

**CORPORATE INFORMATION
PUBLIC COMPLAINTS BUREAU
PRIME MINISTER'S DEPARTMENT**

A. Frequently Asked Questions

1. What can I complain to the PCB?

PCB investigates complaints about administrative actions and decisions of the Malaysian government, ministries, department and agencies at the federal, state and local level (except in Sabah and Sarawak which is only at the federal which may be wrong, unjust, unlawful or just plain unfair.

2. Are there any fees charged to lodge the complaint?

It is free of charge.

3. Can I lodge a complaint on behalf of another person?

Yes with the consent from the aggrieved person.

4. Can I make an anonymous complaint?

Yes, if the complaint involves public interest and sufficient information is given by the complainant to enable investigation to be conducted.

5. What are the types of complaint that can be lodged to PCB?

- Delay / no action
- Unfair action
- Lack of public amenities
- Inadequacies of policy implementation and law
- Abuse of power / misconduct of civil servants
- Failure to adhere to set procedures
- Failure of enforcement
- Unsatisfactory service quality
- Miscellaneous complaints

6. Can all complaints be referred to PCB?

Yes, EXCEPT complaints:

- Against Government policies
- Matters under the jurisdiction of:
 - Public Accounts Committee (PAC)
 - Anti Corruption Commission (MACC)
 - Legal Aid Bureau
 - Courts of Law

7. How do I make a complaint?

- Website www.pcb.gov.my
- Telephone 03-8872 5777
- Facsimile 03-8888 7778
- Write in Public Complaints Bureau,
P.O.Box 9000, Kuala Lumpur
- Pro-active Programme Mobile Complaints Counter (MCC)
Integrated Mobile Complaints Counter (IMCC)
MESRA Programme
- Walk in to BPA Office
- Instant Problem Solving Programme (IPSP) Programme IPSP
Bersama Timbalan Menteri di JPM
dengan Kementerian/Jabatan/Agensi Kerajaan
Bilik VIP, Sentul Perdana Community Centre,
Jalan 2/48A, Sentul Perdana,
Bandar Baru Sentul,
51000 KUALA LUMPUR
- Via SMS Send Short Messaging Service (SMS) to
15888
Example: BPA ADUAN (your complaint) and send to 15888

8. What should I include in my complaints to PCB?

- Information to be filled
 - Name
 - NRIC
 - Gender
 - Address
 - Country/state/district
 - Telephone/email
 - Occupation
 - Type of complainant
 - Complaint's subject
 - Detail of complaint
 - Agency complained of
 - Actions taken
 - Actions requested from PCB
- Optional information
 - Password
 - Attachments
 - Nationality
 - Facsimile no.
 - Passport no. / others
 - Company / society

9. What happens to my complaint?

- PCB generates a case number after it is registered in the system.
- PCB sends a letter of acknowledgement to the complainant.
- Investigation commences.
- All correspondences relating to the investigation will be copied to the complainant for information.
- Complaints which are of public interest will be brought to the attention of the Permanent Committee on Public Complaints and Cabinet.
- PCB informs the result of investigation to the complainant.
- PCB sends CSI form to the complainant for evaluation on PCB's complaint management services.

10. How long will an investigation take?

- PCB's Standard Operating Procedures (SOP) stipulates that all complaints must be resolved within 15 days.
- The time taken to resolve complaints will depend on the nature of complaints whether it is simple, moderate or complex. Simple cases may be resolved immediately or within 3 days. Moderate cases may be settled within 5 to 15 days.

