

**MINISTRY OF LANDS AND PHYSICAL PLANNING
RESOLUTION OF PUBLIC COMPLAINTS 2016/17-2018/19**

| FINANCIAL YEAR | First Quarter | | | Second Quarter | | | Third Quarter | | | Fourth Quarter | | |
|----------------|----------------|----------------|---------------|----------------|----------------|---------------|----------------|----------------|---------------|----------------|----------------|---------------|
| | Total Received | Total Resolved | Total Pending | Total Received | Total Resolved | Total Pending | Total Received | Total Resolved | Total Pending | Total Received | Total Resolved | Total Pending |
| 2016/2017 | 54 | 11 | 43 | 46 | 28 | 18 | 50 | 32 | 18 | 44 | 21 | 23 |
| 2017/2018 | 38 | 7 | 31 | 30 | 13 | 17 | 45 | 29 | 16 | 47 | 24 | 23 |
| 2018/2019 | 51 | 26 | 25 | 60 | 33 | 27 | 56 | 38 | 18 | | | |

NOTES:

1. The information includes all complaints received in the Ministry through letters, telephone, emails, twitter or walk-ins.
2. Complaints (total) received includes both those received within the quarter and carried forward (pending) from the previous quarter.
3. Complaints information includes both complaints received directly from public and those channeled from Commission of Administrative Justice.
4. Resolved cases are those whereby the Ministry has provided a solution to the satisfaction of the complainant or provided sufficient information or where the complainant remain dissatisfied, the Ministry has taken the complainant through due process.
5. On the other hand, pending cases are those either received 30 days to the reporting period (by 7th of the ensuing quarter) or process of resolution has not yet commenced.
6. The report excludes the fourth quarter of financial year 2018/2019.