

## Overview of receipt of suggestions, complaints and claims

Category	Suggestions			Complaints			Claims		
	2017	2018	2019	2017	2018	2019	2017	2018	2019
Staff	19	17	23	140	160	209	1	1	0
Equipment and facilities	260	218	184	1,807	1,360	2,237	0	1	0
Environment	2	2	8	4	13	205	0	0	0
Procedural formalities	78	75	104	57	29	63	1	0	0
Others	1,562	1,543	1,072	17,426	16,871	17,786	10	8	7
<b>Total</b>	<b>1,921</b>	<b>1,855</b>	<b>1,391</b>	<b>19,434</b>	<b>18,433</b>	<b>20,500</b>	<b>12</b>	<b>10</b>	<b>7</b>

The cases received by the Municipal Affairs Bureau (IAM) mainly involve its work in various aspects of residents' livelihood. To understand residents' needs, IAM sends staff to visit the community on a monthly basis to listen to residents' opinions on site. Moreover, the Consultative Committee and Administration Committee hotline has been set up, and open sessions and community affairs symposia are held in different districts so that the IAM management can engage in direct dialogues with residents. Meanwhile, the following measures have been taken to address specific complaints:

1. Facilities at service locations have been continuously optimised and researches on feasible services have been conducted. Notification of application processing results has been improved so that residents can obtain documents easily. Electronic governance has been implemented to provide high-quality and convenient "one-stop" services;

2. Children’s play areas, computer software and network equipment in activity centres have been optimised;
3. IAM activities have been promoted through media such as invitations, posters, leaflets and electronic platforms to facilitate residents’ access to the information and increase their participation in the activities;
4. The Basic Law Community Promotion Theatre has been set up to introduce the meaning and source of the national anthem, and deepen the public’s understanding of the Basic Law;
5. Food safety supervision has been strengthened by carrying out inspection on imported or slaughtered food products and taking samples for testing;
6. Environmental hygiene of new wholesale markets has been continuously improved and monitored;
7. Enforcement of “Animal Protection Law” has been strengthened;
8. Law enforcement against illegal sales in markets and hawker areas has been strengthened;
9. Street garbage and recycling bins in various districts have been regularly checked and cleaned, and garbage collection facilities have been optimised;
10. A series of publicity activities on “Dengue Fever Prevention” have been organised in cooperation with various government departments and groups in order to raise awareness of mosquito prevention;
11. Stagnant water in cemeteries has been regularly checked and treated to improve and strengthen the maintenance of cemetery facilities;
12. Prevention of air-conditioner dripping has been further promoted before summer arrives by working with estate management companies to continuously distribute government circulars and leaflets, and targeted inspection and prosecution have been carried out;
13. Inspection of advertising signboards and follow-up on their removal has been strengthened prior to rainy season to reduce loss of life or property resulted from the damage to advertising signboards caused by wind and rain;
14. Park facilities have been continuously optimised. New CCTV, water dispensers and beverage vending machines, as well as diversified children’s play facilities and fitness facilities, have been installed;
15. Growth of green plants at road junctions has been regularly checked for timely pruning to ensure driving safety;
16. Open space in Guia Hill Municipal Park (known as “Crocodile Pond”) has been optimised, and the children’s playground of Luís de Camões

Park has been expanded;

17. Feasibility studies on the addition of lifts to footbridges have been conducted and the maintenance companies have been requested to strengthen inspection and maintenance of the lifts and escalators used for footbridges;
18. Pavements have been paved with better slip-resistant tactile tiles and drainage bricks to mitigate their slipperiness. Pavements with uneven surfaces or gaps have been re-paved to ensure pedestrian safety;
19. Improvement works for channel siltation have been carried out to solve the long-term backflow and water accumulation problems in channels;
20. In terms of post-disaster relief work, the existing support mechanism has been reviewed and optimised with experiences learned, and the arrangement for support personnel has been continuously improved;
21. Procurement information has been published on the website of IAM to enhance information transparency, and the “Environment Information Webpage” has been optimised;
22. The regulation amendment procedure to increase the amount of fines in the “General Regulations Governing Public Places” has been launched;
23. Supervision and follow-up of outsourced companies has been strengthened;
24. Vegetables sold on the market have been kept on record based on the samples taken and the inspections carried out. Reminders have been issued to persons in charge of businesses to pay attention to incoming goods and to purchase goods only from reputable suppliers;
25. Staff have been continuously sent to patrol public areas and capture stray cats and dogs to maintain public health and safety;
26. Theme seminars and roving exhibitions of theme pictures on “Prevention and Control of Rodent Diseases” have been continuously held. A variety of media has been used to enhance public awareness of rodent prevention;
27. Promotional cleaning activities, theme lectures and booth games have been organised for schools and communities to raise awareness of maintaining environmental hygiene, properly disposing of dog excrement and no littering;
28. Inspection of Internet cafes and amusement game centres during non-office hours have been carried out to prevent young people from being exposed to bad information;
29. Facilities in dog parks have been revamped, and dog toilets and potty trays have been installed to reduce odours;
30. Positions of iron fences and iron pillars have been adjusted as necessary to prevent illegal parking;

31. Stainless steel water collecting pans have been added to footbridges to reduce water leakage;
32. Supervision and inspection of the changing rooms at Cheoc Van Beach have been strengthened;
33. Residents, schools and groups have been notified of civic education activities through text messages and phone calls, and civic education posters and leaflets have been distributed to residents to enhance the quality of citizens;
34. Equipment and hygiene conditions in public toilets have been regularly checked to minimise the impact of equipment maintenance on the public and keep the toilets clean;
35. Continuous promotion targeted at food businesses has been carried out through different publicity channels. Inspection has been strengthened and prosecution against illegal restaurants has been stepped up to raise the industry's awareness of hospitality and law compliance;
36. Water collecting wells, if feasible, have been moved next to pavements during road optimisation projects to improve the noise problem of the drain covers;
37. Multilingual versions of food safety information have been continuously provided to raise awareness of food safety among people of different languages and cultural backgrounds;
38. Every year during the Cheng Ming Festival in spring and the Chong Yeung Festival in autumn which are the peak periods for paying respect to ancestors, inspection is strengthened and the concept of simple worship is promoted to the public through different channels. Two environmentally friendly joss paper furnaces have been set up at Our Lady Mercy Cemetery for public use to reduce pollutants generated from burning joss papers;
39. Non-smoking area line markings in leisure areas have been re-painted to clearly show the non-smoking areas and improve the environment of the leisure areas;
40. Drivers of IAM have been continuously reminded to observe relevant laws, internal codes and guidelines in order to strengthen their awareness of law compliance and safe driving;
41. Close liaison with the community working teams of the Health Bureau is maintained to expedite the removal of hygiene black spots and vector-breeding sources through different procedures, so as to achieve the goals of continuously improving the environmental hygiene in Macao and preventing the spread of infectious diseases;

42. Public toilet facilities along trails and in country parks have been renovated for easy use by residents and visitors;
43. Light-sensitive switches have been added to the lighting equipment in natural parks, which enables the lights to be automatically turned on or off when the sky is dim or when there is enough light to avoid energy waste or poor lighting.

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