B. HOW TO LODGE COMPLAINTS

The public may lodge a complaint through the following channels:

- Via website www.pcb.gov.my
- Telephone **03-8872 5777**
- Facsimile **03-8888 7778 / 3748**
- Free postage to
Public Complaints Bureau
P.O.Box 9000,
Kuala Lumpur

Or to the PCB state offices;

- Walk-in to PCB service counters during the PCB proactive programmes; Mobile Complaints Counter (MCC), Integrated Mobile Complaints Counter (IMCC) and the Program Mesra Rakyat (MESRA).
- Walk in to PCB Headquarters or to one of PCB state offices.
- Via sms to 15888
Example : BPA ADUAN (your complaint) and send to 15888

C. DOCUMENTS NEEDED TO SUBMIT

- PCB does not require any supporting documents.
- However, the complainant may supply some documents as he / she deems fit.
 - Copies of the complaint letter / application to the concerned agencies;
 - Copies of receiver address letter
 - Copies of the agency letter / reference number;
 - Copies of certificates, plans, receipts, etc and;
 - Photographs (if related)

PCB OFFICES

Director-General
Headquarters
Public Complaints Bureau
Prime Minister's Department
Aras 6, Blok B1
Pusat Pentadbiran Kerajaan
Persekutuan
62502 Putrajaya
Tel : 03-8872 5777
Fax : 03-8888 7778, 03-8888 3748

Director
Public Complaints Bureau
Melaka/Negeri Sembilan
Prime Minister's Department
Aras 2, Wisma Persekutuan
Jalan MITC, Hang Tuah Jaya
75450 ayer Keroh, Melaka
Tel : 06-234 5890
Fax : 06-234 5891

Director
Public Complaints Bureau
Pulau Pinang/Kedah/Perlis
Prime Minister's Department
Paras 44, Menara KOMTAR
Jalan Pinang
10000 Pulau Pinang
Tel : 04-263 6893
Fax : 04-263 6894

Director
Public Complaints Bureau
Sarawak
Prime Minister's Department
Tingkat 5, Bangunan Bank Negara Malaysia
Sarawak Jalan Satok
93400 Kuching, Sarawak
Tel : 082-415 004
Fax : 082-415 005

Director
Public Complaints Bureau
Terengganu/Kelantan
Prime Minister's Department
Tingkat 2, Wisma MAIDAM
Jalan Banggol
20100 Kuala Terengganu
Tel : 09-623 8135
Fax : 09-623 8134

Director
Public Complaints Bureau
Sabah
Prime Minister's Department
Suite 6-15, Tingkat 6, Menara MAA
No. 6, Lorong Api-Api 1
88800 Kota Kinabalu, Sabah
Tel : 088-280 300
Fax : 088-280 301

Director
Public Complaints Bureau
Perak
Prime Minister's Department
Tingkat 2, Bangunan MAYBAN TRUST
No. 28, Jalan Tun Sambanthan
30000 Ipoh, Perak
Tel : 05-255 8500
Fax : 05-255 8501

Director
Public Complaints Bureau
Johor
Prime Minister's Department
Tingkat 21, Bangunan KOMTAR
Jalan Wong Ah Fook
80505 Johor Bahru
Tel : 07-223 0900
Fax : 07-224 3557

Director
Public Complaints Bureau
Pahang
Prime Minister's Department
Tingkat 17, Kompleks Teruntum
Jalan Mahkota
25000 Kuantan, Pahang
Tel : 09-514 4455
Fax : 09-514 4477

Director
Public Complaints Bureau
Selangor
Prime Minister's Department
Tingkat 10, Menara PPNS
Pusat Dagangan UMNO Shah Alam
Lot 8, Persiaran Damai
Seksyen 11
40000 Shah Alam, Selangor
Tel : 03-5513 3777
Fax : 03-5510 6358
Additional No: 03-5510 5841
03-5510 6520

Director
Public Complaints Bureau
Kuala Lumpur
Prime Minister's Department
Tingkat 41, Menara TH Perdana
1001, Jalan Sultan Ismail
50250 Kuala Lumpur
Tel : 03-2691 1346
Fax : 03-2692 9107

INFO 1

HISTORY OF ESTABLISHMENT AND FUNCTIONS

1. PCB was established on 23rd July 1971 by virtue of a cabinet decision.
2. The formation of PCB, was one of the government's responsibility to the public to ensure that they have an avenue to lodge complaints regarding maladministration of Government departments and agencies.
3. In this respect, PCB acts as a conduit between the Government and its citizens in handling complaints towards infinite improvements of public service delivery in the country.
4. Each complaint from the public is regarded as a valuable input that can assist Government agencies to improve and increase the quality of service in line with the concept "**1Malaysia, People First, Performance Now**" introduced by the Prime Minister.
5. To achieve its objectives, PCB requires co-operation from all quarters especially the Government departments and agencies to further raise their quality of services to the public.

