap Pihak Berkuasa Tempatan di Negeri Selangor Bagi Tahun 2010
Complaints Against Local Authorities in Selangor for 2010

Bil. No.	Pihak Berkuasa Tempatan <i>Local Authority</i>	Jumlah Aduan <i>Total Complaints</i>			
		Terima <i>Received</i>	Dalam Tindakan <i>Under Investigation</i>	Selesai <i>Resolved</i>	Selesai <i>Resolved</i> (%)
1.	Majlis Bandaraya Shah Alam <i>Shah Alam Municipal Council</i>	199	1	198	99.5
2.	Majlis Perbandaran Subang Jaya <i>Subang Jaya Municipal Council</i>	185	3	182	98.4
3.	Majlis Perbandaran Kajang <i>Kajang Municipal Council</i>	137	9	128	93.4
4.	Majlis Bandaraya Petaling Jaya <i>Petaling Jaya City Council</i>	133	7	126	94.7
5.	Majlis Perbandaran Klang <i>Klang Municipal Council</i>	108	7	101	93.5
6.	Majlis Perbandaran Selayang <i>Selayang Municipal Council</i>	94	10	84	89.4
7.	Majlis Perbandaran Sepang <i>Sepang Municipal Council</i>	88	1	87	98.9
8.	Majlis Perbandaran Ampang Jaya <i>Ampang Jaya Municipal Council</i>	77	1	76	98.7
9.	Majlis Daerah Kuala Selangor <i>Kuala Selangor District Council</i>	26	1	25	96.2
10.	Majlis Daerah Hulu Selangor <i>Hulu Selangor District Council</i>	23	0	23	100
11.	Majlis Daerah Kuala Langat <i>Kuala Langat District Council</i>	18	0	18	100
12.	Majlis Daerah Sabak Bernam <i>Sabak Bernam District Council</i>	3	0	3	100
13.	Majlis Daerah Hulu Langat <i>Hulu Langat District Council</i>	1	0	1	100
Jumlah Aduan Terhadap PBT Selangor <i>Total Complaints Against Selangor LA</i>		1,092	40	1,052	96.3

Aduan Terhadap Pihak Berkuasa Tempatan di Negeri Johor Bagi Tahun 2010
Complaints Against Local Authorities in Johor for 2010

Bil. No.	Pihak Berkuasa Tempatan <i>Local Authority</i>	Jumlah Aduan <i>Total Complaints</i>			
		Terima <i>Received</i>	Dalam Tindakan <i>Under Investigation</i>	Selesai <i>Resolved</i>	Selesai <i>Resolved (%)</i>
1.	Majlis Perbandaran Johor Bahru Tengah <i>Johor Bahru Tengah Municipal Council</i>	110	0	110	100
2.	Majlis Bandaraya Johor Bahru <i>City Council of Johor Bahru</i>	105	0	105	100
3.	Majlis Perbandaran Muar <i>Muar Municipal Council</i>	40	0	40	100
4.	Majlis Perbandaran Kulai <i>Kulai Municipal Council</i>	32	0	32	100
5.	Majlis Perbandaran Batu Pahat <i>Batu Pahat Municipal Council</i>	25	0	25	100
6.	Majlis Perbandaran Kluang <i>Kluang Municipal Council</i>	21	0	21	100
7.	Majlis Daerah Segamat <i>Segamat District Council</i>	20	0	20	100
8.	Majlis Daerah Pontian <i>Pontian District Council</i>	19	0	19	100
9.	Majlis Daerah Mersing <i>Mersing District Council</i>	14	0	14	100
10.	Majlis Daerah Tangkak <i>Tangkak District Council</i>	10	0	10	100
11.	Majlis Daerah Kota Tinggi <i>Kota Tinggi District Council</i>	8	0	8	100
12.	Pihak Berkuasa Tempatan Pasir Gudang <i>Pasir Gudang Local Authority</i>	6	0	6	100
13.	Majlis Daerah Yong Peng <i>Yong Peng District Council</i>	5	0	5	100
14.	Majlis Daerah Ledang <i>Ledang District Council</i>	4	1	3	75.0
15.	Majlis Daerah Simpang Renggam <i>Simpang Renggam District Council</i>	2	0	2	100
16.	Majlis Daerah Labis <i>Labis District Council</i>	2	0	2	100
17.	Majlis Daerah Kulai <i>Kulai District Council</i>	2	0	2	100
Jumlah Aduan Terhadap PBT Johor <i>Total Complaints Against Johor LA</i>		425	1	424	99.8

