



Hotline Complaints 2024

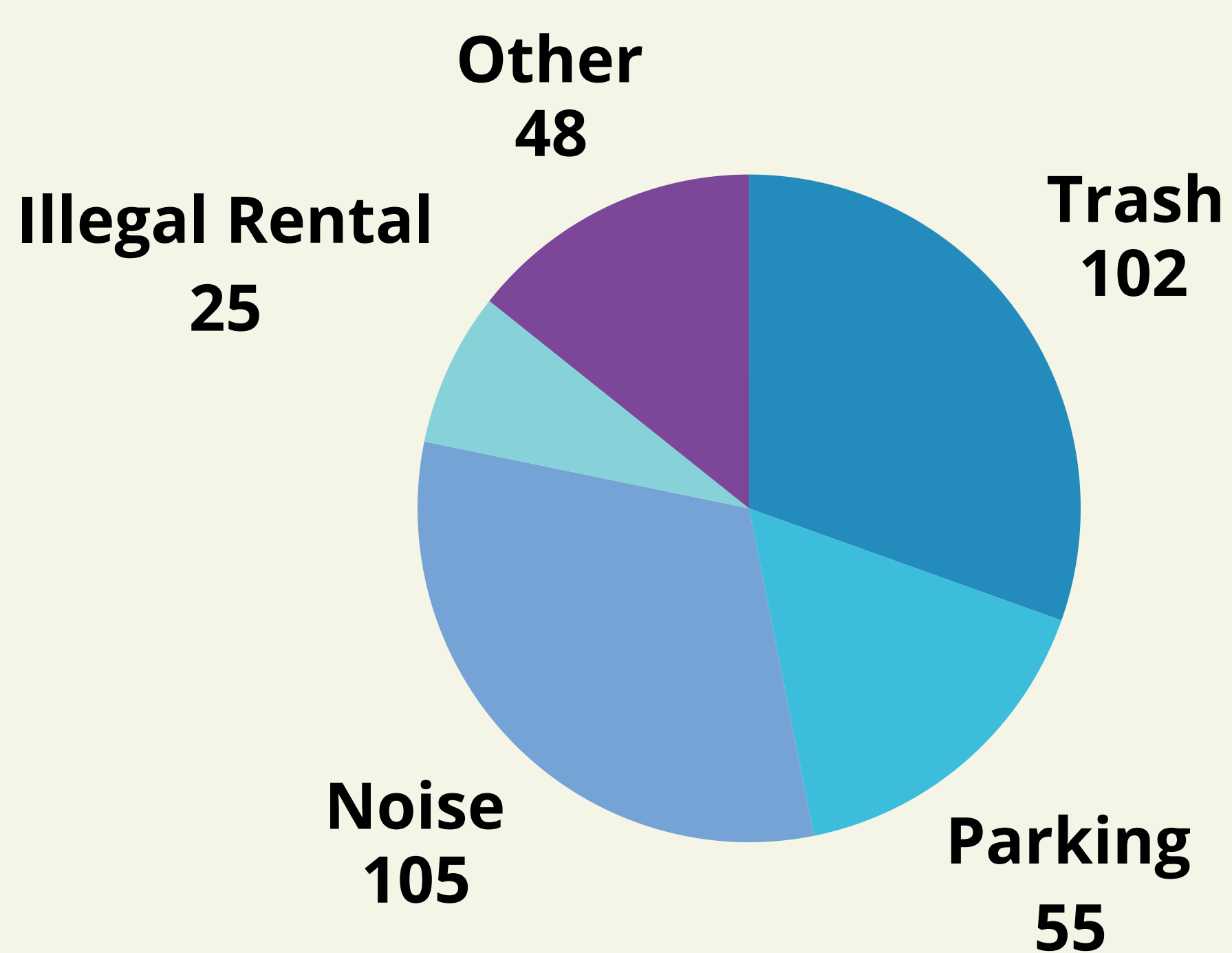
Total Complaints

Jan. 1, 2024 to Dec. 31, 2024

Call Center **114** Online Portal **110**

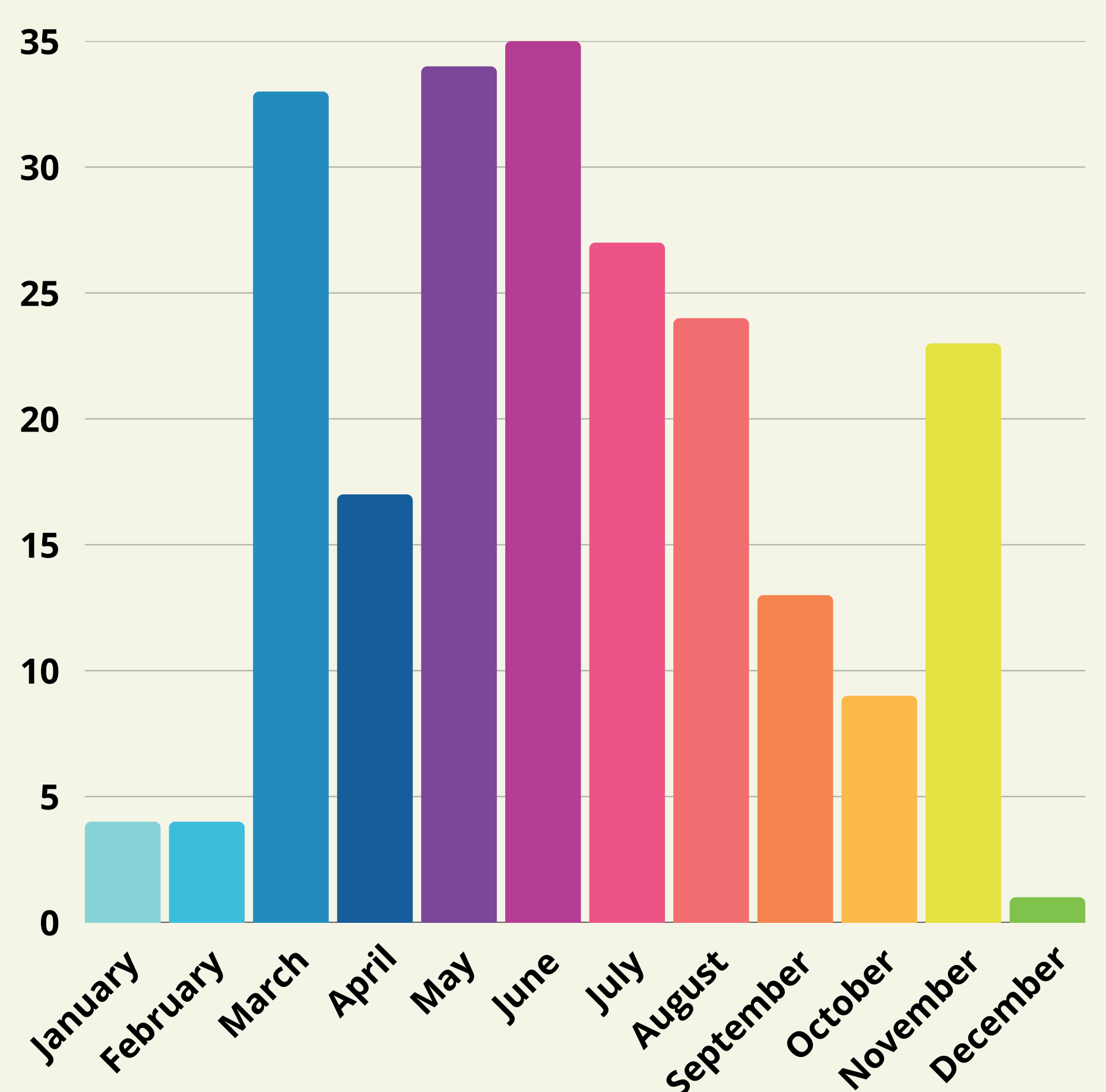
224

Total complaints Jan. 1 to Dec. 31 2024 by type



*Other includes property issues, registration questions, HOT payment questions etc.

Total complaints Jan. 1 to Dec. 31 2024 by month



source Deckard Technologies <https://deckard.com/> October 1, 2025

Some callers reported more than one issue during a single contact.
These calls are counted once but classified under each issue type mentioned