INFO 2

PCB's EFFECTIVENESS IN DELIVERING SERVICES TO THE PEOPLE

1. Generally, PCB plays an effective role in performing its responsibilities entrusted by the government.
2. PCB's effectiveness to the public is proven through its resolution of complaints received by PCB against ministries and state government from 2005 to 2010 as per the following schedule :

TOTAL NUMBER OF COMPLAINTS AGAINST MINISTRIES AND STATE GOVERNMENT AND SUCCESSFULLY RESOLVED BY PCB

NO.	YEAR	RECEIVED	RESOLVED	RESOLUTION RATE
1	2005	2707	2247	83.0
2	2006	4640	3294	71.0
3	2007	5347	4762	89.1
4	2008	8066	7308	90.6
5.	2009	12,683	12,376	97.6
6.	2010	14,700	14,502	98.7

3. PCB also carries out several proactive programmes such as the Mobile Complaints Counter (MCC), Integrated Mobile Complaints Counter (IMCC), *Mesra Rakyat Programme (MESRA)*, briefing and monitoring complaints. Through these programmes, PCB does not limit its role only to receiving complaints but also to resolve complaints expeditiously.
4. PCB also prepares a Monthly Complaints Management Report for Cabinet Meetings and Secretaries-General and Head of Services Meeting.

INFO 3

HOW PCB RESOLVES DIFFICULT COMPLAINTS?

1. PCB handles difficult complaints by using the two approaches which are:
 - 1.1 By way of meeting / group consultation together with the concerned government agencies, NGOs and the complainant.
 - 1.2 By taking up the complaints to the attention of the Public Complaints Permanent Committee (PCPC) chaired by the Chief Secretary to the Government. Its Members are Director-General of the Public Service Department, Secretary-General of Treasury, Director-General of the Malaysian Administration Modernisation and Management Planning Unit (MAMPU), Chief Commissioner of the Malaysian Anti-Corruption Commission (MACC) and Senior Deputy Secretary-General of the Prime Minister's

Department. PCB acts as the secretariat for the meeting. All decisions of the meetings will have to be adhered to by the concerned agencies.

2. Examples cases that has been brought for deliberation by the Permanent Committee are :
 - 2.1 Handling The Problems Posed By Swift lets Rearing Activity
 - 2.2 Steps to Eradicate and the Enforcement of the Prohibition Against Illegal Posting of Advertisement in Public Area/ Facilities by Companies / Individual
 - 2.3 Resolving The Issue Of Construction Of Utility: TNB's Mini Feeder Pillar and Indah Water Consortium's Septic Tanks In Housing and Commercial Areas
 - 2.4 Improvement on Individual adjournment affair to overseas due to indebtedness and safety
 - 2.5 Improvement in reverse payment to National Higher Education Fund Corporation
3. PCB works hand in hand with the agencies concerned to execute follow up actions following the decisions of the Permanent Committee.

INFO 4

WHO QUALIFIES AS A COMPLAINANT?

1. Members of the public (citizen and non-citizen) may lodge complaints with PCB on the maladministration and weaknesses of the public service.
2. In resolving complaints, PCB focuses on issues raised in the complaints irrespective of name, gender, race, age etc.

INFO 5

WHAT ARE THE ISSUES FREQUENTLY RAISED BY COMPLAINANTS?

1. PCB receives a multitude of issues via complaints from the public. However, to facilitate monitoring and analysis, PCB divides all received complaints into 10 categories.