Aduan Terhadap Pihak Berkuasa Tempatan Bagi Negeri Perak Tahun 2010
Complaints Against Local Authorities in Perak for 2010

Bil. No.	Pihak Berkuasa Tempatan <i>Local Authority</i>	Jumlah Aduan <i>Total Complaints</i>			
		Terima <i>Received</i>	Dalam Tindakan <i>Under Investigation</i>	Selesai <i>Resolved</i>	Selesai <i>Resolved (%)</i>
1.	Majlis Bandaraya Ipoh <i>Ipoh City Council</i>	209	4	205	98.1
2.	Majlis Perbandaran Taiping <i>Taiping Municipal Council</i>	42	0	42	100
3.	Majlis Daerah Kampar <i>Kampar District Council</i>	15	0	15	100
4.	Majlis Perbandaran Manjung <i>Manjung Municipal Council</i>	14	0	14	100
5.	Majlis Perbandaran Kuala Kangsar <i>Kuala Kangsar Municipal Council</i>	11	0	11	100
6.	Majlis Daerah Kinta Barat <i>West Kinta District Council</i>	10	0	10	100
7.	Majlis Perbandaran Teluk Intan <i>Teluk Intan Municipal Council</i>	9	0	9	100
8.	Majlis Daerah Tapah <i>Tapah District Council</i>	7	0	7	100
9.	Majlis Daerah Gerik <i>Gerik District Council</i>	6	0	6	100
10.	Majlis Daerah Perak Tengah <i>Perak Tengah District Council</i>	5	0	5	100
11.	Majlis Daerah Kerian <i>Kerian District Council</i>	3	0	3	100
12.	Majlis Daerah Tanjung Malim <i>Tanjung Malim Municipal Council</i>	2	0	2	100
13.	Majlis Daerah Lenggong <i>Lenggong District Council</i>	2	0	2	100
14.	Majlis Daerah Kinta Selatan <i>South Kinta District Council</i>	1	0	1	100
15.	Majlis Perbandaran Pengkalan Hulu <i>Pengkalan Hulu Municipal Council</i>	-	-	-	-
Jumlah Aduan Terhadap PBT Perak <i>Total Complaints Against Perak LA</i>		336	4	332	98.8

Aduan Terhadap Pihak Berkuasa Tempatan di Negeri Sarawak Bagi Tahun 2010
Complaints Against Local Authorities in Sarawak for 2010

Bil. No.	Pihak Berkuasa Tempatan <i>Local Authority</i>	Jumlah Aduan <i>Total Complaints</i>			
		Terima <i>Received</i>	Dalam Tindakan <i>Under Investigation</i>	Selesai <i>Resolved</i>	Selesai <i>Resolved (%)</i>
1.	Dewan Bandaraya Kuching Utara <i>North Kuching City Council</i>	52	0	52	100
2.	Majlis Perbandaran Sibu <i>Sibu Municipal Council</i>	43	0	43	100
3.	Majlis Perbandaran Padawan <i>Padawan Municipal Council</i>	31	0	31	100
4.	Dewan Bandaraya Kuching Selatan <i>South Kuching City Council</i>	14	0	14	100
5.	Majlis Bandaraya Miri <i>Miri City Council</i>	11	0	11	100
6.	Majlis Daerah Lundu <i>Lundu District Council</i>	9	0	9	100
7.	Majlis Daerah Samarahan <i>Samarahan District Council</i>	7	0	7	100
8.	Majlis Daerah Bau <i>Bau District Council</i>	5	0	5	100
9.	Majlis Daerah Luar Bandar Sibu <i>Sibu Rural District Council</i>	3	0	3	100
10.	Majlis Daerah Limbang <i>Limbang District Council</i>	3	0	3	100
11.	Majlis Daerah Sri Aman <i>Sri Aman District Council</i>	3	0	3	100
12.	Majlis Daerah Betong <i>Betong District Council</i>	3	0	3	100
12.	Majlis Daerah Kapit <i>Kapit District Council</i>	2	0	2	100
13.	Majlis Daerah Subis <i>Subis District Council</i>	1	0	1	100
14.	Majlis Daerah Sarikei <i>Sarikei District Council</i>	1	0	1	100
15.	Majlis Daerah Simunjan <i>Simunjan District Council</i>	-	-	-	-
16.	Majlis Daerah Lubok Antu <i>Lubok Antu District Council</i>	-	-	-	-
17.	Majlis Daerah Maradong & Julau <i>Maradong & Julau District Council</i>	-	-	-	-
18.	Majlis Daerah Saratok <i>Saratok District Council</i>	-	-	-	-
Jumlah Aduan Terhadap PBT Sarawak <i>Total Complaints Against Sarawak LA</i>		188	0	188	100

