

**PUBLIC COMPLAINTS COMMISSION**

**DATA ANALYSIS**

**FOR**

**2012 ANNUAL REPORT**

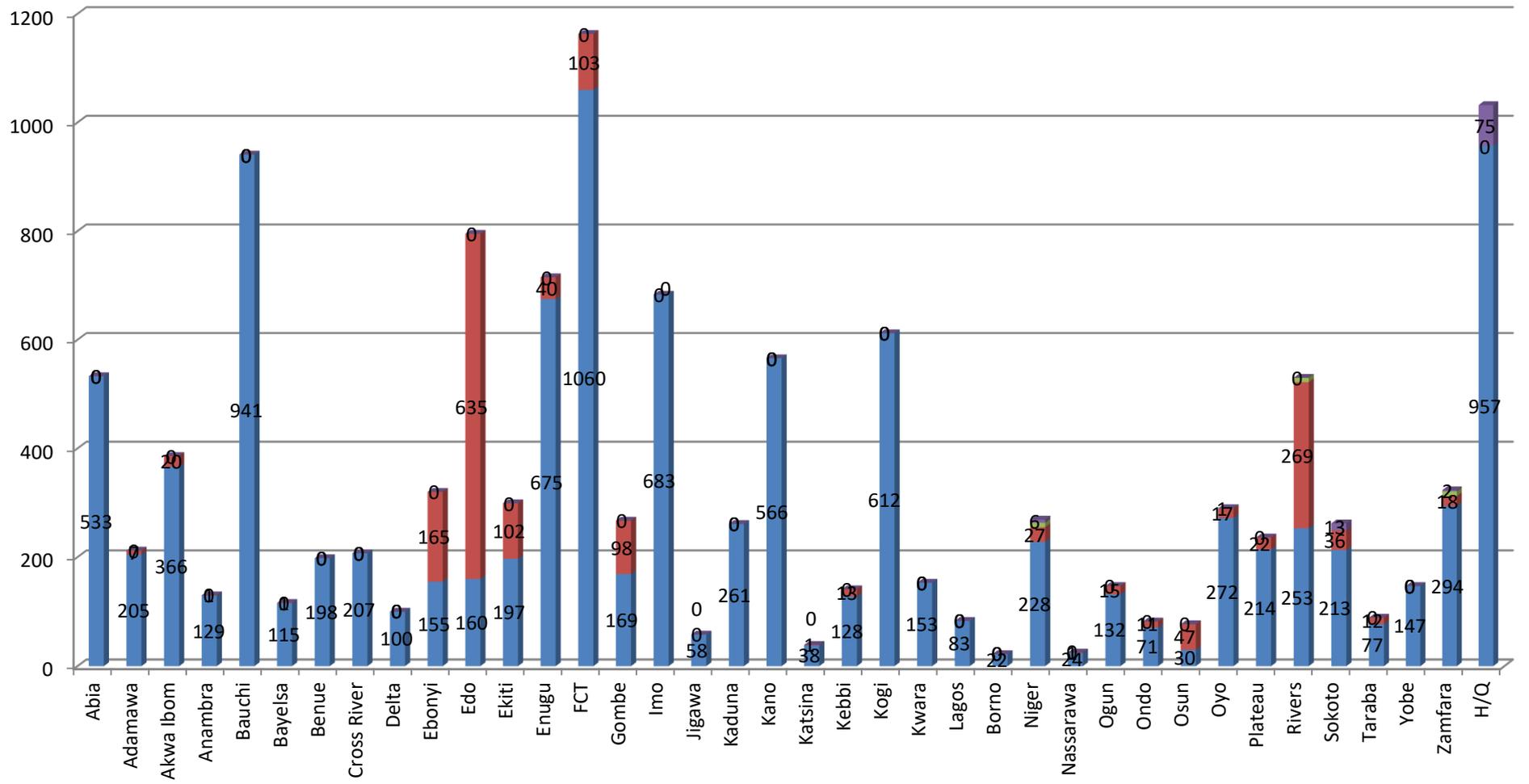
# Complaints Against MDA's

	Total	Public Petition or Complaints	Agencies own Initiative	Anonymous Complaints	Referral from other Agencies
Base	14,354	12,577	1,655	25	97
%	100	100	100	100	100
<b>Non payments of Entitlement/Salary</b>	13.5	14.4	5.7	0.0	44.3
<b>Breach of contract</b>	4.1	4.4	1.8	0.0	0.0
<b>Wrongful dismissal from office</b>	7.5	8.4	0.2	8.0	12.4
<b>Wrongful Suspension</b>	0.0	1.7	1.0	0.0	0.0
<b>Harrasment/Social Abuse</b>	4.0	4.3	1.6	24.0	3.1
<b>Unlawful detension and victimisation by the police</b>	1.3	1.4	0.7	4.0	1.0
<b>Non-release of examination results and certificates</b>	3.4	3.9	0.1	0.0	0.0
<b>Wrongful placement in Rank</b>	1.6	1.8	0.5	0.0	0.0
<b>Non-payment of allowances</b>	3.7	4.2	0.0	0.0	10.3
<b>Non-payment/wrongful computation of Benefits</b>	4.1	4.7	0.0	0.0	0.0
<b>Mutilation of documents</b>	0.2	0.2	0.4	0.0	0.0
<b>Intimidation</b>	1.0	1.1	0.5	4.0	1.0

## Complaints Against MDA's – Cont'd

<b>Denial of promotion/areas</b>	1.1	1.2	0.0	12.0	3.1
<b>Demotion</b>	0.6	0.4	1.8	0.0	0.0
<b>Non-payment of Pension and gratuity</b>	10.1	11.5	0.1	0.0	0.0
<b>Untimely retirement</b>	2.0	1.7	3.6	0.0	18.6
<b>Law enforcement - police, army related matters</b>	3.4	3.3	4.7	8.0	0.0
<b>Health issues</b>	2.4	2.2	4.2	0.0	0.0
<b>Traffic related matters</b>	2.4	1.7	8.4	8.0	0.0
<b>PHCN matters</b>	4.8	3.9	12.2	0.0	0.0
<b>Refusal of Admission</b>	1.1	1.3	0.2	0.0	0.0
<b>Govt. Revenue/Tax Collection</b>	5.6	2.0	0.2	0.0	0.0
<b>Others</b>	24.7	21.2	52.4	32.0	6.2

# Complaints Against MDA's



■ Referral from other Agencies  
 ■ Anonymous Complaints  
 ■ Agencies own Initiative  
 ■ Public Petition or Complaints

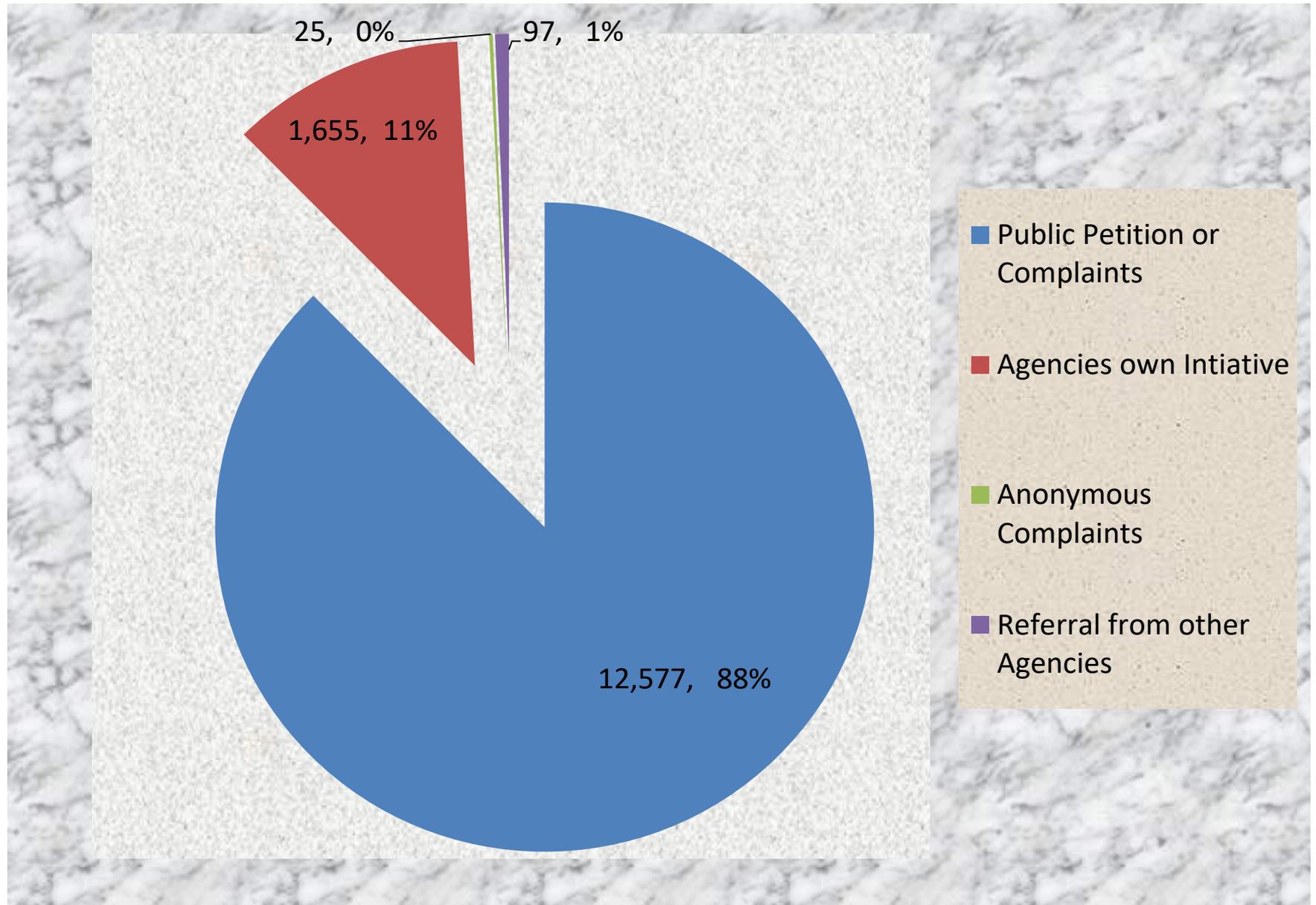
# Internal Processing of Complaints/Petitions

	Total Cases Opened in Reporting Year	Number of cases Investigated	Referred to other Investigating Agencies	Number of Cases Pending	Referred to Public Service Organization for attention	Referred to Private Sector Organization	Marked for no further action by the Agency
<b>Base</b>	16,974	12,733	367	3326	163	79	306
<b>Abia</b>	202	188	0	14	0	0	0
<b>Adamawa</b>	233	125	31	0	0	29	48
<b>Akwa Ibom</b>	420	364	0	56	0	0	0
<b>Anambra</b>	472	433	0	22	7	2	8
<b>Bauchi</b>	320	182	0	138	0	0	0
<b>Bayelsa</b>	141	117	0	24	0	0	0
<b>Benue</b>	409	354	0	55	0	0	0
<b>Borno</b>	34	16	0	18	0	0	0
<b>Cross River</b>	279	75	0	0	85	30	89
<b>Delta</b>	254	185	42	27	0	0	0
<b>Ebonyi</b>	268	250	0	18	0	0	0
<b>Edo</b>	580	542	0	36	2	0	0
<b>Ekiti</b>	320	225	0	95	0	0	0
<b>Enugu</b>	664	660	4	0	0	0	0
<b>FCT</b>	1,347	1179	0	168	0	0	0
<b>Gombe</b>	132	44	0	88	0	0	0
<b>Imo</b>	528	439	0	89	0	0	0
<b>Jigawa</b>	368	282	26	36	0	0	24
<b>Kaduna</b>	357	236	0	83	0	0	38

