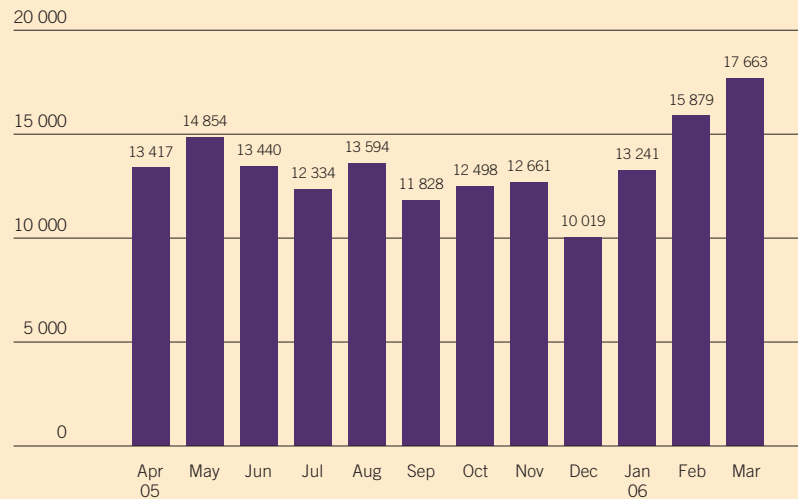


Statistics (cont'd)
PART D
ENQUIRIES AND
COMPLAINTS

1. ENQUIRIES RECEIVED BY MONTH

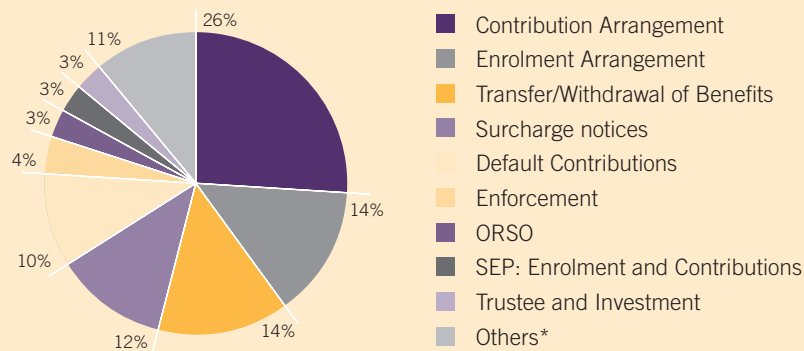
(1.4.2005 – 31.3.2006)



Mode of Enquiries	05												Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Phone	13 072	14 468	13 066	12 022	13 213	11 516	12 154	12 289	9 713	12 882	15 406	17 100	156 901
Written	208	255	226	211	247	194	214	219	190	232	290	359	2 845
Walk-in	137	131	148	101	134	118	130	153	116	127	183	204	1 682
Total	13 417	14 854	13 440	12 334	13 594	11 828	12 498	12 661	10 019	13 241	15 879	17 663	161 428

2. ENQUIRIES RECEIVED BY NATURE

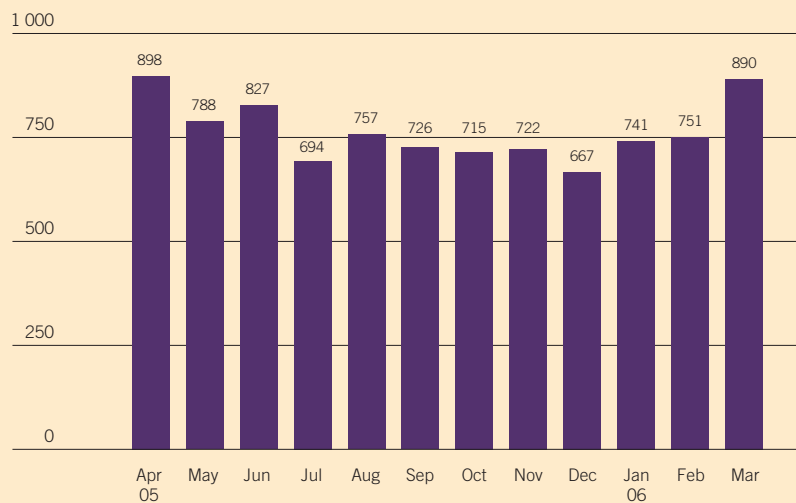
(1.4.05 – 31.3.2006)



