

Overview of receipt of suggestions, complaints and claims

| Category | Suggestions | | | Complaints | | | Claims | | |
|--------------------------|-------------|-------------|-------------|--------------|--------------|--------------|-----------|-----------|-----------|
| | 2016 | 2017 | 2018 | 2016 | 2017 | 2018 | 2016 | 2017 | 2018 |
| Staff | 19 | 19 | 17 | 224 | 140 | 160 | 1 | 1 | 1 |
| Equipment and facilities | 156 | 260 | 218 | 1890 | 1807 | 1360 | 0 | 0 | 1 |
| Environment | 1 | 2 | 2 | 12 | 4 | 13 | 0 | 0 | 0 |
| Procedural formalities | 95 | 78 | 75 | 88 | 57 | 29 | 1 | 1 | 0 |
| Others | 1541 | 1562 | 1543 | 16032 | 17426 | 16871 | 9 | 10 | 8 |
| Total | 1812 | 1921 | 1855 | 18246 | 19434 | 18433 | 11 | 12 | 10 |

The cases received by the Civic and Municipal Affairs Bureau (IACM) mainly involve various kinds of civic work. To understand the needs of residents, staff are sent to visit the community every month and listen to residents' opinions on site. The Administration Committee Hotline has been established and Community Affairs Symposia are held in different districts so that the leaders can communicate with residents directly. Meanwhile, the measures listed below have been adopted to handle specific complaints.

1. Promotional leaflets in foreign languages are provided regularly in shops such as internet cafes, supermarkets and light refreshment restaurants which are often visited by expatriates to promote civic education;
2. Staff are sent to locations where environmental hygiene issues (such as garbage, dog fouling and discharge of sewage, etc.) are often present to distribute promotional leaflets and step up inspections;
3. Seminars and roving exhibitions of pictures on the theme of "prevention and control of rodent infestation" are held continuously to reinforce and

promote awareness of prevention of rat infestation to residents through diversified channels. Meanwhile, rodent elimination work and placement of rat bait boxes in public streets have been implemented continuously in all the districts in Macao;

4. Promotional campaigns on prevention of water dripping from air-conditioners have been launched continuously. Distribution of promotional posters and circular official letters in large housing estates to residents started in April to promote awareness of prevention of water dripping from air-conditioners. Targeted inspections and prosecutions have been carried out;
5. Macau Residue System Company, Ltd. has been requested to complete cleaning of public streets within the same day when the company receives the opinions from the public;
6. Sixty temporary large furniture collection points have been set up in different districts in Macao during specific periods to provide convenience for residents to dispose of large and unwanted furniture items;
7. Before super typhoon, IACM coordinates Macau Residue System Company, Ltd. to expedite the clearing and transportation of garbage in the city, fix compacting trash bins in areas affected by floods and organise garbage collection facilities in advance. After the typhoon, 45 temporary garbage collection points are set up in different districts, and compacting garbage trucks and large-scale eco-friendly skips are placed in appropriate locations to increase the efficiency of garbage collection;
8. Before the wind and rain season, the work on clearing the blocked drains and maintenance of drains in the different districts in Macao, especially in the low-lying areas, has been reinforced continuously;
9. The food and beverage industry has been reminded that changing the prices on menus without notifying IACM in advance is not allowed and IACM reinforces inspections and prosecutions of illegal restaurants during festivals and holidays;
10. Guidelines on administrative procedures online have been improved, and links to the relevant laws and regulations and a collection of frequently asked questions have been added for reference for the public;

11. Staff have been sent to inspect vehicle repair workshops and remind persons in charge of these establishments that spray-painting procedures should be carried out in car spray paint booths and they should pay attention to environmental hygiene. In addition, inspections of illegal establishments have been strengthened;
12. A 1.20-metre metal fence was added on Grand Taipa Hiking Trail to ensure the safety of hikers.
13. Before the projects start, information about public construction projects is disseminated to the public through newspapers, visits to resident associations, distribution of leaflets, the IACM website, etc.;
14. Water collection pits have been moved to sides of pavements if possible to reduce noise;
15. Slip resistance of the granite surface in subways has been improved;
16. Warning tiles that have a higher anti-slippery index have been used on pavements to ensure pedestrian safety;
17. Stainless steel water boards and temporary drainage holes have been added to footbridges to reduce leakage;
18. Legal enforcement against illegal vending in markets and by hawkers has been strengthened;
19. Permeable and anti-slippery carpets have been added to some floor surfaces in Patane Market to strengthen slip resistance on rainy days and they have been regularly cleaned;
20. Two compacting trash bins have been added in the new Macao wholesale market. The management company has been requested to monitor the cleanliness of the surrounding areas of the market, cooperate with the trade and follow up according to “General Regulations Governing Public Places”;
21. Large anti-smoking promotional posters have been affixed in the obvious locations near the entrances and exits, passages, elevators, etc. of the new Macao wholesale market, and the management company of the wholesale market has been notified to follow up on relevant issues;
22. In addition to clearing animal carcasses during office hours by the IACM staff, staff of outsourced cleaning company have been added to clear animal

carcasses found in public and private places during non-office hours;

23. Joint prosecution operations have been carried out with Public Security Police Force to intercept illegal food processing premises from source and prosecute unlicensed hawkers who hawk cooked food;
24. Optimisation works on children's recreational facilities have been carried out continuously and these recreational facilities are cleaned every day;
25. Smartphone communication software has been utilised to carry out monitoring work on inspection, improvement and repair of facilities;
26. Seac Pai Van Activity Centre is open to provide an integrated cultural and recreational facility for residents in the district;
27. The opening hours of fourteen parks and gardens have been extended from 1 January. The same measure has been adopted for the toilets inside these parks and gardens. Among them, Park of Dr. Carlos d'Assumpção is open 24 hours daily;
28. The opening hours of all 16 dog walking areas in Macao have been uniformly set from 7:00 a.m. to midnight;
29. Control of noise from singing in Iao Hon Market Garden has been reinforced, with the addition of plants surrounding the park used as noise barriers. Promotion and law enforcement have been carried out jointly with Public Security Policy Force and Environmental Protection Bureau. Meanwhile, indoor art and cultural venues are provided in order to reduce the problem of noise in diversified ways;
30. Notices for prohibition of flying activities have been installed in Leisure Area of Taipa Waterfront;
31. Cooperation with security companies and the police has been reinforced to reduce noise in the leisure areas late at night;
32. Self-service beverage vending machines have been added at appropriate locations in parks and gardens, leisure areas and waterfront cycle tracks;
33. Processing procedures for special cases have been simplified to increase response efficiency and quality;
34. The opening and closing directions of the entrance and exit glass doors of Carlos da Maia Complex have been altered to minimise the influence on

passers-by;

35. Management of IACM's car parks has been reinforced. Facilities are regularly checked and repaired, and staff are added to assist in the diversion of vehicles during rush hours, etc.;
36. IACM drivers are required to comply with the relevant laws and regulations, internal guidelines and regulations while they are on duty so as to reinforce their awareness of law compliance and safety and minimise their influence on other road users;
37. Staff are reminded and monitored to wear their staff cards while carrying out public reception duties. Name cards are to be placed in an obvious place on counters if available so that residents know their identities.

Cases not related to the scope of work of IACM will be transferred to the relevant authorities for follow-up. The IACM maintains close communication with the public entities and provides assistance when necessary to solve civic issues with combined efforts.