## Internal Processing of Complaints/Petitions – Cont'd

	<b>Total Cases Opened in Reporting Year</b>	<b>Number of cases Investigated</b>	<b>Referred to other Investigating Agencies</b>	<b>Number of Cases Pending</b>	<b>Referred to Public Service Organization for attention</b>	<b>Referred to Private Sector Organization</b>	<b>Marked for no further action by the Agency</b>
<b>Kano</b>	675	553	6	116	0	0	0
<b>Katsina</b>	487	441	0	46	0	0	0
<b>Kebbi</b>	520	398	0	122	0	0	0
<b>Kogi</b>	420	334	54	32	0	0	0
<b>Kwara</b>	321	284	0	37	0	0	0
<b>Lagos</b>	345	246	0	76	23	0	0
<b>Niger</b>	459	415	2	32	7	0	3
<b>Nasarawa</b>	149	120	0	22	0	0	7
<b>Ogun</b>	439	350	1	83	2	0	3
<b>Ondo</b>	754	695	0	59	0	0	0
<b>Osun</b>	186	137	0	49	0	0	0
<b>Oyo</b>	274	116	54	56	33	15	0
<b>Plateau</b>	282	201	20	61	0	0	0
<b>Rivers</b>	470	347	2	87	4	3	27
<b>Sokoto</b>	348	268	14	66	0	0	0
<b>Taraba</b>	108	93	0	15	0	0	0
<b>Yobe</b>	195	100	0	36	0	0	59
<b>Zamfara</b>	229	181	4	44	0	0	0
<b>H/Q</b>	2,985	1,558	107	1,320	0	0	0

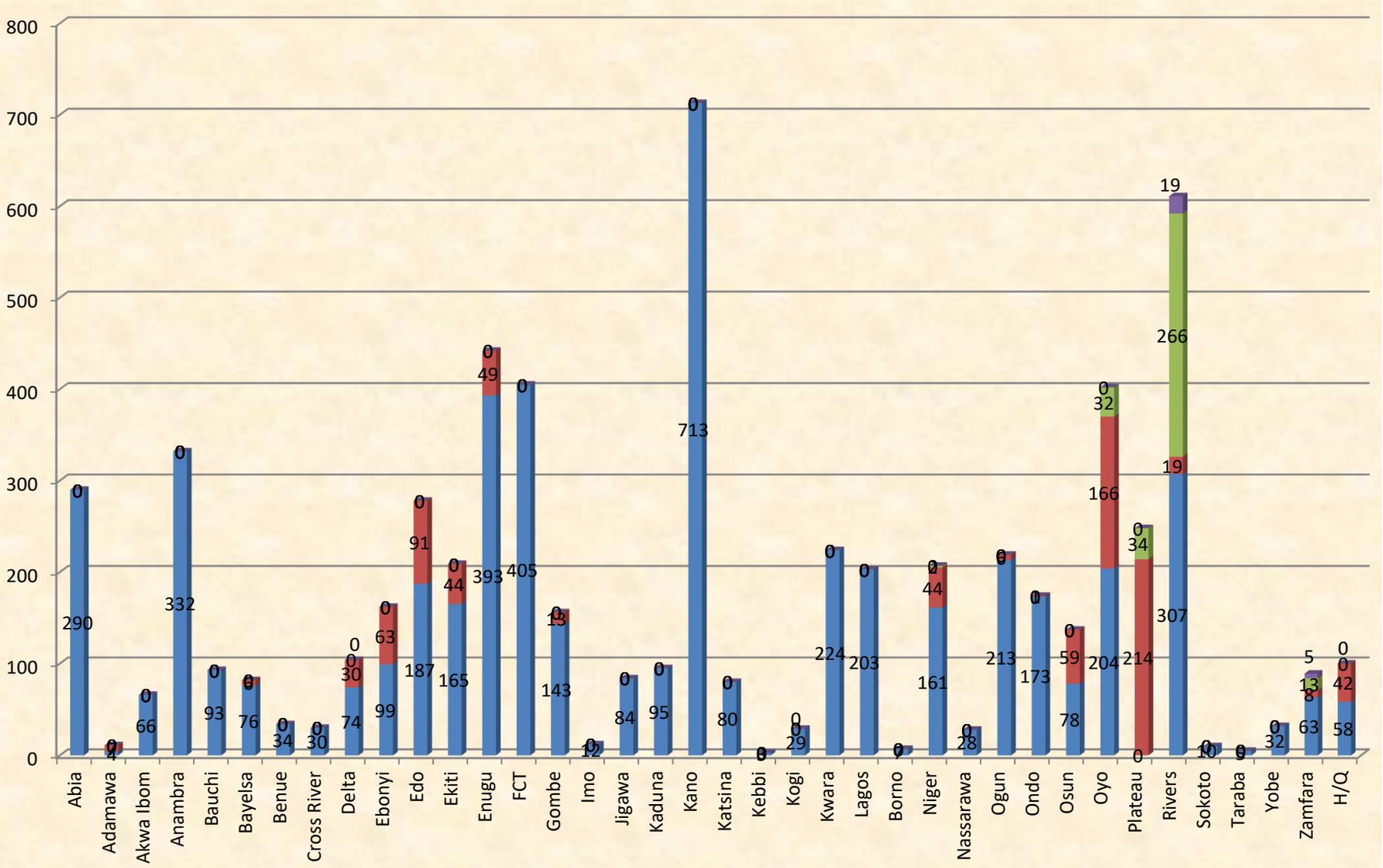
# Total Complaints Against MDA's— 14,354



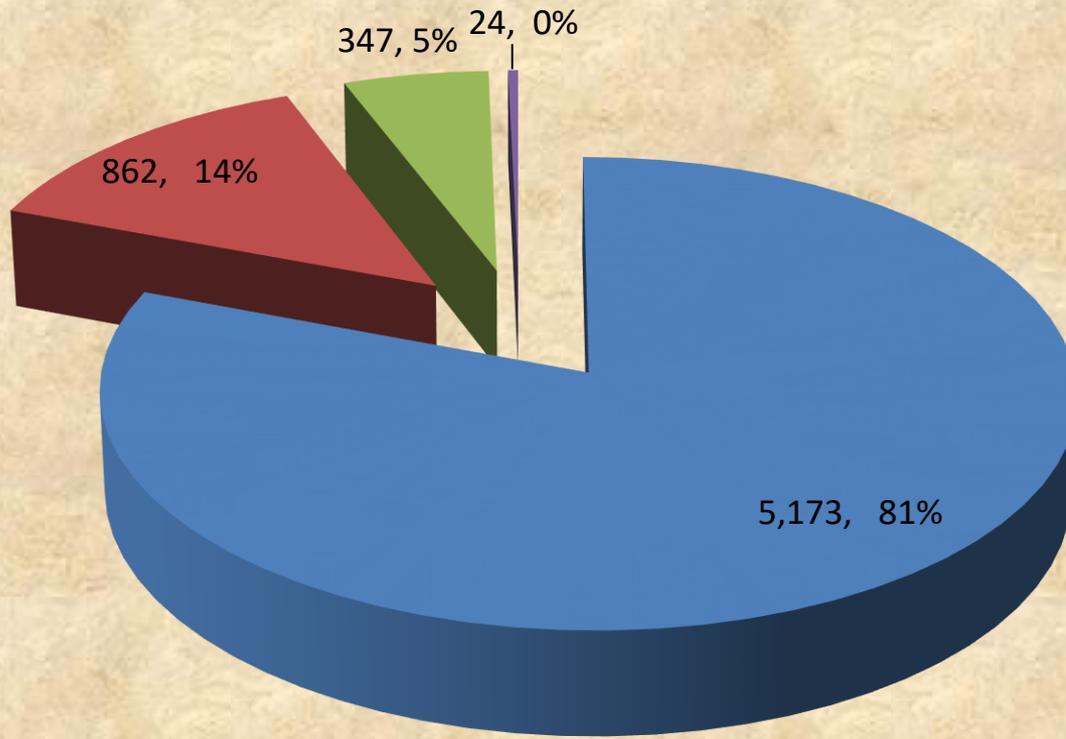
# Complaints Received Against Private Sector Organizations - 2012

	Total	Public Petition or Complaints	Anonymous Complaints	Agencies own Initiative	Referral from other Agencies
Base	6,406	5,173	862	347	24
%	100.0	100.0	100.0	100.0	100.0
<b>Dismissal from Service</b>	7.2	7.3	8.1	2.9	12.5
<b>Complaints against oil and gas operations</b>	2.1	1.7	2.9	4.6	16.7
<b>Banking and Financial Company operations</b>	10.1	11.2	7.0	3.2	0.0
<b>Building &amp; development applications/ rezoning</b>	3.2	2.4	7.2	5.2	8.3
<b>Law enforcement – police &amp; investigations</b>	2.2	2.0	2.9	4.6	0.0
<b>Cash handling/ credit card management</b>	1.3	1.2	3.0	0.0	0.0
<b>e-corruption/ IT security</b>	0.4	0.4	0.3	0.9	0.0
<b>Transfers of public funds/ Deductions</b>	0.8	0.8	0.8	0.6	0.0
<b>Issuance of share certificate</b>	1.1	1.1	1.4	0.0	0.0
<b>Payment of house rentage</b>	3.1	3.6	1.4	0.3	0.0
<b>Denial of access to fund</b>	3.1	3.5	2.3	0.0	0.0
<b>Road construction/Rehabilitation</b>	15.0	15.8	11.6	11.8	8.3
<b>Law enforcement - Court &amp; tribunals</b>	1.9	1.9	1.7	0.9	12.5
<b>Harrassment/Victimisation/Discrimination</b>	4.1	4.4	3.6	0.0	12.5
<b>Breach of policy or procedures</b>	6.6	6.1	9.6	7.2	0.0
<b>Sexual assault</b>	2.7	0.0	0.2	45.8	29.2
<b>Fabricate/falsify info/forgery/fraud/tampered info</b>	5.6	6.8	0.6	0.0	0.0
<b>Other – area of workplace activity unspecified</b>	29.6	29.9	35.3	12.1	0.0

# Complaints Received from Private Sector Organizations



# Total Number of Complaints Received Against Private Sector Organizations – 6,406



- Public Petition or Complaints
- Agencies own Initiative
- Anonymous Complaints
- Referral from other Agencies

