



Summary of Suggestions, Complaints, and Objections Received in 2023

Category: Service Processes	Suggestion			Complaint			Objection		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Staff service	-	-	-	-	-	-	-	-	-
Environment and facilities	-	-	-	-	-	-	-	-	-
Procedures	-	-	-	-	-	-	-	-	-
Information about services provided	-	-	-	-	-	-	-	-	-
Service guarantee	-	-	-	-	-	-	-	-	-
Electronic services	-	-	-	-	-	-	-	-	-
Performance information	-	-	-	-	-	-	-	-	-
Service integration	-	-	-	-	-	-	-	-	-
Others	-	-	-	-	-	1	-	-	-
Subtotal	-	-	-	-	-	1	-	-	-

Category: Regulatory Functions	Suggestion			Complaint			Objection		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
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		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
Legal and notarial affairs	-	-	-	-	-	-	-	-	-
Social security, services, and welfare	-	-	1	-	-	-	-	-	-
Education and training	-	-	-	-	-	-	-	-	-
Healthcare	-	-	-	-	-	-	-	-	-
Culture, arts, and tourism	-	-	-	-	-	-	-	-	-
Recreation and sports	-	-	-	-	-	-	-	-	-
Transportation and logistics	-	-	-	-	-	-	-	-	-
Communications	-	-	-	-	-	-	-	-	-
Urban infrastructure	-	-	-	-	-	-	-	-	-
Housing	-	-	-	-	-	-	-	-	-
Engineering	-	-	-	-	-	-	-	-	-
Others	1	-	-	2	-	-	-	-	-
Subtotal	1	-	1	2	-	-	-	-	-

Summary of results of handling:

From January 1 to December 31, 2023, the Fund received a total of 2 cases concerning suggestion, complaint, and objection, with one complaint case categorized under "Service Processes" and one suggestion case under "Regulatory Functions." Both cases were completed and archived on schedule.

The "Service Processes" complaint case was handled according to established procedures, and a working meeting had been held to enhance awareness among relevant personnel for future improvements. The "Regulatory Functions" suggestion case was followed up and analyzed by the relevant functional units and would be used as a reference for future optimization.

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.