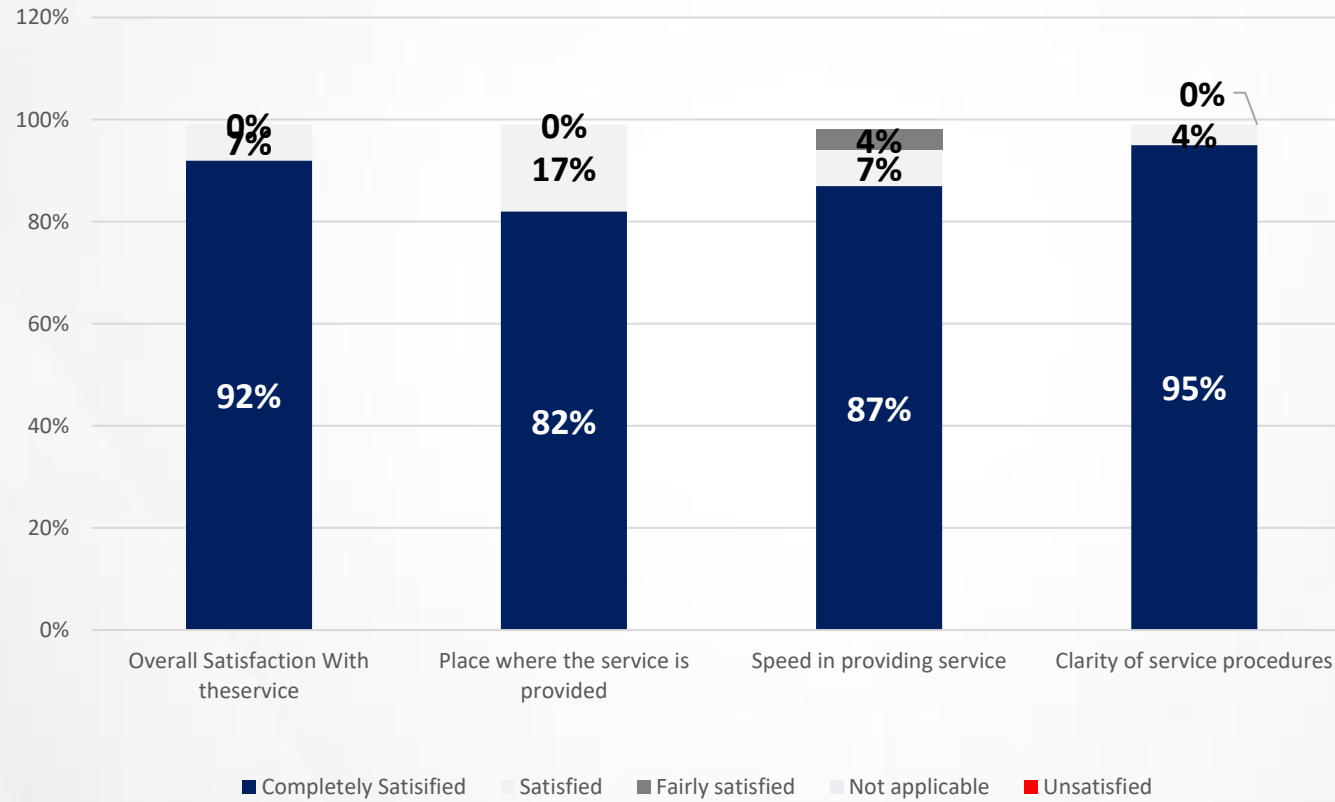


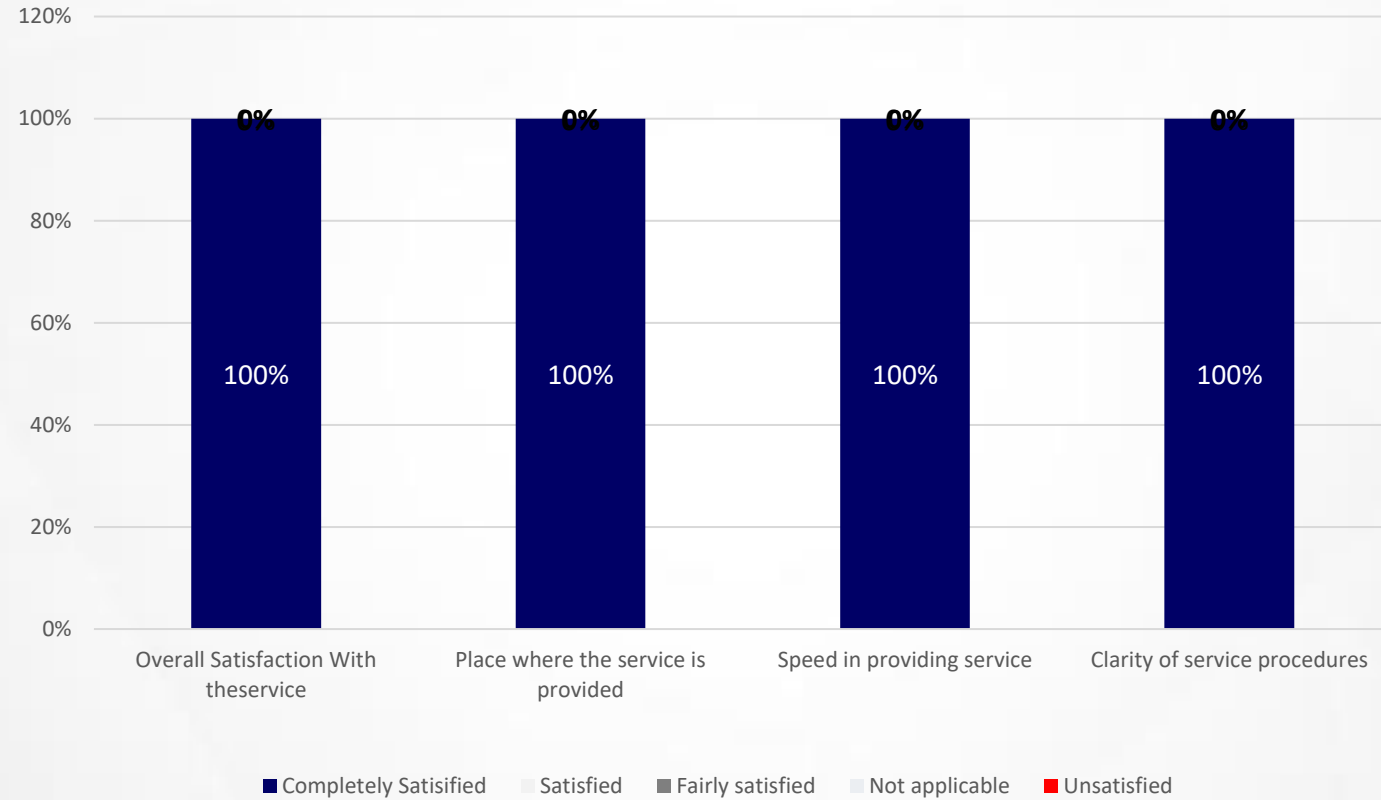


Customer Satisfaction Report of Consumer Protection Center – January to September 2024