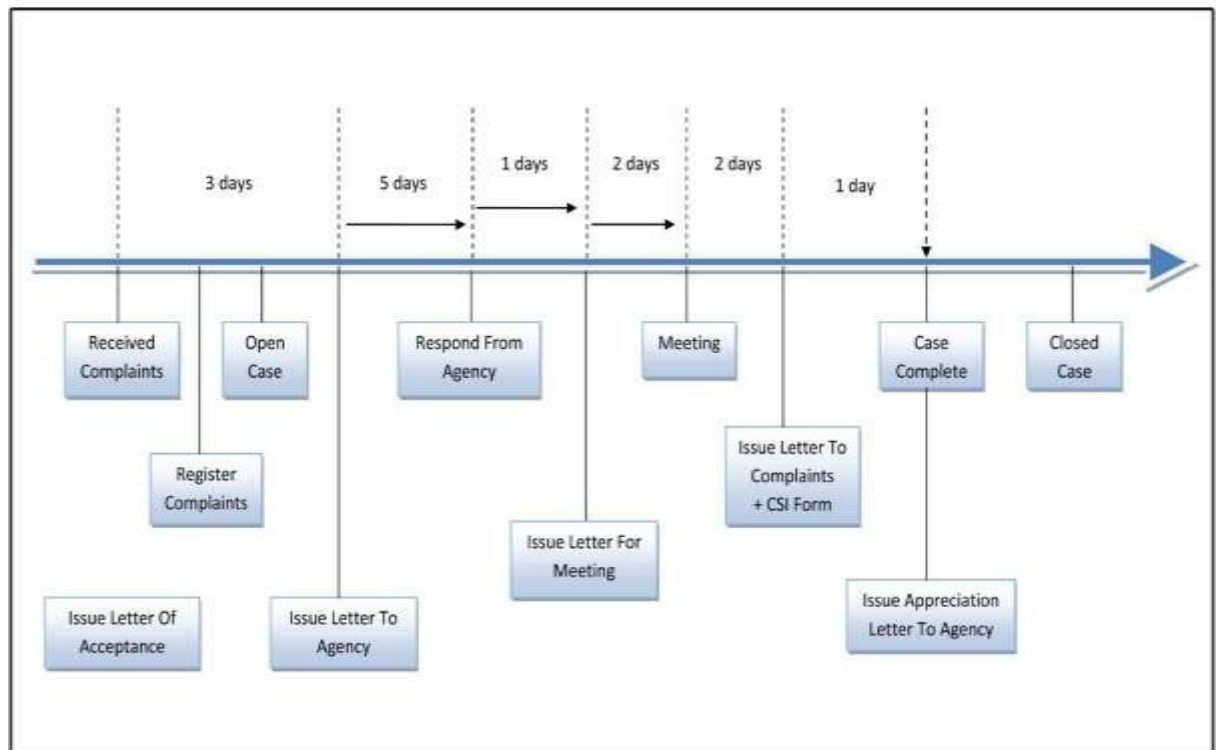
2. In year 2010, the analysis of complaints based on the stipulated categories for Ministries and the State Government is as follows :

NO.	CATEGORY	MINISTRY	STATE GORVERNMENT	TOTAL
1	Delay / No Action	3817	2635	6452 (43.9%)
2	Unstatisfactory Service Quality	1819	674	2493 (17.0%)
3	Unfair Action	1609	465	2074 (14.1%)
4	Failure of Enforcement	852	608	1460 (9.9%)
5	Miscelleneous Complaints	403	545	948 (6.4%)
6	Lack of Public Amenities	355	106	461 (3.1%)
7	Misconduct of Civil Servants	202	66	268 (1.8%)
8	Abuse of Power / Misappropriation	334	31	255 (1.7%)
9	Failure to Adhere to Set Procedures	173	43	216 (1.5%)
10	Inadequacies of Policy and Law	469	24	73 (0.5%)
		9503	5197	14,700 (100%)

INFO 6
HOW PCB MANAGES A COMPLAINT?

