



Summary of Suggestions, Complaints, and Objections Received in 2021

| Category: Service Processes | Suggestion | | | Complaint | | | Objection | | |
|-------------------------------------|------------|------|------|-----------|------|------|-----------|------|------|
| | 2019 | 2020 | 2021 | 2019 | 2020 | 2021 | 2019 | 2020 | 2021 |
| Staff service | - | - | - | - | 1 | - | - | - | - |
| Environment and facilities | - | - | - | - | - | - | - | - | - |
| Procedures | - | - | - | 2 | - | - | - | - | - |
| Information about services provided | - | - | - | - | - | - | - | - | - |
| Service guarantee | - | - | - | - | - | - | - | - | - |
| Electronic services | - | - | - | - | - | - | - | - | - |
| Performance information | - | - | - | - | - | - | - | - | - |
| Service integration | - | - | - | - | - | - | - | - | - |
| Others | - | - | - | - | - | - | - | - | - |
| Subtotal | - | - | - | 2 | 1 | - | - | - | - |

| Category: Regulatory Functions | Suggestion | | | Complaint | | | Objection | | |
|--------------------------------------|------------|------|------|-----------|------|------|-----------|------|------|
| | 2019 | 2020 | 2021 | 2019 | 2020 | 2021 | 2019 | 2020 | 2021 |
| Public health | - | - | - | - | - | - | - | - | - |
| Environment and meteorology | - | - | - | - | - | - | - | - | - |
| Public finance | - | - | - | - | - | - | - | - | - |
| Industrial and commercial activities | - | - | - | - | - | - | - | - | - |
| Financial and monetary policy | - | - | - | - | - | - | - | - | - |
| Public security | - | - | - | - | - | - | - | - | - |
| Public safety | - | - | - | - | - | - | - | - | - |
| Public administration | - | - | - | - | - | - | - | - | - |

| Category: Regulatory Functions | Suggestion | | | Complaint | | | Objection | | |
|--|------------|------|------|-----------|------|------|-----------|------|------|
| | 2019 | 2020 | 2021 | 2019 | 2020 | 2021 | 2019 | 2020 | 2021 |
| Legal and notarial affairs | - | - | - | - | - | - | - | - | - |
| Social security, services, and welfare | - | - | - | - | - | - | - | 2 | - |
| Education and training | - | - | - | - | - | - | - | - | - |
| Healthcare | - | - | - | - | - | - | - | - | - |
| Culture, arts, and tourism | - | - | - | - | - | - | - | - | - |
| Recreation and sports | - | - | - | - | - | - | - | - | - |
| Transportation and logistics | - | - | - | - | - | - | - | - | - |
| Communications | - | - | - | - | - | - | - | - | - |
| Urban infrastructure | - | - | - | - | - | - | - | - | - |
| Housing | - | - | - | - | - | - | - | - | - |
| Engineering | - | - | - | - | - | - | - | - | - |
| Others | - | - | 1 | 1 | - | 2 | - | - | - |
| Subtotal | - | - | 1 | 1 | - | 2 | - | 2 | - |

Summary of results of handling

From January 1 to December 31, 2021, the Fund received a total of 3 cases concerning suggestion, complaint, and objection, all of which were categorized under "Regulatory Functions," including 1 suggestion and 2 complaints. Among them, 1 suggestion case was completed and archived within the specified period; 1 anonymous case required extensive investigation that resulted in a handling time of over 45 days, and was ultimately archived without any violations identified; and 1 case was forwarded to the Fund as a courtesy copy via email, but since the object of the case was not the Fund, it was not handled.

The suggestion case mentioned above was followed up and analyzed by the relevant functional units, while the one complaint case involved the inspection of the legality of multiple subsidy dossiers related to the complainant. After thorough investigation, no violations were found in this complaint case, and the case was thereby archived.

As always, the Fund remained committed to transparency, actively sought feedback from service users and continuously reviewed work effectiveness, thus improving departmental operations and service levels.