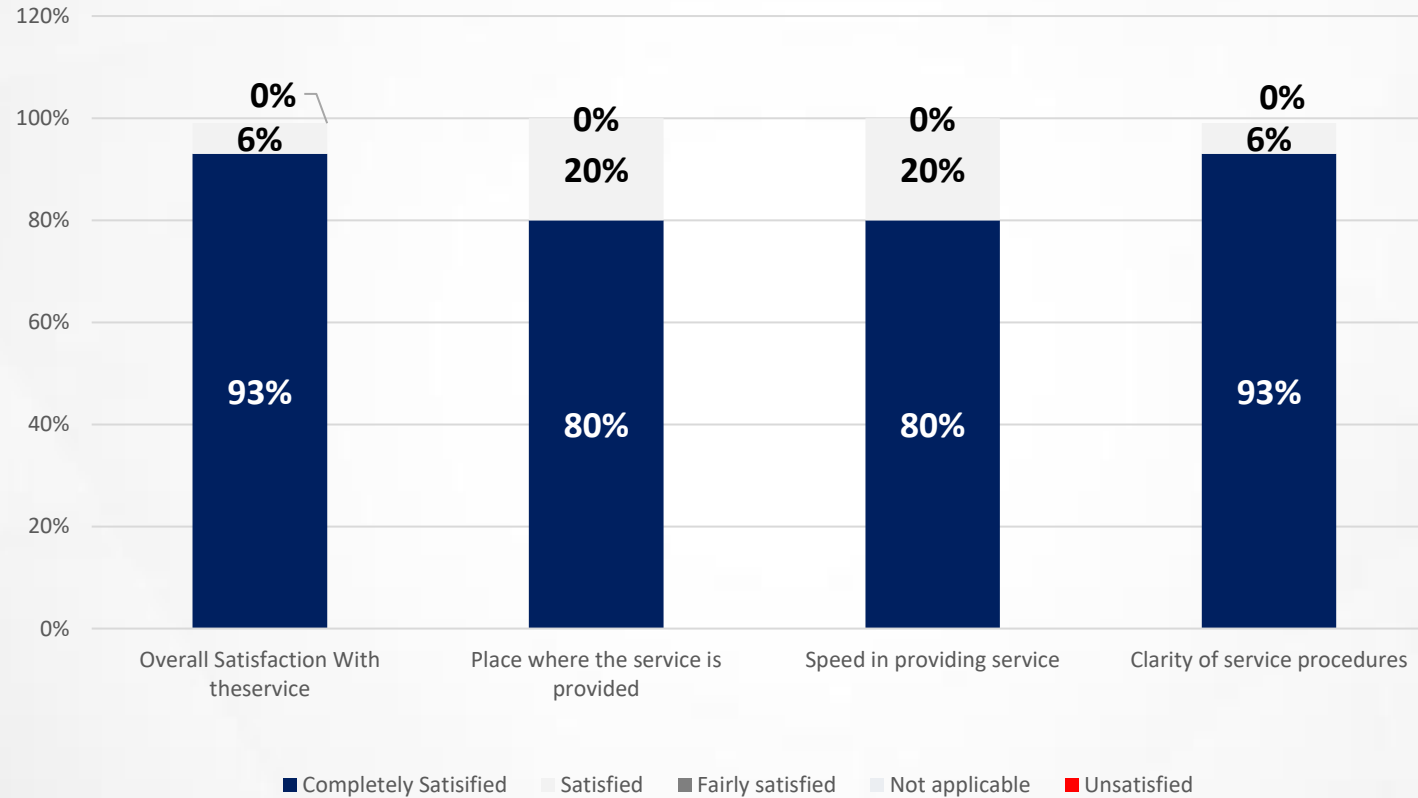


Customer Satisfaction Report of Consumer Protection Center – Q1 (January to March 2024)