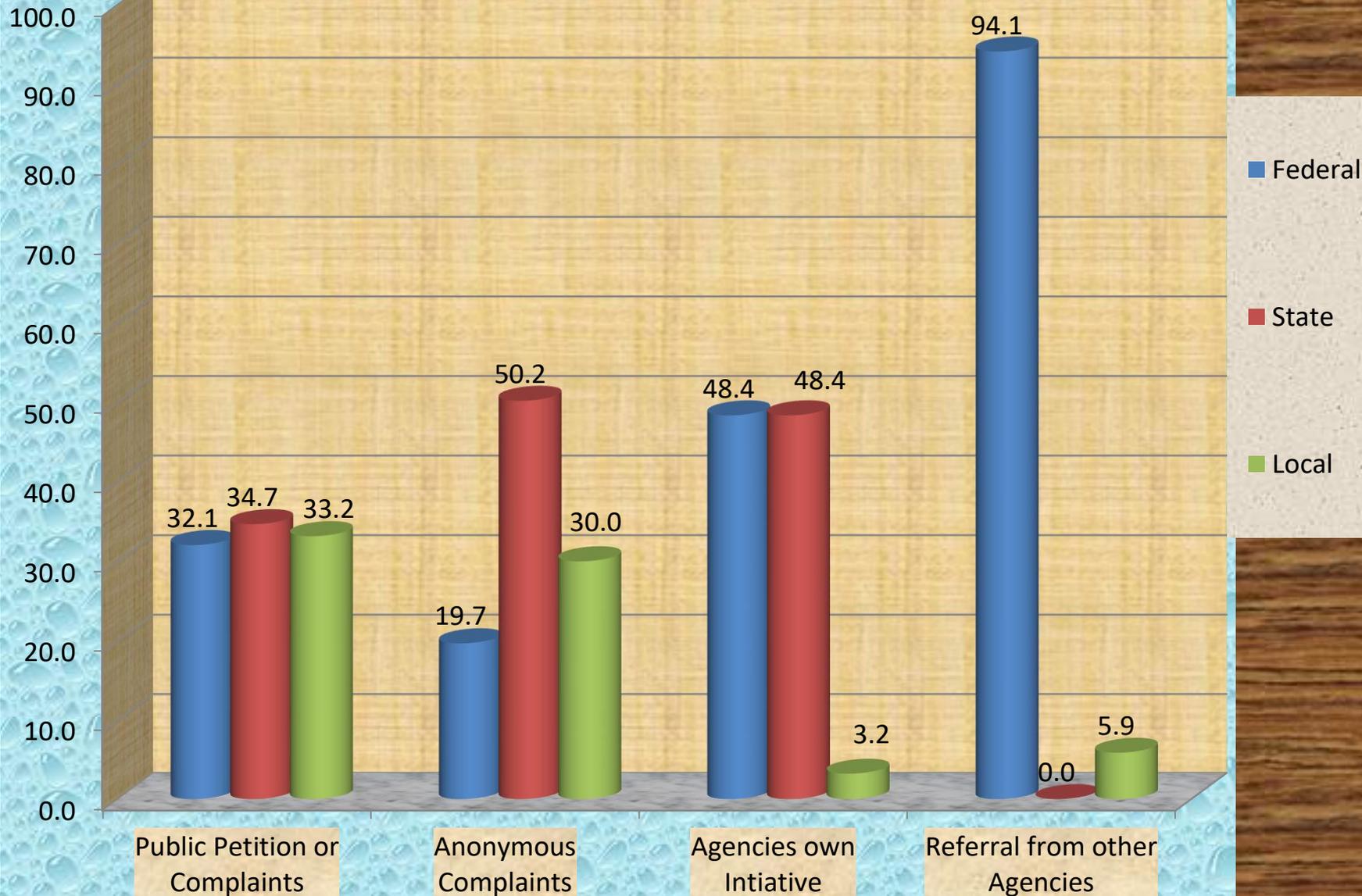
## Cases Against Tiers of Government - Overall

	<b>Total</b>	<b>Public Petition or Complaints</b>	<b>Anonymous Complaints</b>	<b>Agencies own Initiative</b>	<b>Referral from other Agencies</b>
<b>Base</b>	16,974	15,902	922	31	119
<b>Federal</b>	5,412	5,103	182	15	112
<b>State</b>	5,997	5,519	463	15	0
<b>Local</b>	5,565	5,280	277	1	7

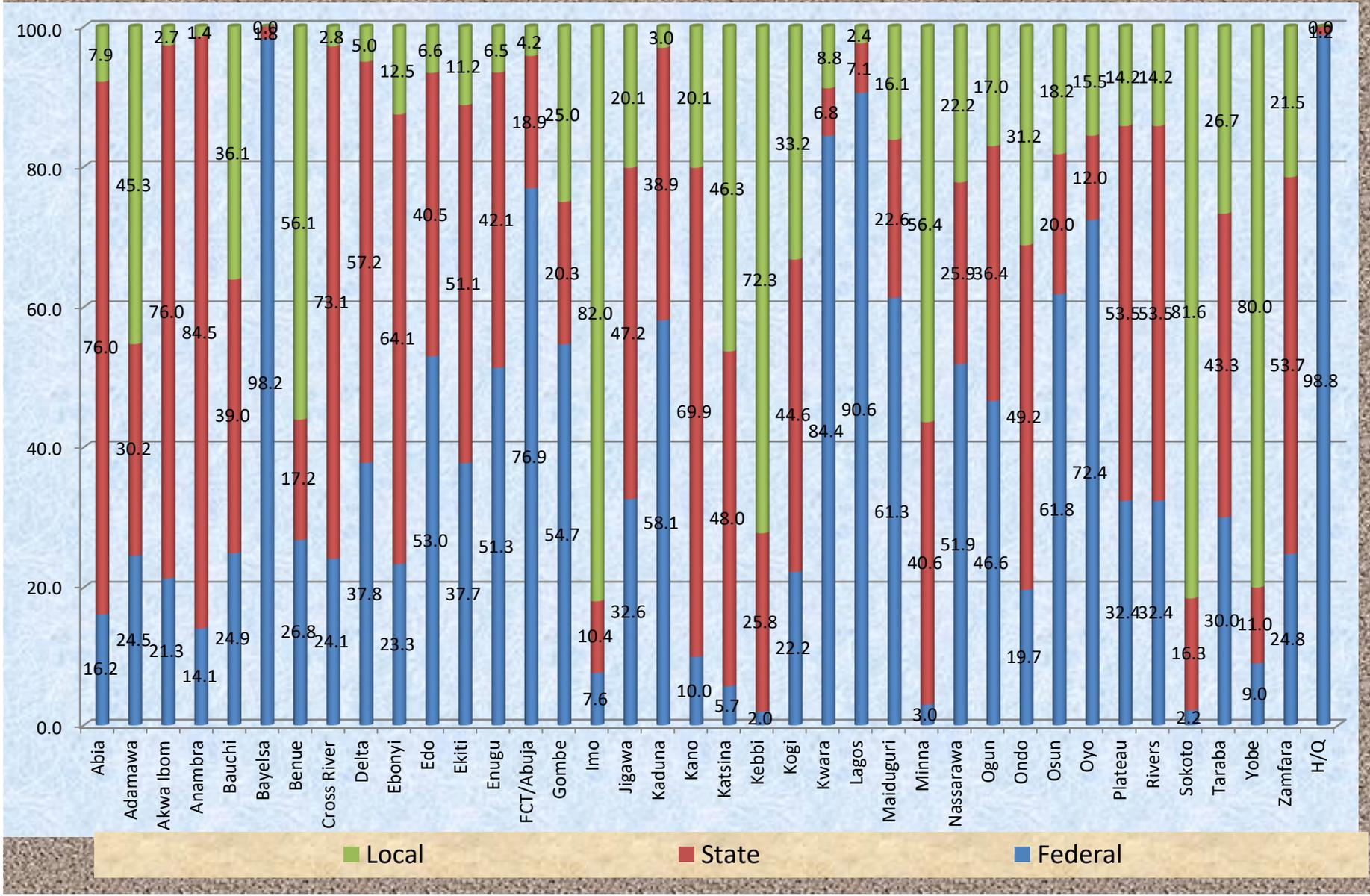
## Cases Against Tiers of Government - Overall

	<b>Total</b>	<b>Public Petition or Complaints</b>	<b>Anonymous Complaints</b>	<b>Agencies own Initiative</b>	<b>Referral from other Agencies</b>
<b>Base</b>	16,974	15,902	922	31	119
<b>Federal</b>	31.9	32.1	19.7	48.4	94.1
<b>State</b>	35.3	34.7	50.2	48.4	0.0
<b>Local</b>	32.8	33.2	30.0	3.2	5.9

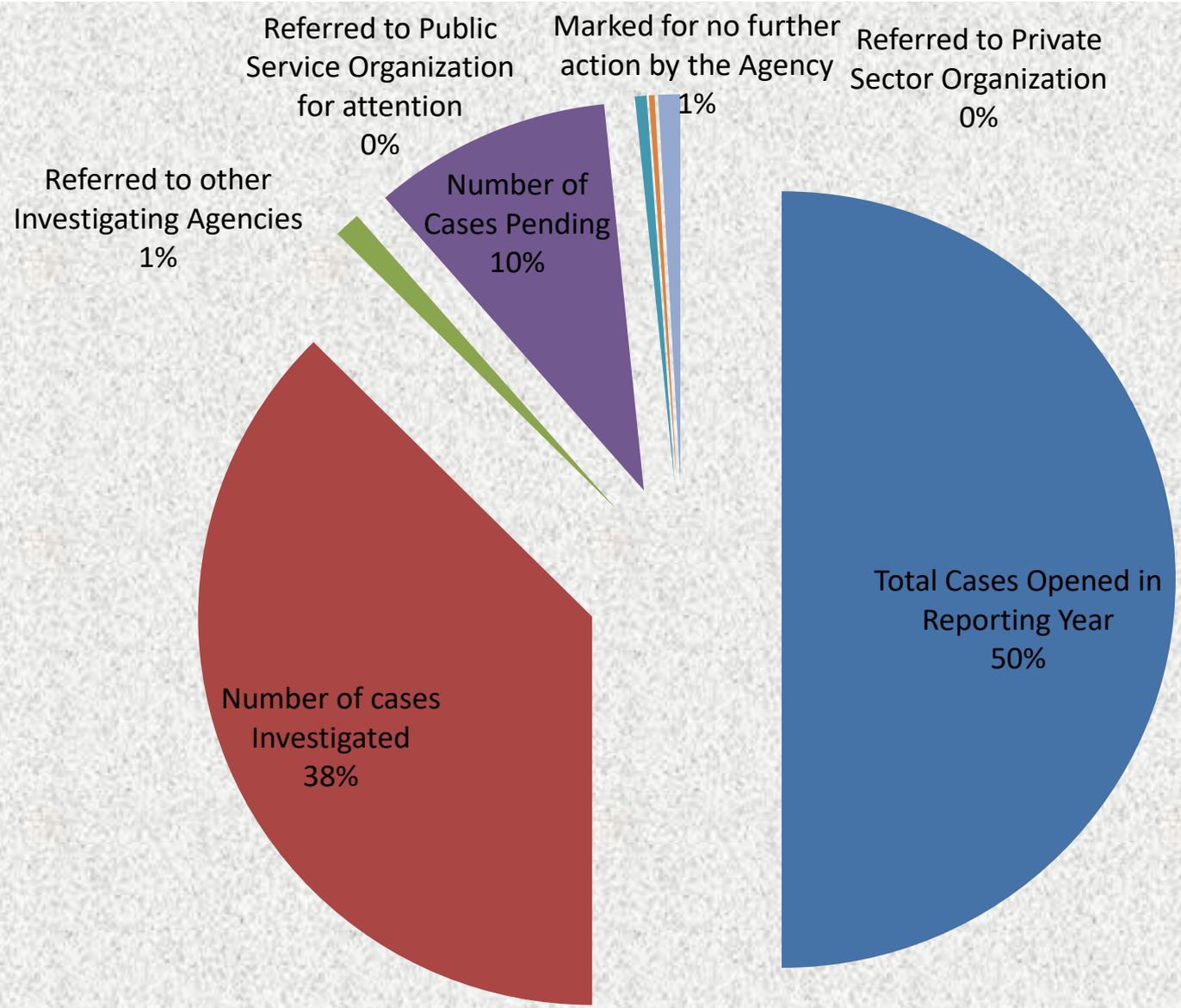
# Cases Against Tiers of Government/Sources



