



### Summary of Suggestions, Complaints, and Objections Received in 2022

Category: Service Processes	Suggestion			Complaint			Objection		
	2020	2021	2022	2020	2021	2022	2020	2021	2022
Staff service	-	-	-	1	-	-	-	-	-
Environment and facilities	-	-	-	-	-	-	-	-	-
Procedures	-	-	-	-	-	-	-	-	-
Information about services provided	-	-	-	-	-	-	-	-	-
Service guarantee	-	-	-	-	-	-	-	-	-
Electronic services	-	-	-	-	-	-	-	-	-
Performance information	-	-	-	-	-	-	-	-	-
Service integration	-	-	-	-	-	-	-	-	-
Others	-	-	-	-	-	-	-	-	-
Subtotal	-	-	-	1	-	-	-	-	-

Category: Regulatory Functions	Suggestion			Complaint			Objection		
	2020	2021	2022	2020	2021	2022	2020	2021	2022
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		
	2020	2021	2022	2020	2021	2022	2020	2021	2022
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	-	-	2	-	-	-	-
Subtotal	-	1	-	-	2	-	2	-	-

**Summary of results of handling:**

From January 1 to December 31, 2022, the Fund did not receive any cases concerning suggestion, complaint, and objection, and 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.