Aduan Terhadap Pihak Berkuasa Tempatan di Negeri Pulau Pinang Bagi Tahun 2010
Complaints Against Local Authorities in Pulau Pinang for 2010

Bil. No.	Pihak Berkuasa Tempatan <i>Local Authority</i>	Jumlah Aduan <i>Total Complaints</i>			
		Terima <i>Received</i>	Dalam Tindakan <i>Under Investigation</i>	Selesai <i>Resolved</i>	Selesai <i>Resolved (%)</i>
1.	Majlis Perbandaran Seberang Perai <i>Seberang Perai Municipal Council</i>	98	0	98	100
2.	Majlis Perbandaran Pulau Pinang <i>Pulau Pinang Municipal Council</i>	87	0	87	100
Jumlah Aduan Terhadap PBT Pulau Pinang <i>Total Complaints Against Pulau Pinang LA</i>		185	0	185	100

Aduan Terhadap Pihak Berkuasa Tempatan di Negeri Terengganu Bagi Tahun 2010
Complaints Against Local Authorities in Terengganu State for 2010

Bil. No.	Pihak Berkuasa Tempatan <i>Local Authority</i>	Jumlah Aduan <i>Total Complaints</i>			
		Terima <i>Received</i>	Dalam Tindakan <i>Under Investigation</i>	Selesai <i>Resolved</i>	Selesai <i>Resolved (%)</i>
1.	Majlis Bandaraya Kuala Terengganu <i>Kuala Terengganu Municipal Council</i>	105	0	105	100
2.	Majlis Daerah Dungun <i>Dungun District Council</i>	22	0	22	100
3.	Majlis Perbandaran Kemaman <i>Kemaman Municipal Council</i>	11	0	11	100
4.	Majlis Daerah Marang <i>Marang District Council</i>	8	0	8	100
5.	Majlis Daerah Besut <i>Besut District Council</i>	8	0	8	100
6.	Majlis Daerah Setiu <i>Setiu District Council</i>	7	0	7	100
7.	Majlis Daerah Hulu Terengganu <i>Hulu Terengganu District Council</i>	5	0	5	100
Jumlah Aduan Terhadap PBT Terengganu <i>Total Complaints Against Terengganu LA</i>		166	0	166	100

Aduan Terhadap Pihak Berkuasa Tempatan di Negeri Sembilan Bagi Tahun 2010
Complaints Against Local Authorities in Negeri Sembilan for 2010

Bil. No.	Pihak Berkuasa Tempatan <i>Local Authority</i>	Jumlah Aduan <i>Total Complaints</i>			
		Terima <i>Received</i>	Dalam Tindakan <i>Under Investigation</i>	Selesai <i>Resolved</i>	Selesai <i>Resolved</i> (%)
1.	Majlis Perbandaran Seremban <i>Seremban Municipal Council</i>	59	0	59	100
2.	Majlis Perbandaran Port Dickson <i>Port Dickson Municipal Council</i>	35	0	35	100
3.	Majlis Daerah Jempol <i>Jempol District Council</i>	33	0	33	100
4.	Majlis Daerah Tampin <i>Tampin District Council</i>	28	0	28	100
5.	Majlis Perbandaran Nilai <i>Nilai Municipal Council</i>	25	0	25	100
6.	Majlis Daerah Jelebu <i>Jelebu District Council</i>	5	0	5	100
7.	Majlis Daerah Rembau <i>Rembau District Council</i>	5	0	5	100
8.	Majlis Daerah Kuala Pilah <i>Kuala Pilah District Council</i>	2	0	2	100
Jumlah Aduan Terhadap PBT Negeri Sembilan <i>Total Complaints Against Negeri Sembilan LA</i>		192	0	192	100

Aduan Terhadap Pihak Berkuasa Tempatan di Negeri Pahang Bagi Tahun 2010
Complaints Against Local Authorities in Pahang for 2010