1. A complaint management process can be seen as per following table:

COMPLAINT MANAGEMENT PROCESS



2. The Process explains:
 - 2.1 Once a complaint is received, PCB will issue a Letter of Acceptance (*Surat Akuan Terima*). Next, a formal write-up (*Surat Kepada Agensi*) to the relevant agency will be sent for their further action. If the complaint cannot be resolved within the period stipulated in the SOP, PCB will call up a meeting with the affected agencies together with the complainant who is encountering difficulties. Through this process, problem can be solved quickly with the presence of both parties (i.e. the agency / department involved and the complainant).

- 2.2 The meeting called up by PCB is to bring the agency / department and the complainant to discuss the matter complained so that a solution can be reached: and
 - 2.3 PCB also monitors all ministries and public agencies to ensure that every complaint is handled appropriately.
3. For certain complaints that are serious and repeatedly lodged by the public, PCB will escalate it to the Public Complaints Permanent Committee (*Jawatankuasa Tetap Pengaduan Awam- JKTPA*) for a definite solution.

INFO 7

WHAT DISTINGUISHES PCB FROM OTHER BODIES AND NON GOVERNMENTAL ORGANISATIONS (NGO) OFFERING PROBLEM SOLVING SERVICES TO THE PUBLIC?

PCB is a government agency carrying out the task of managing complaints without the wants of profit or with any other agenda. Thus, PCB is neutral in handling public complaints from the public.

INFO 8

PUBLICITY OF PCB'S ROLES AND FUNCTIONS

To publicise PCB's role and function to the public, PCB had gone 'on air' for various television and radio programmes such as Selamat Pagi Malaysia (RTM 1), Hello On Two (RTM 2), Radio Kelantan FM, Kuching FM and Radio 24 BERNAMA.

PCB also utilises printed media to relay information on the role and responsibilities of PCB. This year, PCB has arranged various activities such as interviews and question and answer sessions through these electronic mediums to increase public awareness.

Apart from that, PCB also leverages on printed media to explain PCB'S role to the public especially when readers raise issues concerning PCB through the papers. These opportunities are used to answer specific issues raised as well as explaining PCB's role to the public.

PCB also uses pro-active programmes such as the Mobile Complaints Counter (MCC), integrated Mobile Complaints Counter (IMCC) and MESRA RAKYAT to publicise its role and responsibilities. Brochures and information on PCB are distributed to visitors as a means of promotion.

INFO 9

WILL i-SPAAA BE EXTENDED TO ALL MINISTRIES AND GOVERNMENT AGENCIES ONCE IT IS FULLY OPERATIONAL?

Advantages of i-SPAAA is the best system for the government and the complainant as it shortens the time and the complainants will be able to direct their complaint to the correct channel. The complaints can be detected and monitored at all times as this system is developed with warning functions and notifications that follow the public complaints management Standard Operating Procedures (SOP) and the service level agreement. PCB aspires that i-SPAAA will increase the efficiency of the Government's service delivery system in helping all levels of the society.

Status Implementation i-SPAAA in the Ministry / Agency are as follows:

1. Ministry / Agency using i-SPAAA:

- i. Ministry of Works;**
- ii. Ministry of Federal Territories and Urban Wellbeing ;**
- iii. Ministry of Women, Family and Community Development;**
- iv. Ministry of Defence;**
- v. Ministry of Tourism;**
- vi. Ministry of Home Affairs;**
- vii. General Administration, Prime Minister's Department;**
- viii. Ministry of Finance;**
- ix. National Registration Department ;**
- x. Bahagian Hal Ehwal Undang-Undang (BHEUU);**
- xi. Department of Awqaf, Zakat and Haji (JAWHAR);**
- xii. PEMUDAH;**
- xiii. Kuala Lumpur City Hall;**
- xiv. PERKESO;**
- xv. National Training Service Department; and**
- xvi. MAMPU.**

