

# Cartography and Cadastre Bureau

## Suggestions, complaints and objections received in 2018

| Type                       | Suggestions | Complaints | Objections | Total |
|----------------------------|-------------|------------|------------|-------|
| Staff                      | 0           | 2          | 0          | 2     |
| Equipment and Facilities   | 0           | 0          | 0          | 0     |
| Environment                | 0           | 0          | 0          | 0     |
| Procedures and Formalities | 0           | 0          | 0          | 0     |
| Others                     | 2           | 2          | 0          | 4     |
| Subtotal                   | 2           | 4          | 0          | 6     |

### Results of Case-handling

The suggestions/complaints received were mainly related to the comments and suggestions on the contents of the website, zoning plan, and cases connected with land. After analyzing the comments received, we have adopted 3 follow-up or improvement measures.