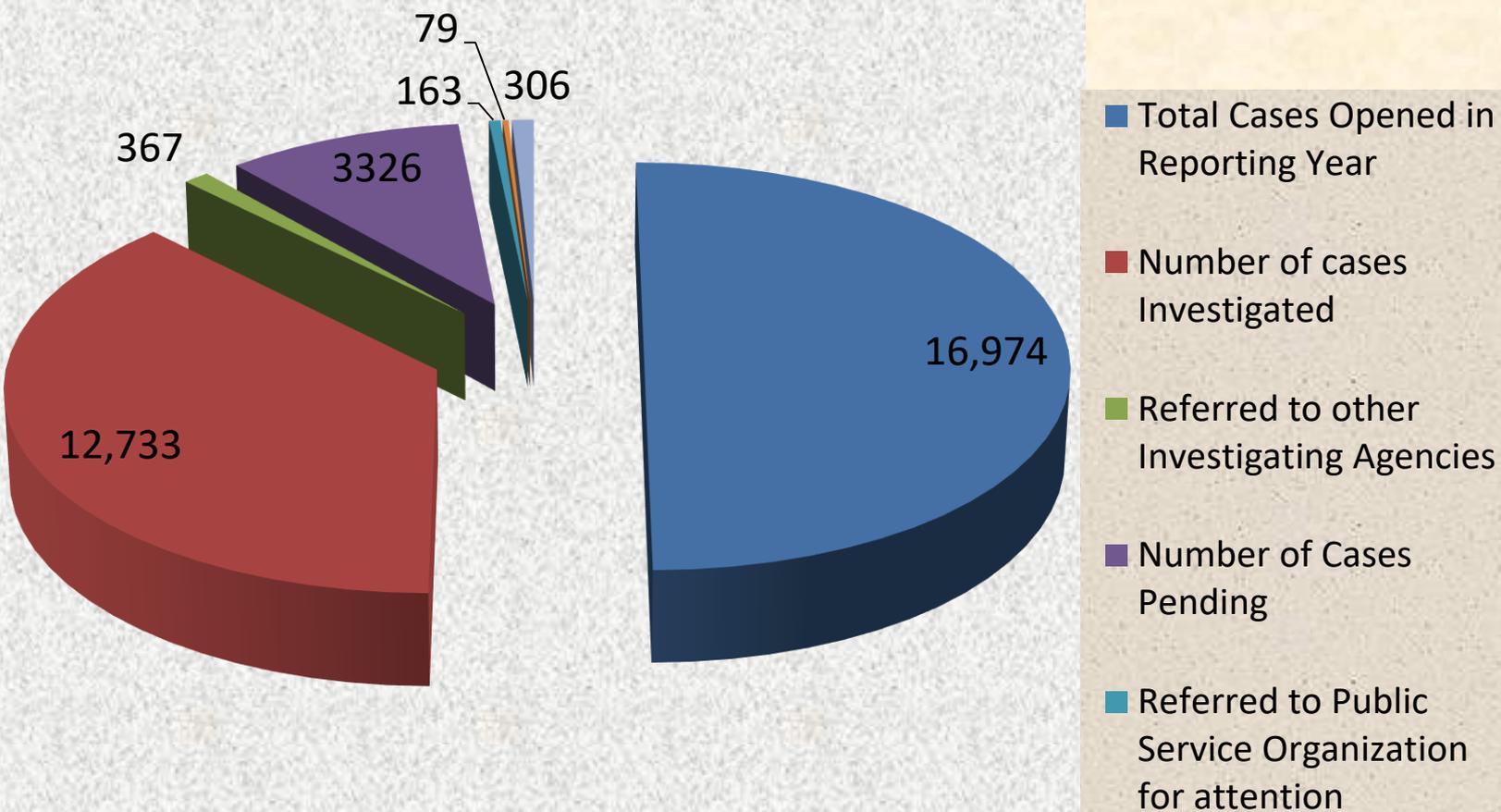
# Cases Against Tiers of Government



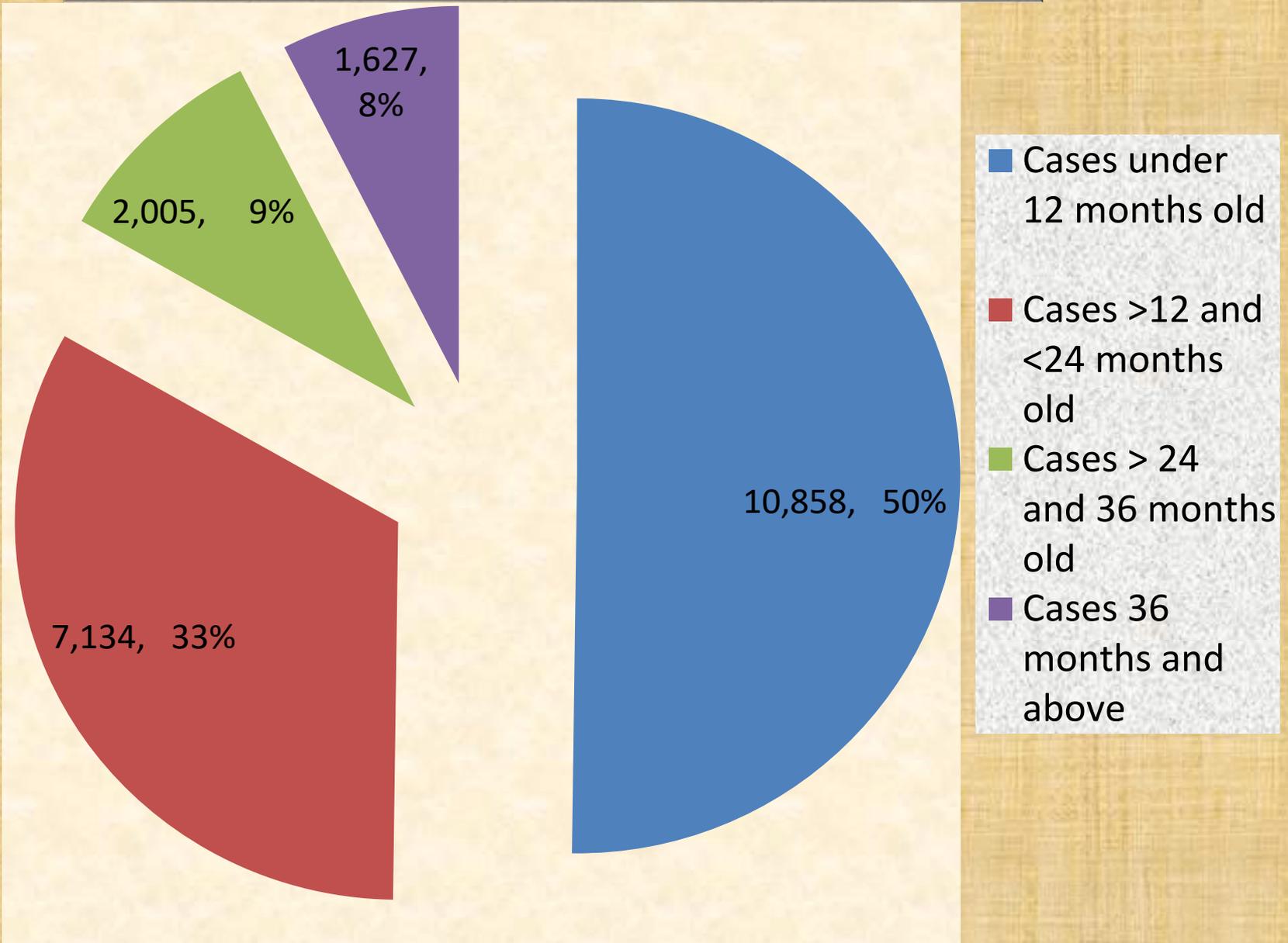
# Internal Processing of Complaints/Petitions - Overall



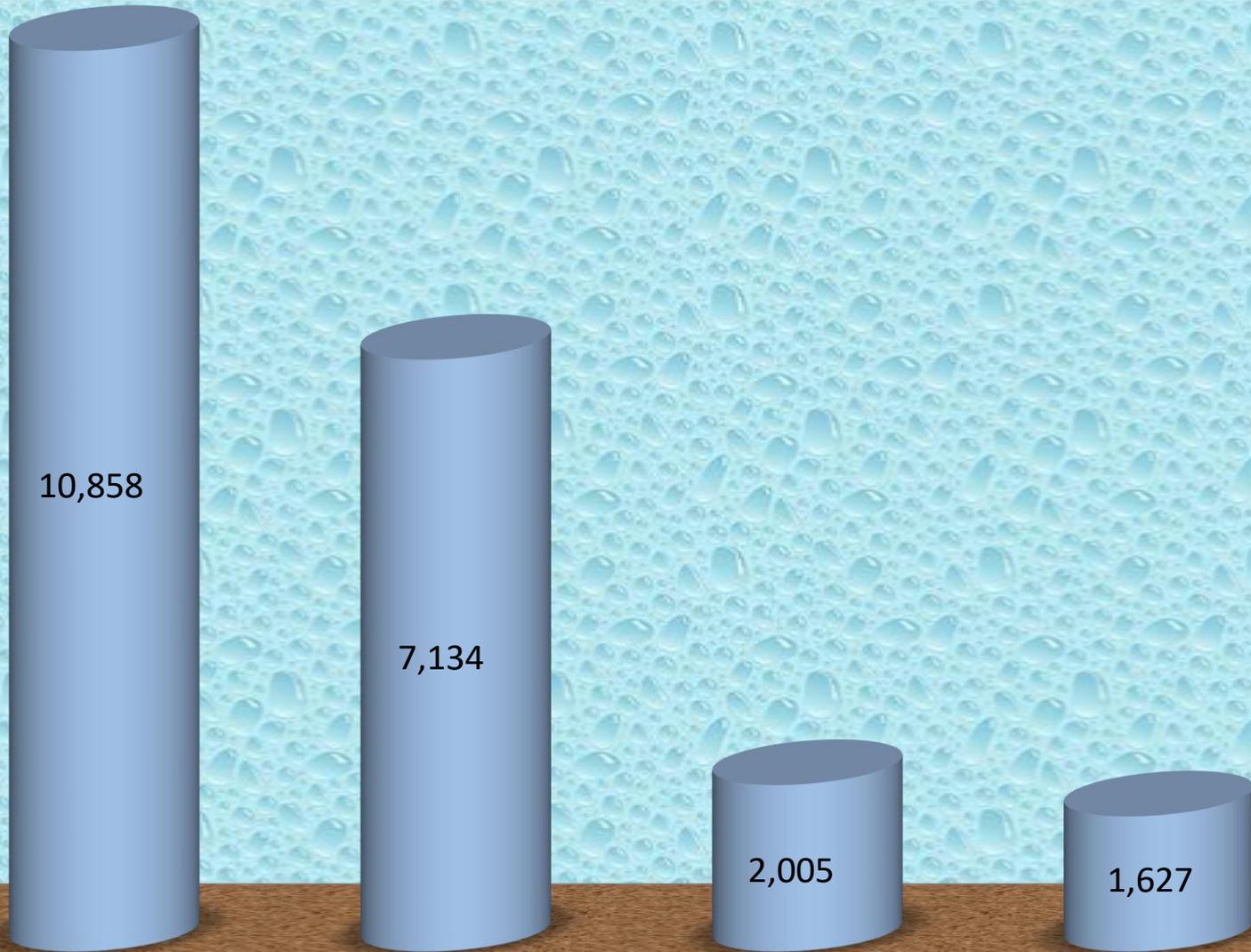
# Internal Processing of Complaints/Petitions - Overall