Bil. No.	Pihak Berkuasa Tempatan <i>Local Authority</i>	Jumlah Aduan <i>Total Complaints</i>			
		Terima <i>Received</i>	Dalam Tindakan <i>Under Investigation</i>	Selesai <i>Resolved</i>	Selesai <i>Resolved</i> (%)
1.	Majlis Perbandaran Kuantan <i>Kuantan Municipal Council</i>	70	0	70	100
2.	Majlis Daerah Maran <i>Maran District Council</i>	14	0	14	100
3.	Majlis Perbandaran Bentong <i>Bentong Municipal Council</i>	13	0	13	100
4.	Majlis Perbandaran Temerloh <i>Temerloh Municipal Council</i>	11	0	11	100
5.	Majlis Daerah Raub <i>Raub District Council</i>	10	0	10	100
6.	Majlis Daerah Lipis <i>Lipis District Council</i>	7	0	7	100
7.	Majlis Daerah Pekan <i>Pekan District Council</i>	6	0	6	100
8.	Majlis Daerah Cameron Highland <i>Cameron Highlands District Council</i>	6	0	6	100
9.	Majlis Daerah Rompin <i>Rompin District Council</i>	4	0	4	100
10.	Majlis Daerah Bera <i>Bera District Council</i>	4	0	4	100
11.	Majlis Daerah Bentong <i>Bentong District Council</i>	3	0	3	100
12.	Majlis Daerah Jerantut <i>Jerantut District Council</i>	2	0	2	100
Jumlah Aduan Terhadap PBT Pahang <i>Total Complaints Against Pahang LA</i>		150	0	150	100

Aduan Terhadap Pihak Berkuasa Tempatan di Negeri Melaka Bagi Tahun 2010
Complaints Against Local Authorities in Melaka for 2010

Bil. No.	Pihak Berkuasa Tempatan <i>Local Authority</i>	Jumlah Aduan <i>Total Complaints</i>			
		Terima <i>Received</i>	Dalam Tindakan <i>Under Investigation</i>	Selesai <i>Resolved</i>	Selesai <i>Resolved</i> (%)
1.	Majlis Melaka Bandaraya Bersejarah <i>Melaka Historic City Council</i>	74	0	74	100
2.	Majlis Perbandaran Alor Gajah <i>Alor Gajah Municipal Council</i>	26	1	25	96.2
3.	Majlis Daerah Hang Tuah Jaya <i>Hang Tuah Jaya District Council</i>	22	0	22	100
4.	Majlis Daerah Jasin <i>Jasin District Council</i>	14	0	14	100
5.	Majlis Daerah Alor Gajah <i>Alor Gajah District Council</i>	1	1	0	0.0
Jumlah Aduan Terhadap PBT Melaka <i>Total Complaints Against Melaka LA</i>		137	2	135	98.5

Aduan Terhadap Pihak Berkuasa Tempatan Di Negeri Sabah Bagi Tahun 2010
Complaints Against Local Authorities in Sabah for 2010

Bil. No.	Pihak Berkuasa Tempatan <i>Local Authority</i>	Jumlah Aduan <i>Total Complaints</i>			
		Terima <i>Received</i>	Dalam Tindakan <i>Under Investigation</i>	Selesai <i>Resolved</i>	Selesai <i>Resolved (%)</i>
1.	Dewan Bandaraya Kota Kinabalu <i>Kota Kinabalu City Council</i>	39	0	39	100
2.	Majlis Perbandaran Sandakan <i>Sandakan Municipal Council</i>	31	0	31	100
3.	Majlis Daerah Papar <i>Papar District Council</i>	17	0	17	100
5.	Majlis Daerah Penampang <i>Penampang District Council</i>	8	0	8	100
6.	Majlis Daerah Lahad Datu <i>Lahad Datu District Council</i>	7	0	7	100
7.	Majlis Daerah Kota Marudu <i>Kota Marudu District Council</i>	4	0	4	100
8.	Majlis Daerah Keningau <i>Keningau District Council</i>	3	0	3	100
9.	Majlis Daerah Semporna <i>Semporna District Council</i>	3	0	3	100
10.	Majlis Daerah Beaufort <i>Beaufort District Council</i>	2	0	2	100
11.	Majlis Perbandaran Tawau <i>Tawau Municipal Council</i>	2	0	2	100
12.	Majlis Perbandaran Tuaran <i>Tuaran Municipal Council</i>	2	0	2	100
13.	Majlis Daerah Kota Belud <i>Kota Belud District Council</i>	1	0	1	100
14.	Majlis Daerah Kunak <i>Kunak District Council</i>	1	0	1	100
15.	Majlis Daerah Tenom <i>Tenom District Council</i>	-	-	-	-
16.	Majlis Daerah Kuala Penyu <i>Kuala Penyu District Council</i>	-	-	-	-
Jumlah Aduan Terhadap PBT Sabah <i>Total Complaints Against Sabah LA</i>		120	0	120	100

