



### Summary of Suggestions, Complaints and Objections Received in 2024

Category: Service Processes	Suggestion			Complaint			Objection		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Staff service	-	-	-	-	-	-	-	-	-
Environment and facilities	-	-	-	-	-	-	-	-	-
Procedures	-	-	-	-	-	-	-	-	-
Information about services provided	-	-	-	-	-	-	-	-	-
Service guarantee	-	-	-	-	-	-	-	-	-
Electronic services	-	-	-	-	-	-	-	-	-
Performance information	-	-	-	-	-	-	-	-	-
Service integration	-	-	-	-	-	-	-	-	-
Others	-	-	-	-	1	1	-	-	-
Subtotal	-	-	-	-	1	1	-	-	-

Category: Regulatory Functions	Suggestion			Complaint			Objection		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Public health	-	-	-	-	-	-	-	-	-
Environment and meteorology	-	-	-	-	-	-	-	-	-
Public finance	-	-	-	-	-	-	-	-	-
Industrial and commercial activities	-	-	-	-	-	-	-	-	-
Financial and monetary policy	-	-	-	-	-	-	-	-	-
Public security	-	-	-	-	-	-	-	-	-
Public safety	-	-	-	-	-	-	-	-	-
Public administration	-	-	-	-	-	-	-	-	-
Legal and notarial affairs	-	-	-	-	-	-	-	-	-

Category: Regulatory Functions	Suggestion			Complaint			Objection		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Social security, services, and welfare	-	1	-	-	-	-	-	-	1
Education and training	-	-	-	-	-	-	-	-	-
Healthcare	-	-	-	-	-	-	-	-	-
Culture, arts, and tourism	-	-	-	-	-	-	-	-	-
Recreation and sports	-	-	-	-	-	-	-	-	-
Transportation and logistics	-	-	-	-	-	-	-	-	-
Communications	-	-	-	-	-	-	-	-	-
Urban infrastructure	-	-	-	-	-	-	-	-	-
Housing	-	-	-	-	-	-	-	-	-
Engineering	-	-	-	-	-	-	-	-	-
Others	-	-	-	-	-	-	-	-	-
Subtotal	-	1	-	-	-	-	-	-	1

### Summary of Handling Results:

From January 1 to December 31, 2024, the Fund received a total of 2 cases related to suggestions, complaints, and objections. These included one complaint case under the category of "Service Processes" and one objection case under "Regulatory Functions." Both cases were handled and archived on schedule.

The single "Service Processes" complaint case was processed according to established procedures, with a working meeting held and corrective actions taken. The "Regulatory Functions" objection case was followed up and analyzed by the relevant functional units, with a response provided to the case initiator within the 45-day deadline.

As always, the Fund remains committed to transparency, actively seeking feedback from service users, continuously reviewing work effectiveness, and striving to improve departmental operations and service levels.