## Age of Active Cases - Cases under investigation



# Age of Active Cases under investigation – 21,624



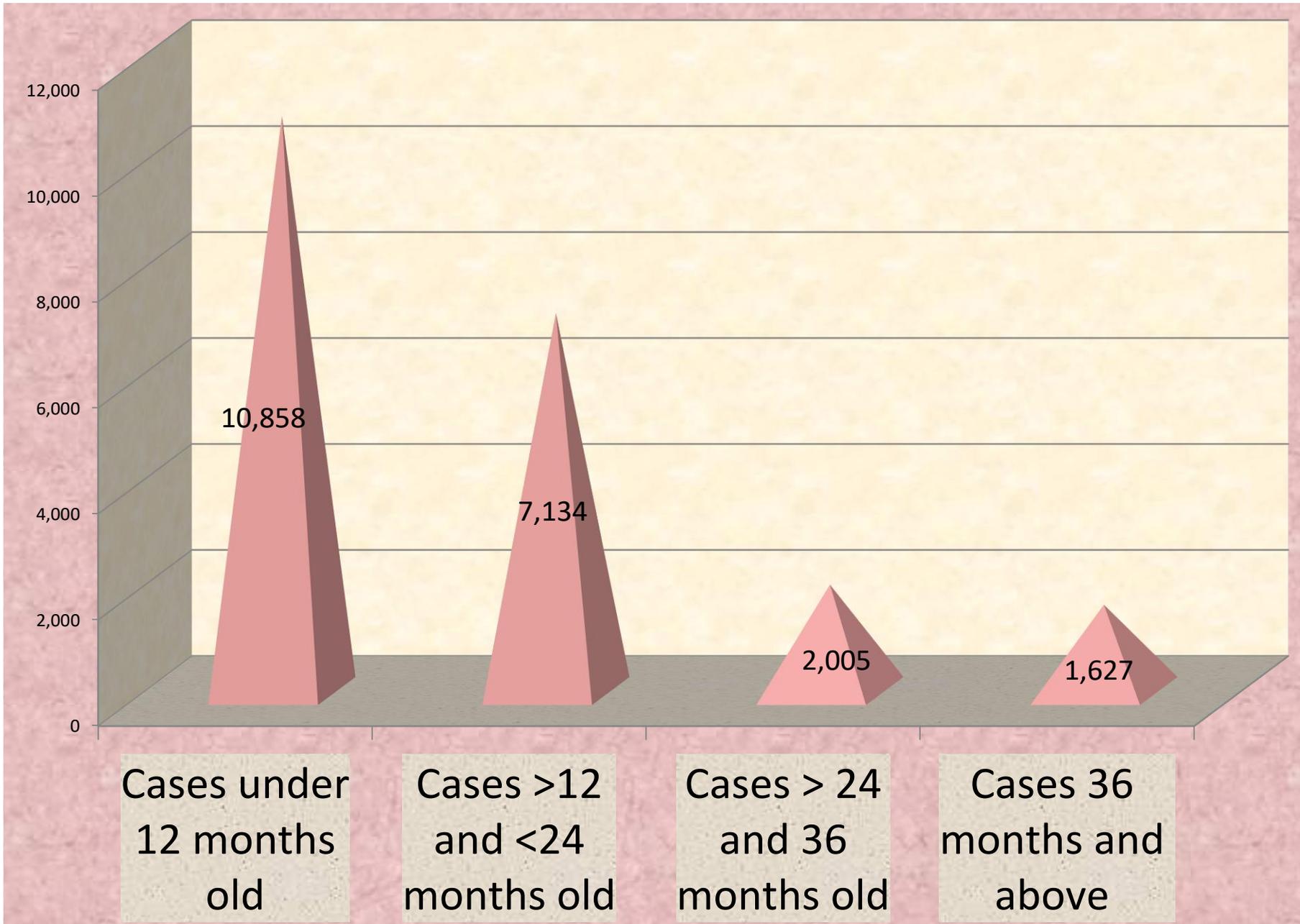
Cases under 12 months old

Cases >12 and <24 months old

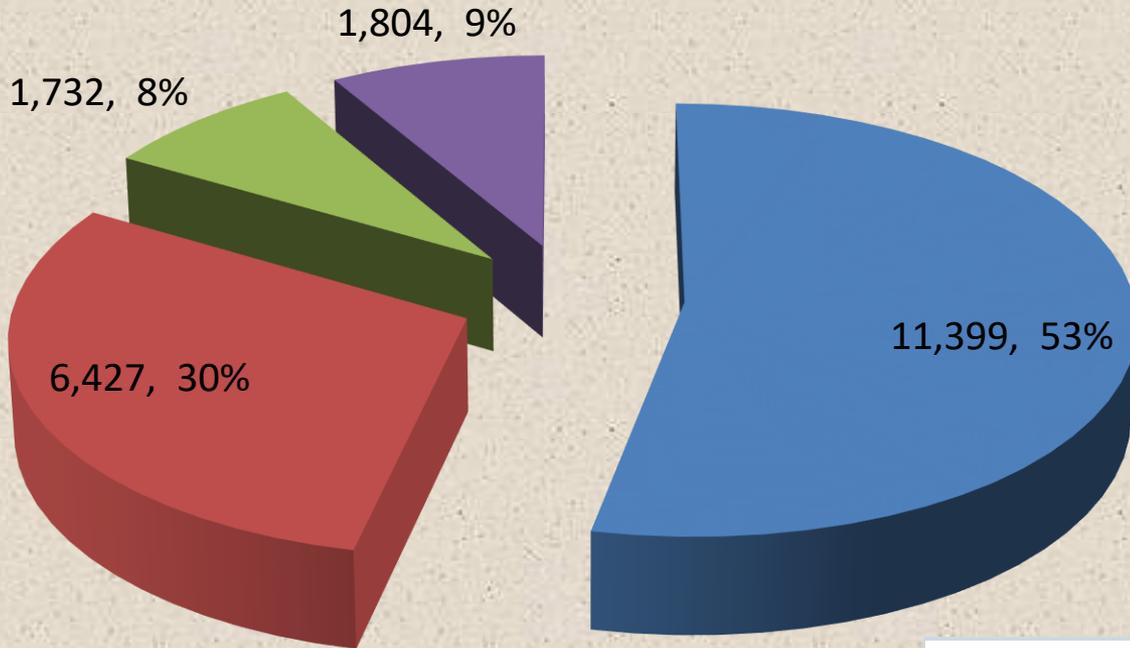
Cases > 24 and 36 months old

Cases 36 months and above

# Age of Active Cases - Cases under investigation



## Age of Closed Cases - Completed investigations

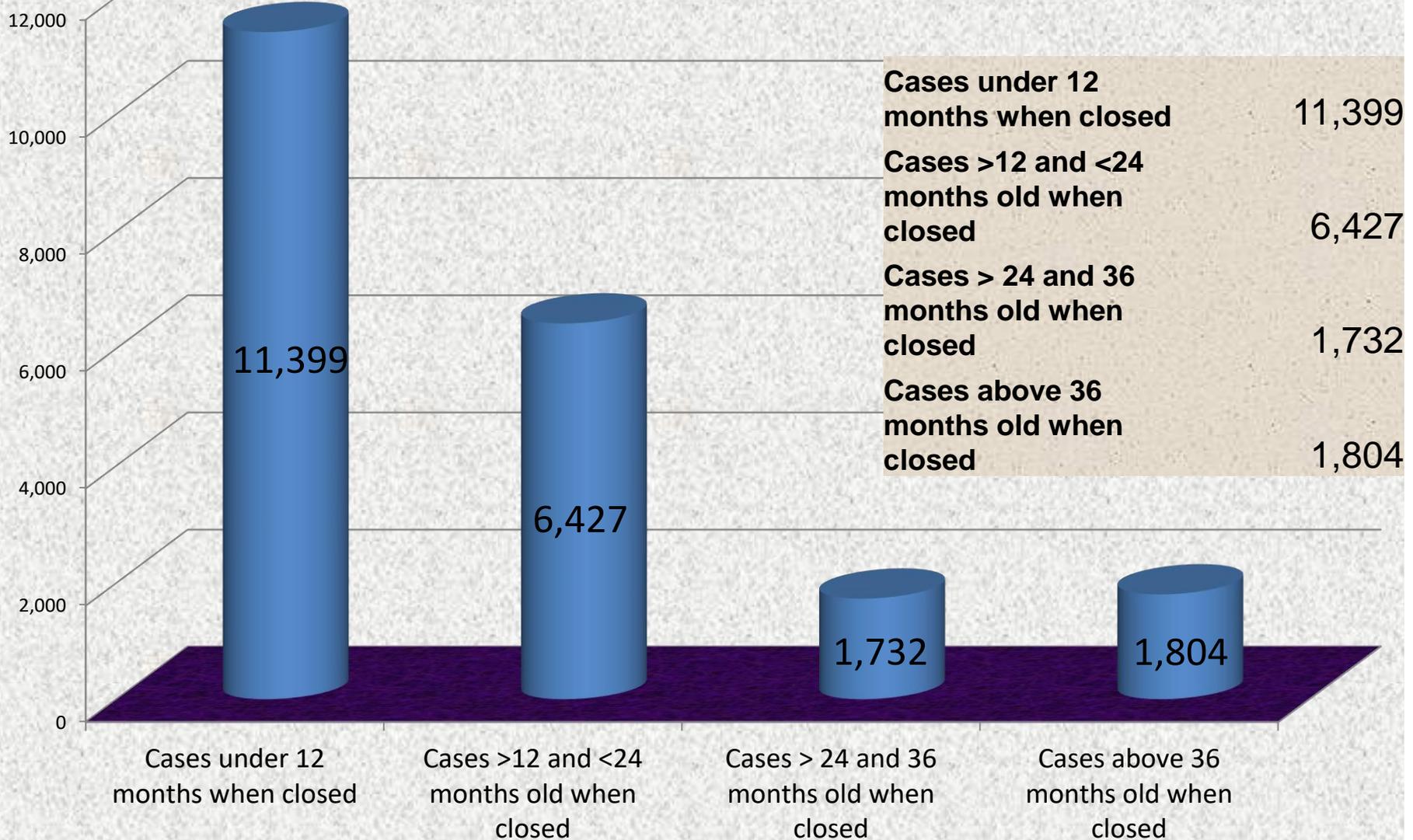


- Cases under 12 months when closed
- Cases >12 and <24 months old when closed
- Cases > 24 and 36 months old when closed
- Cases above 36 months old when closed

Cases under 12 months when closed	53.4
Cases >12 and <24 months old when closed	30.1
Cases > 24 and 36 months old when closed	8.1
Cases above 36 months old when closed	8.4

# Age of Close Cases

Nationwide Base – 21,362



# Training Engagement and Speaking

	Presentations							
	Anambra	Bauchi	Ebonyi		Enugu	Gombe	Imo	Kaduna
<b>Date</b>	19/03/2012	May-12	4-6/12/13	12/12/2013	03/06/2013	26/06/2012	27/06/2012	07/03/2012
<b>Organisation</b>	PCC	NOUN	PCC HQTS	PCC	PCC	Dukku Emirate council	Funakaye Emirate Council	NYSC
<b>Speaker</b>	Aniemena A.	INUWA NUHU	PROF. AYENI VICTOR & J.G. DENLI	PROF. U.U. CHUKWUMAE ZE & N. C. NWACHUKWU	HON. COMMISSIONER	Commissioner/DI	Commissioner/DI	AD12
<b>Subject</b>	Mode of lodging complaints with the commission	ADR OPTIONS	REPOSITIONING PCC FOR EFFICIENCY & HIGHER PRODUCTIVITY	ADMINISTRATIVE INJUSTICE & DEMOCRACY - A SEARCH FOR THE MISSING LINK	INDUCTION/ORIENTATION COURSE	Dukku, Gombe	Enlightenment	PCC
<b>Location</b>	Idemili South L.G. Hqrts, Ojoto	BAUCHI	ABUJA	OWERRI	ENUGU		Funakaye, Gombe	Kaduna