* Others including Offsetting LSP/SP; Enrolment under the Industry Schemes; Miscellaneous

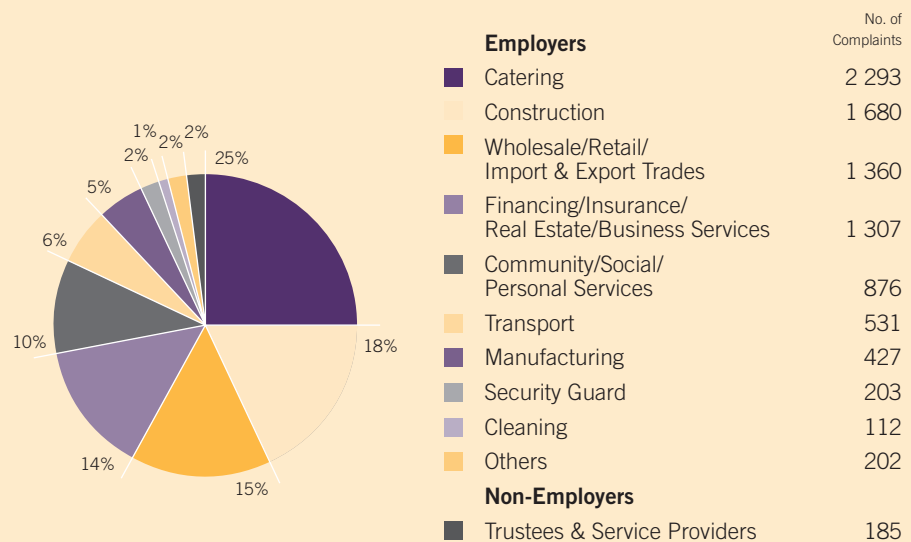
Statistics (cont'd)
PART D
ENQUIRIES AND
COMPLAINTS

3. COMPLAINTS RECEIVED BY MONTH
(1.4.2005 – 31.3.2006)



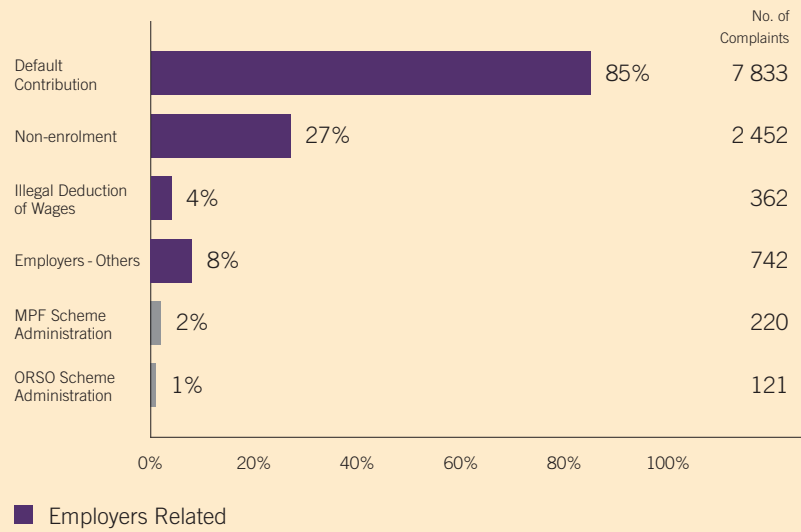
Mode of Complaints	05									06			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Phone	786	721	753	615	661	621	629	648	569	657	660	770	8 090
Written	52	29	27	44	46	79	41	24	48	43	25	73	531
Walk-in	60	38	47	35	50	26	45	50	50	41	66	47	555
Total	898	788	827	694	757	726	715	722	667	741	751	890	9 176

4. COMPLAINTS RECEIVED BY TARGET
(1.4.2005 – 31.3.2006)



Statistics (cont'd)
PART D
ENQUIRIES AND
COMPLAINTS

5. COMPLAINTS RECEIVED BY NATURE*
(1.4.2005 – 31.3.2006)



* Multiple selection of complaint categories allowed.