

Cartography and Cadastre Bureau

Suggestions, complaints and objections received in 2014

Type	Suggestions	Complaints	Objections	Total
Staff	0	0	0	0
Equipment and Facilities	0	0	0	0
Environment	0	0	0	0
Procedures and Formalities	1	0	0	1
Others	17	2	0	19
Subtotal	18	2	0	20

Results of Case-handling

The suggestions/complaints received were mainly related to the cases of the functional system and data content of the website. After analyzing the comments received, we have adopted 3 follow-up or improvement measures.