# Training Engagement and Speaking

Presentations								
Date	Kano		Lagos		Niger	Nasarawa	Sokoto	Zamfara
<b>Organisation</b>	14/10/12	18th Sept., 2012	3-13-12	12/04/12	24/10/2012	15-16/5/12	27/10/2012	17/09/20 12
<b>Speaker</b>	NHIS	PCC	PENCOM		KOWA Chambers	PCC	NYSC Vanguard Club	PCC
<b>Subject</b>	PRO NHIS	Prof. Ayodele Atsunewa	AMINU IBRAHIM	KUTEYA	Barr. Jack Yisa	FACILITATO RS	Desk SERVICOM Officer	D.I
<b>Location</b>	ENROLLE E FORUM	Investigatio n/Report Writing	PENSION REFORM ACT	TEAM BUILDING	Investigatio n Techniques	ETHICS IN INVESTIGAT ION/INDUCT ION COURSE	Effective PCC service delivery	Informati on Technol ogy
	KANO	PCC Office	CONFERE NCE CENTER ABUJA	CONFERE NCE CENTRE	Youth Center	LAFIA	NYSC Secretariat	State Office

# Training Engagements and Speaking

## Presentations

	Adamawa		Anambra		Bauchi	Bayelsa
<b>Date</b>	24/04/2012	April to Dec,12	19/02/2012	19/02/2012	01/03/2012	05/08/2012
<b>TV or Radio Station</b>	fed. Link, NTA, Yola	Press Release	Silverbird Radio Rhythm	ABS Radio and TV	BRC	RADIO BAYELSA
<b>Weekly/ two weekly/ monthly</b>	Once weekly	Once weekly	Two days	Two days	BY-MONTHLY	MONTHLY
<b>Time in the day/ day in the week</b>	Evening	AM/PM	6pm	3.30-9pm	8.30PM	10AM THURSDAYS
<b>Subject</b>	Enlightenment	Enlightenment	Courtesy visit to the Siverbird Radio	Courtesy visit to ABS MD	KOKEKOKEN KU	SHOUT OUT PCC FUNCTIONS
<b>Coverage Area</b>	Adamawa	Adamawa	South East and Delta states	South East and Delta states	BAUCHI, PLATEAU AND JIGAWA	BAYELSA

	Benue		Cross River	Delta		
<b>Date</b>	03/02/2012	23/08/2012	10/04/2012	10th/12/12	28/12/2012	05/04/2012
<b>TV or Radio Station</b>	Harvest FM	Harvest FM	CRBC RADIO	NTA	DRTV	DBS
<b>Weekly/ two weekly/ monthly</b>	Slot	Slot	TWO WEEKS	Once	Once	MONTHLY
<b>Time in the day/ day in the week</b>	AM/PM	AM/PM	AM/PM	3pm	10am	10AM
<b>Subject</b>	Activities of the Commission	Activities of the Commission	PUBLICITY	Enlightenment	Enlightenment	ISSUES OF THE MOMENT
<b>Coverage Area</b>	Benue	Benue	CRS	Delta State	Delta	ASABA AXIS

# Training Engagements and Speaking Presentations - Cont'd

	Ebonyi			FCT			
<b>Date</b>	06/08/2012	08/10/2012	09/04/2012	22/10/2012	03/09/2012	03/07/2012	15/08/2012
<b>TV or Radio Station</b>	EBBC RADIO	UNITY FM, ABAKILIKI	EBBC TV	CROWTHER RADIO	BREKETE TV	AIT	FRCN
<b>Weekly/ two weekly/ monthly</b>	TWO DAYS	TWO DAYS	TWO DAYS	Occasional	Occassional	Occassional	Occassional
<b>Time in the day/ day in the week</b>	6PM, 6.30AM	6AM, 2PM &6PM	7PM, 9AM	7.30 - 8.30AM	11AM - 12pm	7.00 - 7.30 AM	8.30AM - 9.00 AM
<b>Subject</b>	NEWS	NEWS		PCC IN FCT	PCC IN FCT	PCC IN FCT	PCC IN FCT
<b>Coverage Area</b>	EBONYI, CRS, IMO & ANAMBRA	EBONYI, CRS, IMO & ANAMBRA	EBONYI, CRS, IMO & ANAMBRA	FCT, NIGER & NASSARAWA	NATIONWIDE	NATIONWIDE	NATIONWIDE

	Gombe	Jigawa	Kaduna	Lagos			
<b>Date</b>	Jan-Aug. 2012	6-31/5/12	Jan-12	30/07/2012	15/10/2012	23/07/2012	02/10/2012
<b>TV or Radio Station</b>	NTA, GMTV	Freedom Radio, Jigawa	FRCN	Radio Lagos	Traffic Radio	Eko TV	NBS RADIO
<b>Weekly/ two weekly/ monthly</b>	Monthly	Monthly	Once	Monthly	Monthly	Monthly	DAILY
<b>Time in the day/ day in the week</b>	10:00am	8:00pm Mon, Wed, Thurs	8.30am	11am-12pm Monday	8:00 - 10am Monday	8:30am Monday	8AM
<b>Subject</b>	Publicity	Jingle	PCC	Ojutaye	Side Mirror	Lagos morning show	PUBLIC ENLIGHTENMENT
<b>Coverage Area</b>	Gombe	Jigawa & Environs	Nationwide	Lagos & Beyond	Lagos & Beyond	Lagos & Beyond	NASARAWA, KWARA, PLATEAU, KADUNA, BENUE & TARABA

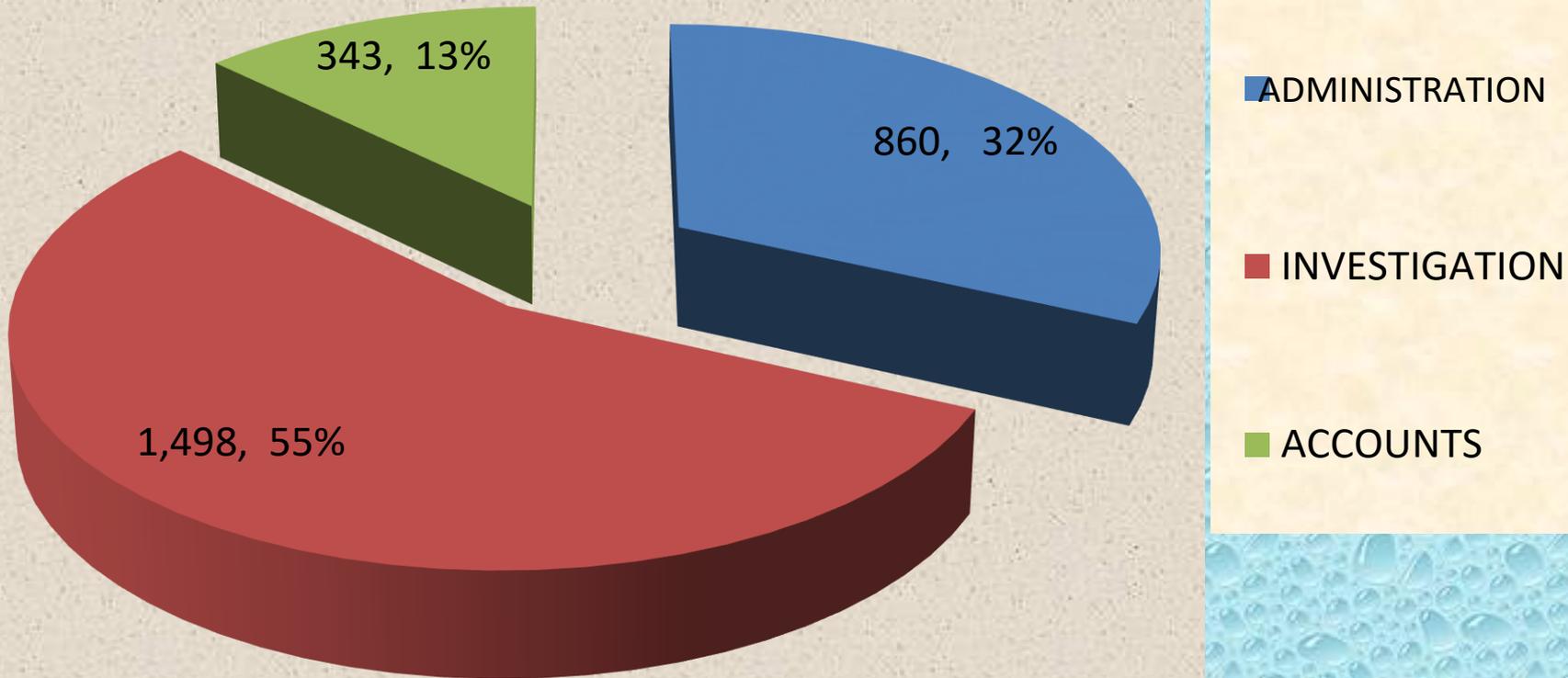
# Training Engagements and Speaking Presentations – Cont'd

	<b>Katsina</b>	<b>Nassarawa</b>		<b>Osun</b>		<b>Rivers</b>
<b>Date</b>	Jan-Dec, 2012	27-31/12/12	23-31/10/12	18/09/2012	20/09/2012	02/01/2012
<b>TV or Radio Station</b>	Radio	NTA LAFIA	NBS TV	Gold FM Ilesa (FRCN)	OSBC T.V. Osogbo	wazobia F.M
<b>Weekly/ two weekly/ monthly</b>	Monthly	DAILY	DAILY	Weekly	Once	Weekly
<b>Time in the day/ day in the week</b>	Once	7.55PM	6.20PM	10.30-11.00am (Tuesday)	12:15 -!:00pm Thursday	9:10am & 3:4pm
<b>Subject</b>	Enlightenment	PCC JINGLES	PUBLIC ENLIGHTENMENT	Eleti Gbaroye P.A.P	Kajose P.E.P	Publicity
<b>Coverage Area</b>	Katsina	NASARAWA, PLATEAU	NASARAWA, KWARA, PLATEAU, , BENUE	South West	S/W	Rivers State

	<b>Oyo</b>				<b>Taraba</b>	<b>Zamfara</b>	<b>H/Q</b>
<b>Date</b>	17/04/2012	03/11/2012	06/06/2012	15/10/2012		JAN.	Every Thursday of the week
<b>TV or Radio Station</b>	Radio Nigeria	BCOS RADIO	RADIO NIGERIA	BCOS TV	NTA	ZAMFARA FM	FRCN
<b>Weekly/ two weekly/ monthly</b>	Monthly	Monthly	QUARTERLY	QUARTERLY	QUARTERLY	MONTHLY	WEEKLY
<b>Time in the day/ day in the week</b>	2:15pm - 2:30pm	7:00-7:30am	THURSDAYS	TUESDAY	2ND SAT. 5PM	45MIN/3 DAYS	8:30 -9:00am THURSDAYS
<b>Subject</b>	Personality Interview	PUBLIC AWARENESS	AWARENESS PROGRAMME	ENLIGHTENMENT	KNOWING THE FUNCTIONS OF PCC	NARRATING	PCC HALF HOUR
<b>Coverage Area</b>	South West	South west	SOUTH EST	OYO, OSUN & OGUN	JALINGO	ZAMFARA	NATIONWIDE

No state reported any activities as regards international visitors and delegations relating to public education and training

