

**Table 2.2**

<b>Distribution of handling time for written enquiries and complaints</b>				
<b>Up to 3 months</b>	<b>3–6 months</b>	<b>6-9 months</b>	<b>9-12 months</b>	<b>More than 12 months</b>
79%	9%	5%	3%	4%