



Summary of Suggestions, Complaints and Objections Received in 2025

Category: Service Processes	Suggestions			Complaints			Objections		
	2023	2024	2025	2023	2024	2025	2023	2024	2025
Staff service	-	-	-	-	-	-	-	-	-
Environment and facilities	-	-	-	-	-	-	-	-	-
Procedures	-	-	-	-	-	-	-	-	-
Information about services provided	-	-	-	-	-	-	-	-	-
Service guarantee	-	-	-	-	-	-	-	-	-
Electronic services	-	-	-	-	-	-	-	-	-
Performance information	-	-	-	-	-	-	-	-	-
Service integration	-	-	-	-	-	-	-	-	-
Others	-	-	1	1	1	1	-	-	-
Subtotal	-	-	1	1	1	1	-	-	-

Category: Regulatory Functions	Suggestions			Complaints			Objections		
	2023	2024	2025	2023	2024	2025	2023	2024	2025
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	Suggestions			Complaints			Objections		
	2023	2024	2025	2023	2024	2025	2023	2024	2025
Social security, services, and welfare	1	-	-	-	-	-	-	1	4
Education and training	-	-	-	-	-	-	-	-	-
Healthcare	-	-	-	-	-	-	-	-	-
Culture, arts, and tourism	-	-	-	-	-	-	-	-	-
Recreation and sports	-	-	-	-	-	-	-	-	-
Transportation and logistics	-	-	-	-	-	-	-	-	-
Communications	-	-	-	-	-	-	-	-	-
Urban infrastructure	-	-	-	-	-	-	-	-	-
Housing	-	-	-	-	-	-	-	-	-
Engineering	-	-	-	-	-	-	-	-	-
Others	-	-	-	-	-	-	-	-	-
Subtotal	1	-	-	-	-	-	-	1	4

Summary of Case Handling Outcomes:

From January 1 to December 31, 2025, the FDCT received a total of six cases related to suggestions, complaints, and objections. Two of these cases were under the category of “Service Processes” and four were under “Regulatory Functions.” All cases were handled and archived on schedule.

The two “Service Processes” complaint cases were processed according to established procedures, with a working meeting held and corrective actions taken. The four “Regulatory Functions” objection cases were followed up on and analyzed by the relevant functional units, with a response provided to the case initiators within the 45-day deadline.

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