# Overall staff Strength By Departments - 2012



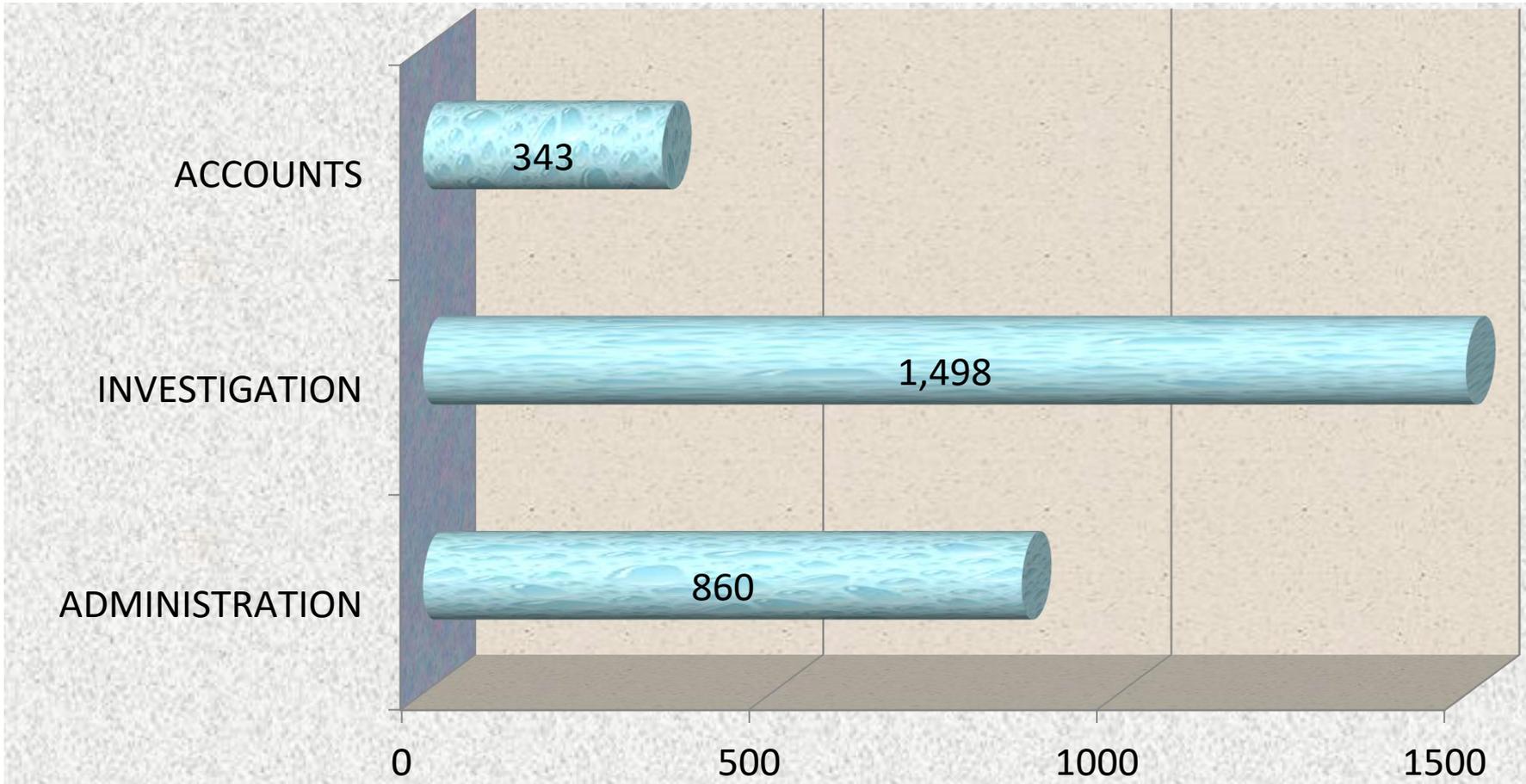
# Overall staff strength by Department (2012)

	Total	Administration	Investigation	Accounts
<b>Nationwide</b>	<b>2,701</b>	<b>860</b>	<b>1,498</b>	<b>343</b>
<b>Abia</b>	36	9	22	5
<b>Adamawa</b>	21	6	13	2
<b>Akwa Ibom</b>	35	15	16	4
<b>Anambra</b>	30	7	21	2
<b>Bauchi</b>	19	9	5	5
<b>Bayelsa</b>	22	9	11	2
<b>Benue</b>	32	8	19	5
<b>Borno</b>	23	5	15	3
<b>Cross River</b>	20	4	10	6
<b>Delta</b>	30	11	16	3
<b>Ebonyi</b>	31	14	15	2
<b>Edo</b>	27	10	15	2
<b>Ekiti</b>	33	13	16	4
<b>Enugu</b>	45	10	29	6
<b>FCT</b>	57	10	44	3
<b>Gombe</b>	27	11	14	2
<b>Imo</b>	46	12	26	8
<b>Jigawa</b>	19	6	11	2
<b>Kaduna</b>	41	19	13	9
<b>Kano</b>	27	5	19	3

	Total	Administration	Investigation	Accounts
<b>Katsina</b>	23	8	13	2
<b>Kebbi</b>	17	2	10	5
<b>Kogi</b>	38	13	19	6
<b>Kwara</b>	31	11	17	3
<b>Lagos</b>	49	19	24	6
<b>Niger</b>	31	8	19	4
<b>Nasarawa</b>	40	12	22	6
<b>Ogun</b>	34	19	13	2
<b>Ondo</b>	36	14	16	6
<b>Osun</b>	32	11	15	6
<b>Oyo</b>	31	14	14	3
<b>Plateau</b>	36	18	18	0
<b>Rivers</b>	25	5	16	4
<b>Sokoto</b>	16	4	9	3
<b>Taraba</b>	28	7	20	1
<b>Yobe</b>	14	4	8	2
<b>Zamfara</b>	13	4	9	0
<b>H/Q</b>	1,586	494	886	206

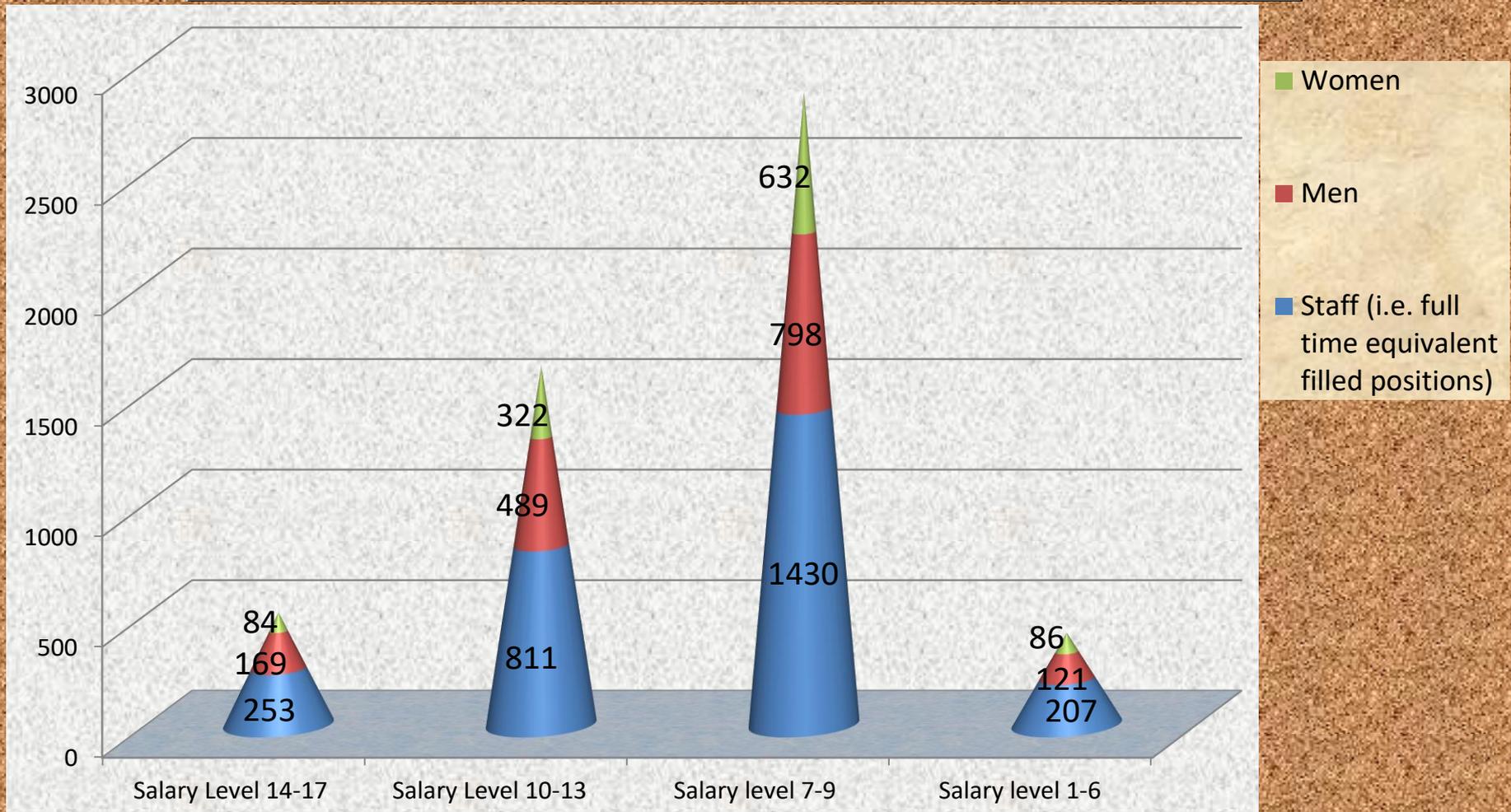
# Staff Strength by Department (2012) - Overall

