

Cartography and Cadastre Bureau

General situation of receiving suggestions, complaints and objections

Type	Suggestions			Complaints			Objections		
	2017	2018	2019	2017	2018	2019	2017	2018	2019
Staff	0	0	0	0	2	0	0	0	0
Equipment and Facilities	0	0	0	0	0	0	0	0	0
Environment	0	0	0	0	0	0	0	0	0
Procedures and Formalities	1	0	0	0	0	0	0	0	0
Others	5	2	8	2	2	1	0	0	0
Subtotal	6	2	8	2	4	1	0	0	0

General situation on the results of case-handling

The complaint received by this Bureau in 2019 is mainly a land-related case, and this Bureau had adopted the following improvement measure:

- Analyzed and followed up on the land-related case, and replied to the interested party.

The suggestions received by this Bureau in 2019 are mainly related to the cases of the functional system and data content of the website, and this Bureau had adopted the following improvement measure:

- Examined the functional system and data content of the website and made necessary changes as soon as possible.