



## AOA Fact Sheet *Ombudsman of MALAYSIA*

NOVEMBER 8, 2017

INSTITUTIONAL OVERVIEW NUMBER 1

### *Legal Framework*

In Malaysia management of public complaints is the responsibility of public complaints berue (PCB) of the prime minister's department. It was established in July 1971.

Its main objective is to "Assist the public who are aggrieved with the public service machinery and to take remedial action towards redressing complaints that are justified and to utilized complaints as an input for government agencies to improve accountability, quality and productivity in the public services.

### *Jurisdiction/ FUNCTIONS*

- 1) To Receive public complaints on government administrative actions which are alleged to be unfair, against the existing laws and regulations including misconduct, misappropriation, abuse of power, maladministration and the like
- 2) To investigate public complaints which are deemed to be valid
- 3) To report the outcome of investigations and make recommendations to the permanent committee on public complaints (PCPC) and the relevant authorities.
- 4) To forward the decisions of PCPC to ministries, federal departments, federal statutory bodies, local authorities, agencies concerned for the purpose of corrective actions and
- 5) To monitor the corrective actions taken by ministries/federal departments/federal statutory bodies/local authorities/ agencies concerned and subsequently submit such feedback to the PCPC.

### *Legal Powers*

PCB derives its power from the development administration circular no 4 of 1992. PCB is designated as the centre for public complaints with responsibilities and functions as follows

- 6) To Receive public complaints on government administrative actions which are alleged to be unfair, against the existing laws and regulations including misconduct, misappropriation, abuse of power, maladministration and the like

## Organization Structure

- 7) To investigate public complaints which are deemed to be valid
- 8) To report the outcome of investigations and make recommendations to the permanent committee on public complaints (PCPC) and the relevant authorities.
- 9) To forward the decisions of PCPC to ministries, federal departments, federal statutory bodies, local authorities, agencies concerned for the purpose of corrective actions and
- 10) To monitor the corrective actions taken by ministries/federal departments/federal statutory bodies/local authorities/ agencies concerned and subsequently submit such feedback to the PCPC.

Permanent committee on public complaints (PCPC) is chaired by the chief secretary to the government and members of the committee are:

- 1) The director general of the public service department
- 2) The director general of the anti-corruption agency
- 3) The senior deputy secretary general prime minister department
- 4) The director general of the Malaysian administrative modernization and management planning unit of the prime minister's department (MAMPU)

*Implementation Arrangements*

PCPC is so constituted as to ensure that all government agencies provide full cooperation to the system of management of public complaints and to resolve all complaints effectively and speedily. It deliberates and decides on each and every working paper tabled by PCB. The director general of public services takes follow up action on cases regarding neglect, delays and abuse of power of officers. The director general of anti corruption agency takes necessary action on cases where there is suspicion of corruption. the director general of MAMPU handles cases where system weakness and work procedure identified, public complaints however don't include subject matters relating to government policies and those which are with in the ambit of the anti-corruption agency, the legal aid Burea, special cabinet committee on government administration and the public accounts committee.

The public is encouraged to assess the quality of services rendered by agencies by forwarding feedback on particular department .complaints from the public are deemed as positive feedback which can help to improve the quality of the public service.

The PCB,s circuit program provide members of the public the opportunity to forward their complaints directly to officers of the Berue who have one day stations is smaller towns and in rural areas.

*Research & Analysis Wing*

*Investigative  
Techniques*

*Code of  
Conducts and  
Standards*

*FOI Standards*

*Use of  
Technology*

*Public  
Awareness &  
Outreach*

*Linkages with  
Civil Society*