Overall Staff Strength Nationwide – 2,701



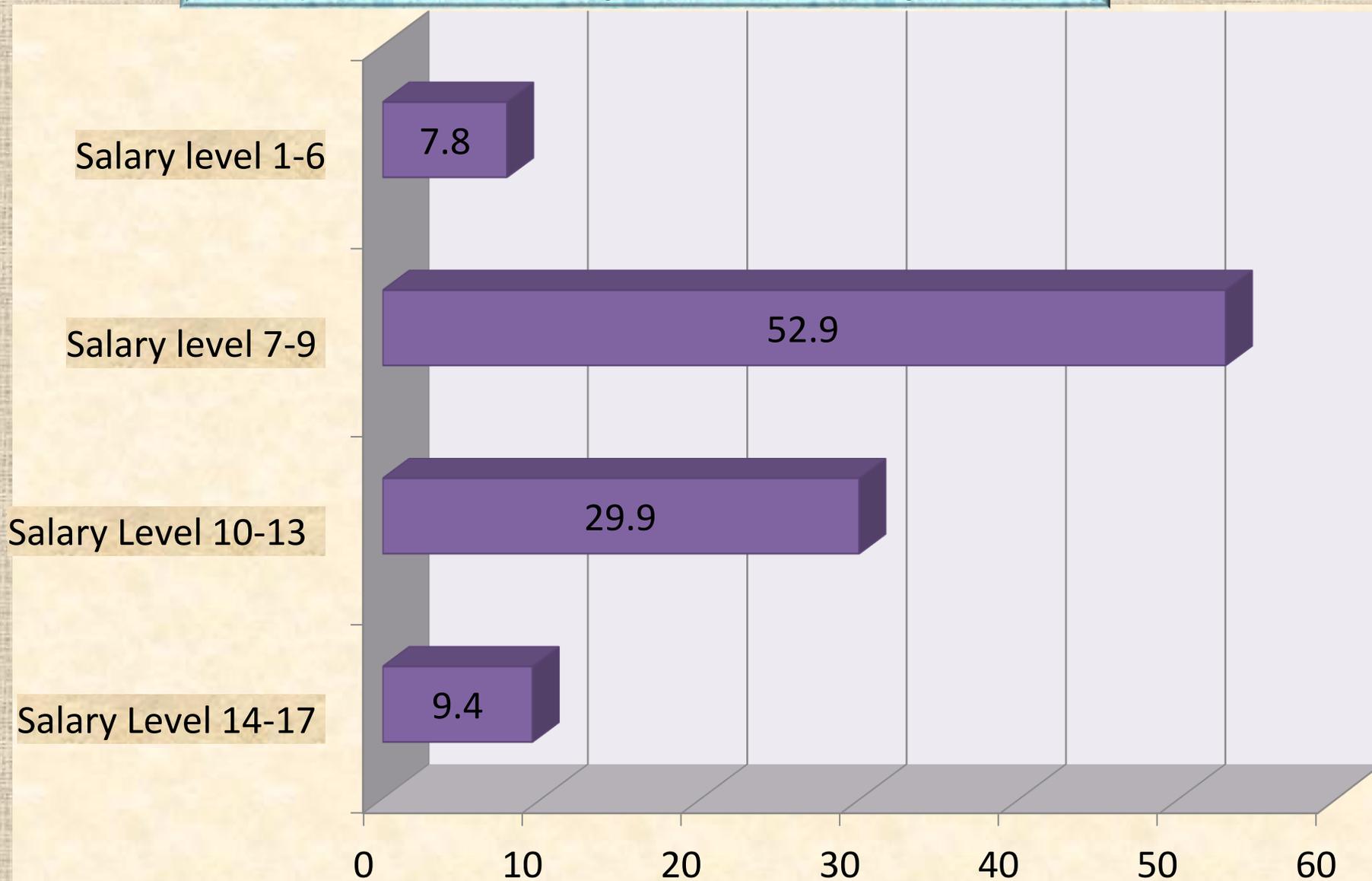
# Staff number by salary level overall

	Staff (i.e. full time equivalent filled positions)	Men	Women
Salary Level 14-17	253	169	84
Salary Level 10-13	811	489	322
Salary level 7-9	1430	798	632
Salary level 1-6	207	121	86

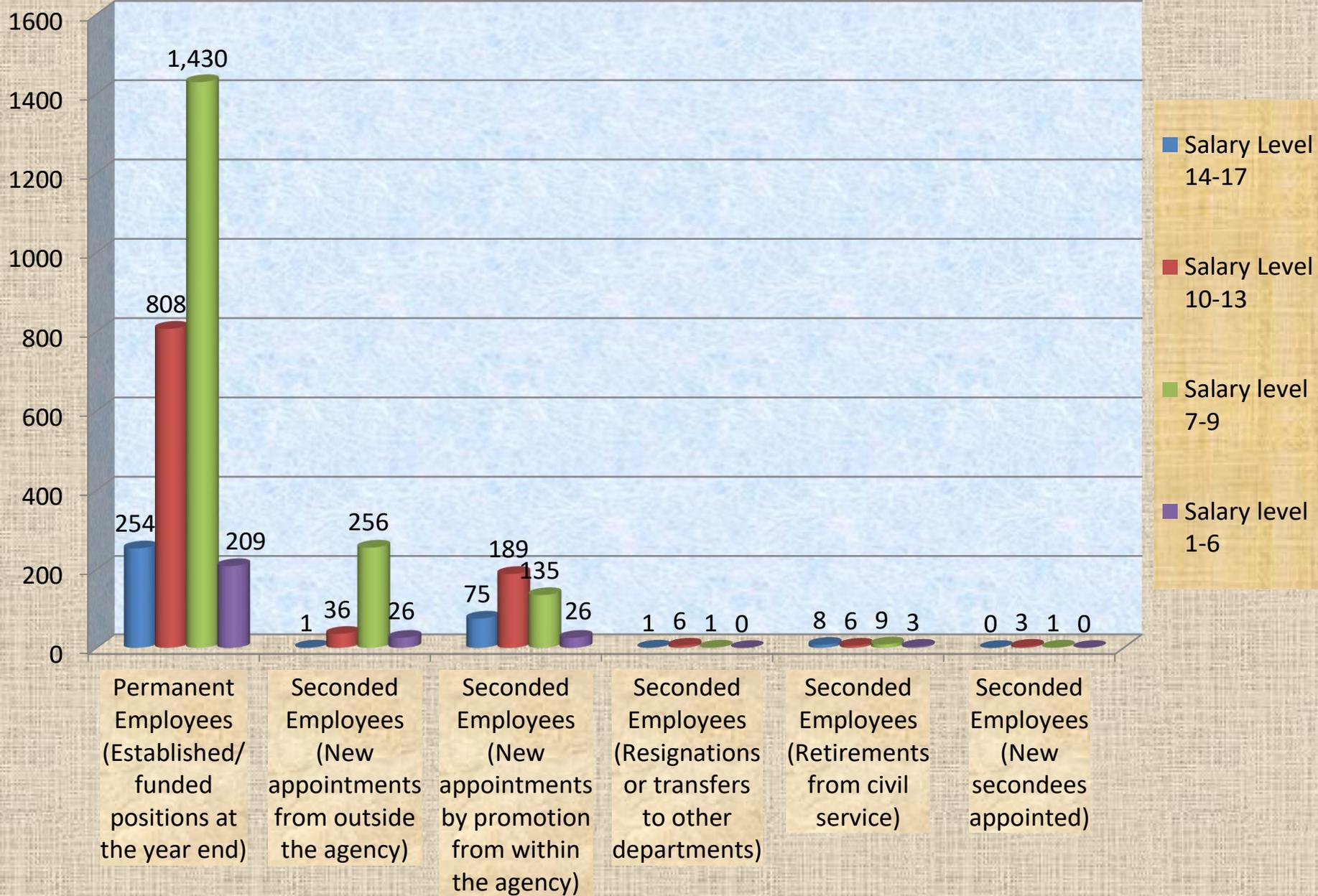


# Staff Number By Salary Level (2012) - Overall

**Staff (i.e. full time equivalent filled positions)**



# Staff Progression and Turnover (2012) - Overall



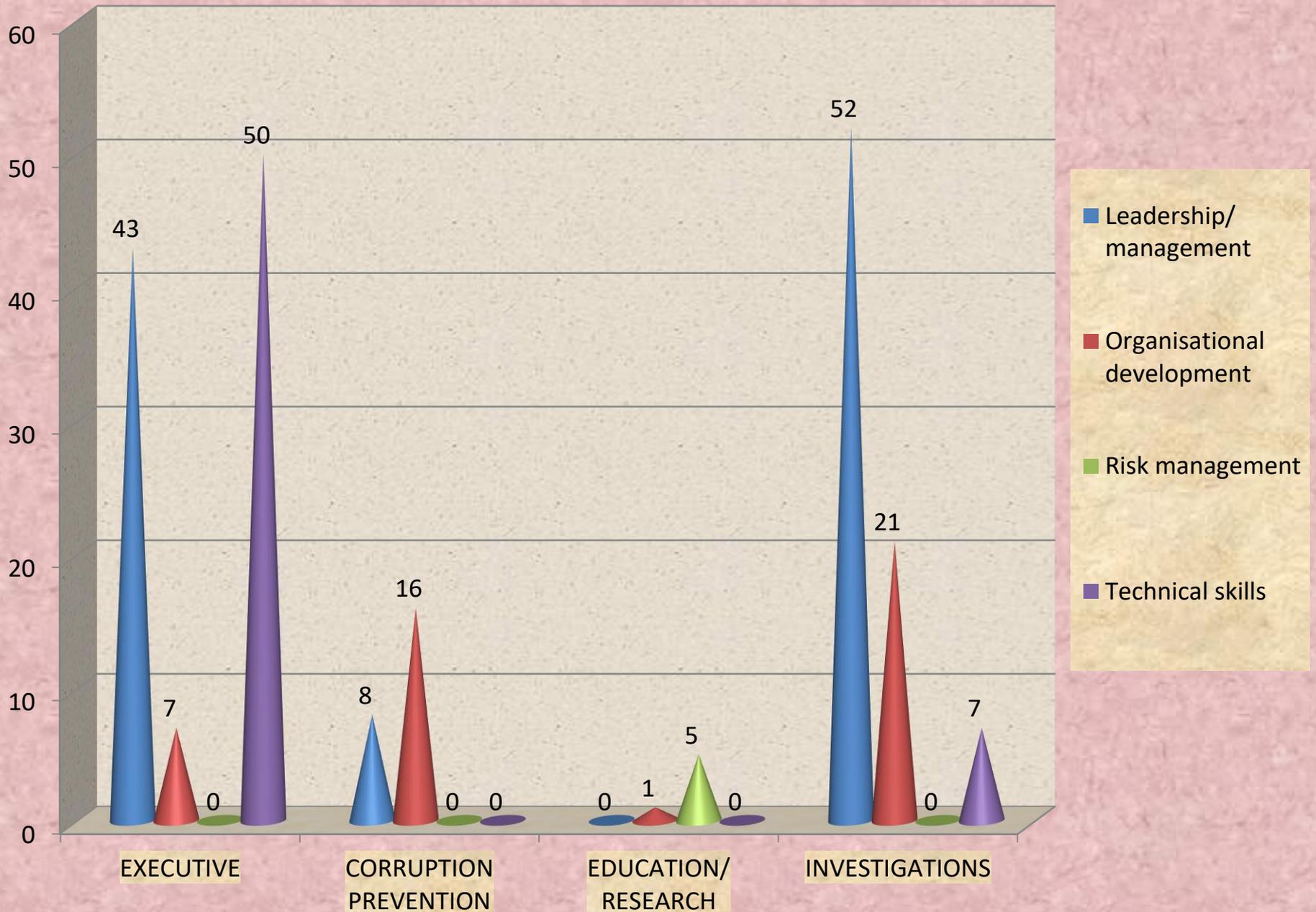
# Staff Progression and Turnover - 2012

	<b>Permanent Employees (Established/ funded positions at the year end)</b>	<b>Seconded Employees (New appointments from outside the agency)</b>	<b>Seconded Employees (New appointments by promotion from within the agency)</b>	<b>Seconded Employees (Resignations or transfers to other departments)</b>	<b>Seconded Employees (Retirements from civil service)</b>	<b>Seconded Employees (New secondees appointed)</b>
<b>Base</b>	<b>2,701</b>	<b>319</b>	<b>425</b>	<b>8</b>	<b>26</b>	<b>4</b>
<b>Salary Level 14-17</b>	254	1	75	1	8	0
<b>Salary Level 10-13</b>	808	36	189	6	6	3
<b>Salary level 7-9</b>	1,430	256	135	1	9	1
<b>Salary level 1-6</b>	209	26	26	0	3	0

# Staff Progression and Turnover - 2012

	<b>Permanent Employees (Established/ funded positions at the year end)</b>	<b>Seconded Employees (New appointments from outside the agency)</b>	<b>Seconded Employees (New appointments by promotion from within the agency)</b>	<b>Seconded Employees (Resignations or transfers to other departments)</b>	<b>Seconded Employees (Retirements from civil service)</b>	<b>Seconded Employees (New secondees appointed)</b>
<b>Base</b>	2,701	319	425	8	26	4
<b>Salary Level 14-17</b>	9.4	0.3	17.6	12.5	30.8	0.0
<b>Salary Level 10-13</b>	29.9	11.3	44.5	75.0	23.1	75.0
<b>Salary level 7-9</b>	52.9	80.3	31.8	12.5	34.6	25.0
<b>Salary level 1-6</b>	7.7	8.2	6.1	0.0	11.5	0.0

# Training Attendance By Staff - 2012



# **International Training for Staff**

No state recorded data as regard  
international training for staff

# International Visitors and Delegations

No state recorded any data for international visitors and delegations

**Thank**