2. Ministry / Agency in configuration level:

- i. Ministry of Human Resources;**
- ii. Ministry of International Trade and Industry;**

- iii. **Ministry of Transport;**
- iv. **Ministry of Natural Resources and Environment;**
- v. **Ministry of Health;**
- vi. **Ministry of Science, Technology and Innovation;**
- vii. **Ministry of Agriculture and Agro-based Industry;**
- viii. **Public Works Department;**
- ix. **Social Welfare Department;**
- x. **Royal Police Malaysia;**
- xi. **Malaysian Highway Authority;**
- xii. **Prime Minister's Department; and**
- xiii. **Department of Lands and Mines (Federal).**

INFO 10

OTHER ACTIVITIES TO EXPAND PCB'S SCOPE AND FUNCTIONS

In 2010, BPA has introduced and implemented other activities for further improvements towards raising the quality of the department's service delivery. Among others:

1. Proactive Media and Newspaper Monitoring

PCB now extracts newspaper reports of issues or complaints particularly concerning public service delivery on a daily basis. The extracts or the newspaper cuttings will be logged into the i-Aduan System under the UPA category and will be channeled to the concerned Ministries/Departments / Agencies/Local Authorities to obtain feedback on the issues. PCB as the monitoring agency will be informed of each complaint which had been acted upon and resolved. This task is handled by the Corporate Communications Unit with the co-operation from the Complaints Management Division as its internal monitoring mechanism.

To realise the efficiency of this approach, PCB works closely with the printed and electronics media for issues that are given prominence by the media. Complaints, suggestions and the improvements are not limited to the established complaints channels provided by the PCB, but PCB also gives due attention to the issues raised by the media from time to time.

2. MASJA Programme

The Handling Of Complaints Before They Become Actual Complaints Programme, known by its Malay acronym *MASJA*, is a proactive approach where all PCB officers and staffs are encouraged to be more

attentive and lodge complaints to PCB regarding issues in their surroundings. This is PCB's initiative where all officers and staffs are to play dual roles as the complainants besides being complaints managers. PCB officers and staffs are tasked to be the ears and the eyes in identifying problems before they are picked up by the public and lodged as complaints to PCB. The monitoring of this program is done on a monthly basis and reported in the PCB's monthly management meeting.

3. Holistic Approach to Complaints Reselection

PCB takes various approaches in resolving complaints including resolving complaints through a holistic approach. This approach is adopted to resolve recurring complaints, and all the agencies involved have to work together in handling recurring complaints by identifying the real cause of a particular issue to so that they will not affect the image of public agencies adversely.

Examples of complaints which were resolved holistically are:

- i. Resolving the Issue of Construction of Utility: TNB's Mini Feeder Pillar and Indah Water Consortium's septic Tanks in Housing and Commercial Areas. PCB identified 21 complaints related to this issue.**
- ii. Steps to Eradicate and the Enforcement of the Prohibition Against Illegal Posting of Advertisement in Public Area/ Facilities by Companies / Individual.**

4. Regulatory Function

PCB also carries the responsibility as the monitoring agency by way of receiving, managing and monitoring. BPA provides the medium and system to be used for managing complaints. However, as each agency has its unique features and peculiarities, the complaints management differs from one agency to another. Nevertheless, all departments and agencies must at all times strive to improve the approach in resolving complaints to achieve their objectives. Departments and agencies must resolve complaints in accordance to the monitoring of the 10 categories explained earlier. **(Refer Info 5).**

5. Development Administration Circular No. 1 of 2009**Improvements to the Public Complaints Management Process**

The objective of the circular which takes effect from 24 February 2009 is to inform all government department/ agencies in the improvements to the public complaints management process. The circular contains information on the new and improved public complaints management process replacing Circular No. 4 of 1992.