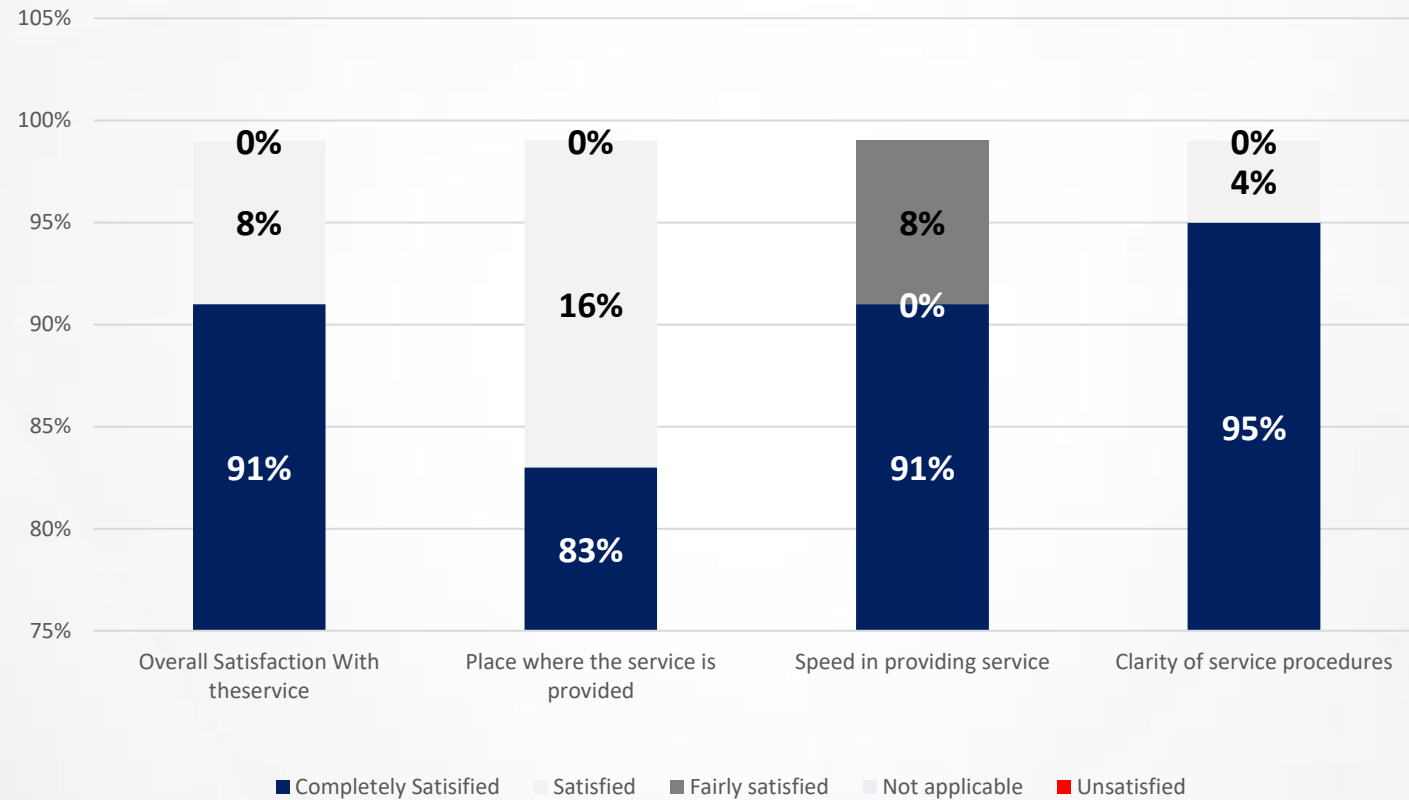


Customer Satisfaction Report of Consumer Protection Center – Q2 (April to June 2024)





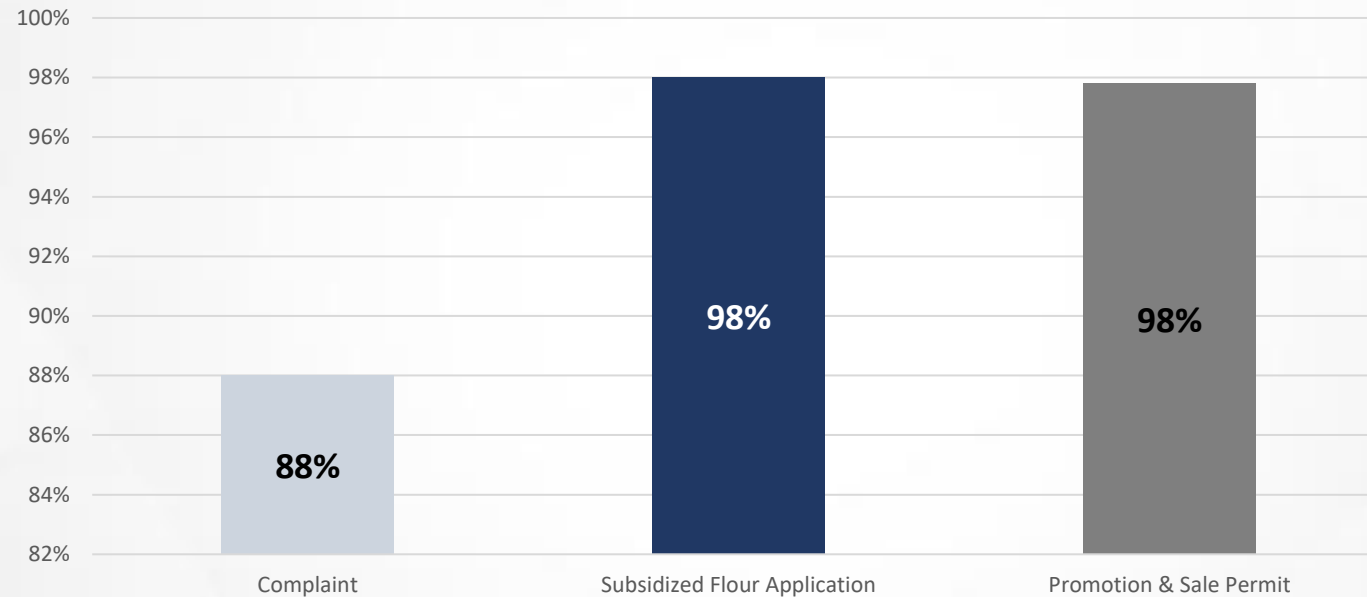
Customer Satisfaction Report of Consumer Protection Center – Q3 (July to September 2024)





First half 2024 Service Level Agreements

Semi Annual Service level agreement 2024



Percentage of commitment to the level of service	Closed requests that exceeded the SLA	Closed requests within the SLA	Service Level Agreement (SLA)	Service Name
88%	340	3226	1-5 Working days	Complaint
98%	7	302	1-5 Working days	Subsidized Flour Application
98%	70	3085	1-3 Working days	Promotion & Sale Permit