Aduan Terhadap Pihak Berkuasa Tempatan di Negeri Kedah Bagi Tahun 2010
Complaints Against Local Authorities in Kedah for 2010

Bil. No.	Pihak Berkuasa Tempatan <i>Local Authority</i>	Jumlah Aduan <i>Total Complaints</i>			
		Terima <i>Received</i>	Dalam Tindakan <i>Under Investigation</i>	Selesai <i>Resolved</i>	Selesai <i>Resolved (%)</i>
1.	Majlis Perbandaran Sungai Petani <i>Sungai Petani Municipal Council</i>	38	0	38	100
2.	Majlis Bandaraya Alor setar <i>Alor Star City Council</i>	25	2	23	92.0
3.	Majlis Perbandaran Kulim <i>Kulim Municipal Council</i>	19	0	19	100
4.	Majlis Perbandaran Langkawi Bandaraya Pelancongan <i>Langkawi Tourism City Council</i>	13	0	13	100
5.	Majlis Daerah Kubang Pasu <i>Kubang Pasu District Council</i>	8	0	8	100
6.	Majlis Daerah Baling <i>Baling District Council</i>	5	0	5	100
7.	Majlis Daerah Langkawi <i>Langkawi District Council</i>	3	0	3	100
8.	Majlis Daerah Pendang <i>Pendang District Council</i>	2	0	2	100
9.	Majlis Daerah Bandar Baharu <i>Bandar Baharu District Council</i>	1	0	1	100
10.	Majlis Daerah Sik <i>Sik District Council</i>	1	0	1	100
Jumlah Aduan Terhadap PBT Kedah <i>Total Complaints Against Kedah LA</i>		115	2	113	98.3

Aduan Terhadap Pihak Berkuasa Tempatan di Negeri Kelantan Bagi Tahun 2010
Complaints Against Local Authorities in Kelantan for 2010

Bil. No.	Pihak Berkuasa Tempatan <i>Local Authority</i>	Jumlah Aduan <i>Total Complaints</i>			
		Terima <i>Received</i>	Dalam Tindakan <i>Under Investigation</i>	Selesai <i>Resolved</i>	Selesai <i>Resolved (%)</i>
1.	Majlis Perbandaran Kota Bharu <i>Kota Bharu Municipal Council</i>	30	0	30	100
2.	Majlis Daerah Ketereh <i>Ketereh District Council</i>	20	0	20	100
3.	Majlis Daerah Jeli <i>Jeli District Council</i>	18	0	18	100
4.	Majlis Daerah Pasir Mas <i>Pasir Mas District Council</i>	17	0	17	100
5.	Majlis Daerah Tumpat <i>Tumpat District Council</i>	9	0	9	100
6.	Majlis Daerah Bachok <i>Bachok District Council</i>	7	0	7	100
7.	Majlis Daerah Kuala Krai Utara <i>Kuala Krai (North) District Council</i>	2	0	2	100
8.	Majlis Daerah Machang <i>Machang District Council</i>	2	0	2	100
9.	Majlis Daerah Gua Musang <i>Gua Musang District Council</i>	1	0	1	100
10.	Majlis Daerah Dabong <i>Dabong District Council</i>	1	0	1	100
11.	Majlis Daerah Kuala Krai Selatan <i>Kuala Krai District Council</i>	-	-	-	-
12.	Majlis Daerah Tanah Merah <i>Tanah Merah District Council</i>	-	-	-	-
Jumlah Aduan Terhadap PBT Kelantan <i>Total Complaints Against Kelantan LA</i>		107	0	107	100

Aduan Terhadap Pihak Berkuasa Tempatan di Negeri Perlis Bagi Tahun 2010
Complaints Against Local Authorities in Perlis State for Year 2010

Bil. No.	Pihak Berkuasa Tempatan <i>Local Authority</i>	Jumlah Aduan <i>Total Complaints</i>			
		Terima <i>Received</i>	Dalam Tindakan <i>Under Investigation</i>	Selesai <i>Resolved</i>	Selesai <i>Resolved (%)</i>
1.	Majlis Perbandaran Kangar <i>Kangar Municipal Council</i>	45	1	44	97.8

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Kami merakamkan setinggi-tinggi penghargaan kepada semua pihak yang terlibat sama ada secara langsung atau tidak langsung dalam menjayakan penyediaan Laporan Tahunan BPA 2010

We wish to express our deepest appreciation to all those who have contributed directly or indirectly to the successful publication of the PCB Annual Report 2010



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