To heed the Government's aspiration to raise the efficiency of public service delivery system to a greater height, PCB has reduced public complaints management cycle from 41 days to 15 working days. This is due to the i-Aduan System which had been able to accelerate public complaints management process covering, receiving complaints, investigation, information gathering and complaints resolution.

The circular states the membership of the Public Complaints Permanent Committee, methods of channeling complaints and the handling of complaints by PCB. The rate of the departments/agencies is also crucial to give due and proper attention to the management of public complaints in their respective departments/ agencies.

6. Instant Problem Solving Programme (IPSP)

A programme known as Instant Problem Solving Programme with Ministries/ Department/ Public Agencies had been introduced and implemented by YB Senator Dato' T. Murugiah, Deputy Minister in the Prime Minister's Department in charge of PCB. The PCB is tasked to co-ordinate the programme which is held every Tuesday since 21 April 2009. The programme brings together representatives from all ministries and some departments and agencies under the ministries' purview. The ministries /departments/agencies are represented by senior officers to ensure the program will run smoothly and able to fulfill its objectives.

7. Change of Website's URL

The URL for PCB's official website had been changed from www.bpa.jpm.my to www.pcb.gov.my since 4 May 2009. PCB's domain was also changed to @ pcb.gov.my. The change is in line with the

directive issued by MAMPU regarding the management of website/public sector portals.

8. Complaints Monitoring System for Public Agencies (i-SPAAA) To Increase Effectiveness of Public Complaints Management

PCB currently is in the process of implementing the 'Complaints Monitoring System for Public Agencies' project, also known as i-SPAAA. This public complaints management system could assist government agencies in handling public complaints in an effective, integrated, uniform and also timely manner. This project is initiated under the 9th Malaysia Plan. Development of the system started in the final quarter of 2007 and completed in the final quarter of 2008. In 2009, the implementation of this project was focused on training and pioneering the usage of the system in 7 ministries and agencies. Until 20 Mac 2011, a total of 20 ministries and 18 agencies were involved in i-SPAAA.

Once the project is completed, the general public especially the complainants can channel their complaints directly to the respective ministries or agencies. This means that the new system is much faster and capable of maintaining data which is more systematic and can reduce overlapping complaints.

The benefit of this project is that each public complaint can be analyzed to determine its source so that improvements on policies /regulations /processes and work procedures can be implemented if required. This in turn will increase the productivity and quality of the government sector service delivery system. Complaints management activities will be less complicated with the existence of online and real-time information, as well as an integrated information hub that enables sharing of information among agencies. Besides that, government agencies can monitor and provide complaints reports according to selected field of analysis.

9. Corrective and Preventive Measures

PCB always strives to ensure each complaint is handled decisively. To achieve this, PCB practices the corrective and preventive approach in resolving any issue. Corrective approach focuses on present issues that need to be dealt with immediately in order to resolve a particular complaint. While the preventive approach focuses on solutions to ensure the same issue will not recur.

Thus, in handling complaints, PCB officers are required to outline corrective and preventive measures adopted in their handling at the complaints.

