

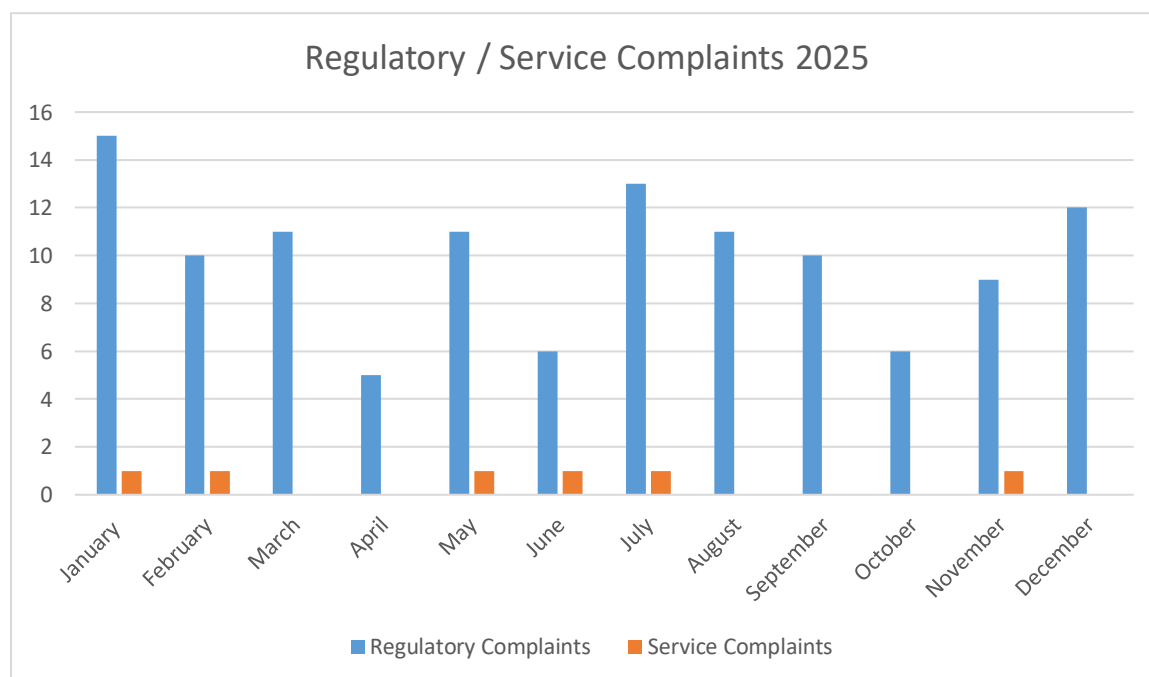


QUALITY UNIT

CUSTOMER COMPLAINTS TREND ANALYSIS FORM

Table 1. Customer Complaints Received in 2025

Month	Regulatory Complaints	Quality/Service Complaints
January	15	1
February	10	1
March	11	0
April	5	0
May	11	1
June	6	1
July	13	1
August	11	0
September	10	0
October	6	0
November	9	1
December	12	0
Total	119	6

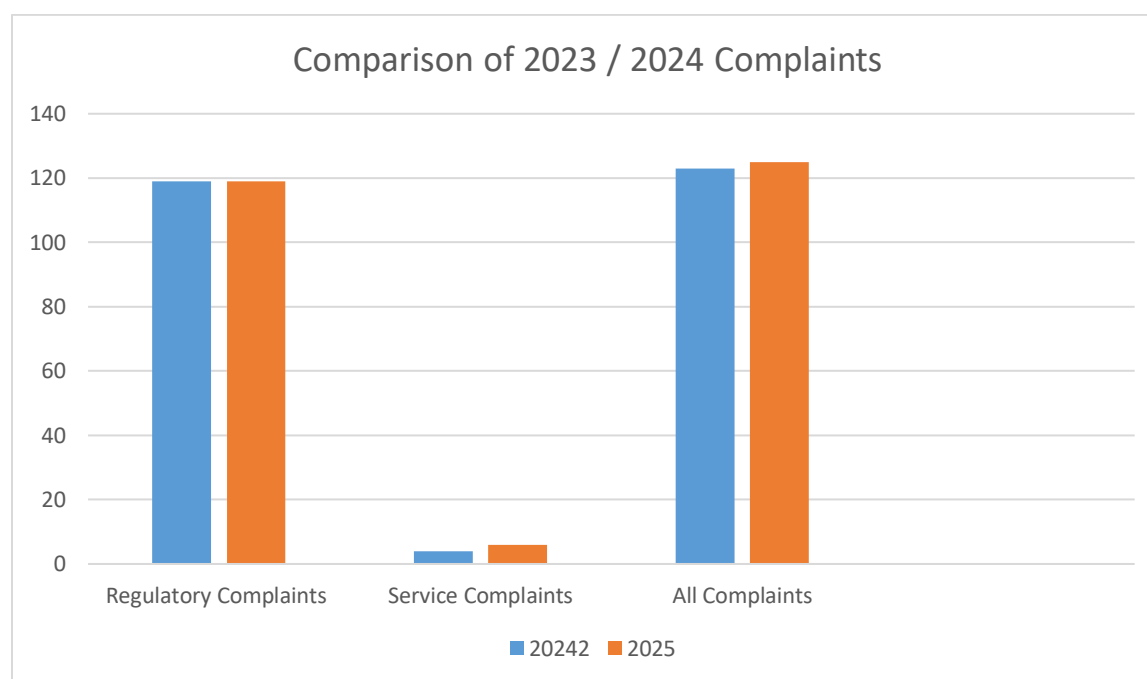


Comments:

Comments: One hundred and nineteen (119) Regulatory Complaints were recorded in 2025 and six (6) service complaints respectively. The highest number of complaints per month were recorded in January (15) whilst the lowest number of complaints per month were recorded in April (5).

Table 2: Comparison between the complaints received in two consecutive years

	Previous year	Current year
Regulatory complaints	119	119
Service complaints	4	6
Total	123	125



Comments:

Comments: One hundred and nineteen (119) regulatory complaints were recorded in 2025 which was the same as the number of regulatory complaints recorded in 2024. There were four (4) service complaints recorded in 2024 whilst six (6) service complaints were recorded in 2025 denoting an increase of two (2) complaints. The total number of complaints recorded in 2024 were one hundred and twenty-three (123) whilst the total number of complaints recorded in 2025 were one hundred and twenty-five (125) denoting an increase of two (2) complaints.

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