10. No Wrong Door Policy

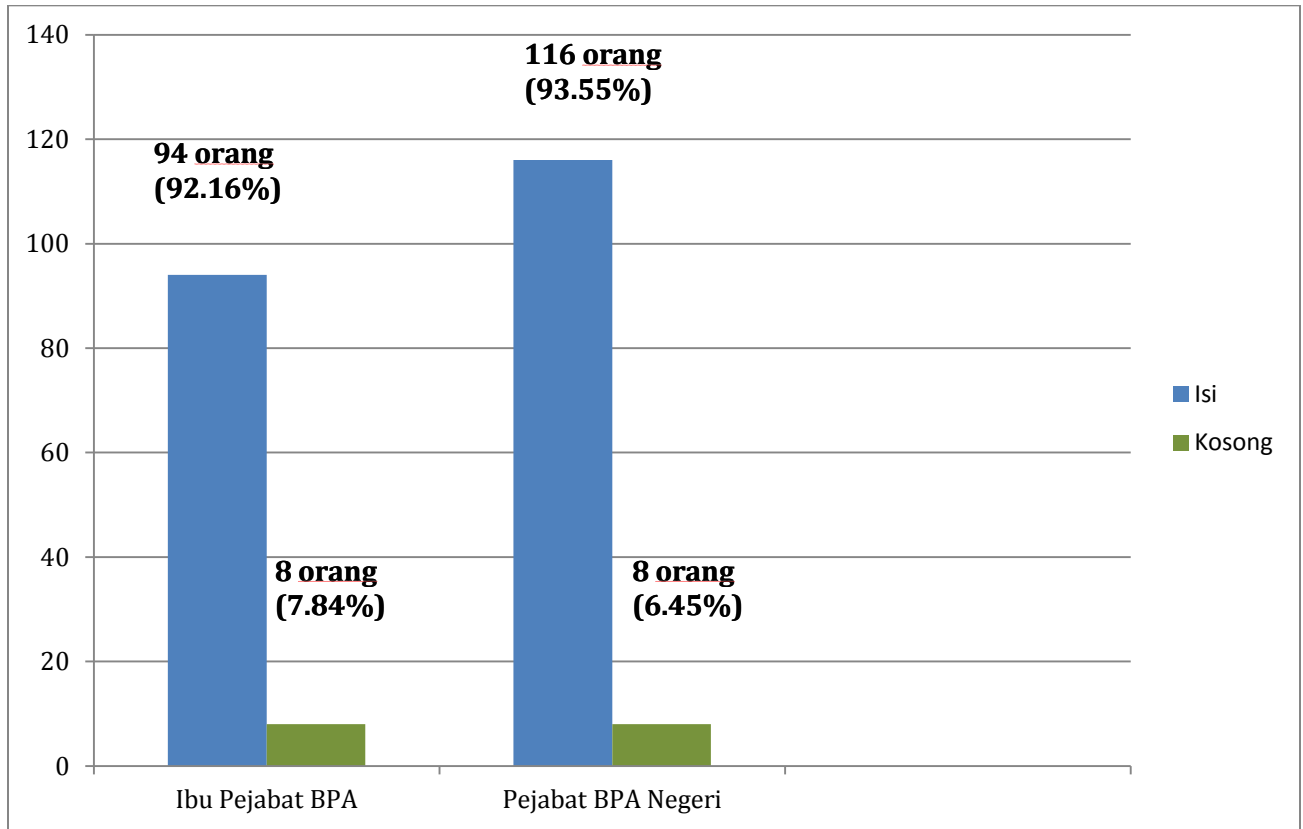
PCB practices the 'No Wrong Door' policy to ensure complaints are resolved promptly. PCB does not refuse any complaint and will render its fullest assistance using various available approaches and in accordance with all procedural requirements. The practice of this policy is in line with the concept of '1 Malaysia, etc'

11. Complaints Management Training Module (Modul Latihan Pengurusan Aduan - MOLPA)

PCB is in the process of expanding its role by creating new training programme known as the Complaints Management Training Module (*Modul Latihan Pengurusan Aduan - MOLPA*). This module is created to give more exposure and knowledge to the government sector. By having this module, PCB can share its knowledge of complaints management with other training agencies.

PCB will act as a consultant to the agencies and provide thorough consultation for government agencies specifically on complaints management. One of the modules under this programme is "*Modul Latihan Sistem Pemantauan Aduan Agensi Awam Bersepadu (i-SPAAA)*". This programme can also be integrated with training modules of other government agencies' training. For examples, it can be as one of the module in the General Induction Course and Specific Induction Course for government servants. The duration of this course can be done between two to five days for a short course and at least 7 days for a long course.

PCB STAFFING AS AT 30 SEPTEMBER 2011



Prepared by:
Corporate Communication Unit
PCB, Prime Minister's Department.
(Updated : 30 September 2011)