

**Lump Sum Grant Independent Complaints Handling Committee (ICHC)
Overall Number of Complaints Handled**

Year	Number of Complaint Cases Received	Number of Complaint Issues Involved * (No. of complaint issues within the ambit of ICHC)	No. of Substantiated Complaint Cases and Improvement Recommendations made to NGOs
2022-23	193	468 (264)	57
2023-24	161	381 (263)	39
2024-25	215	466 (327)	51
2025-26 (As at Jan 2026)	256	439 (372)	85

*Each complaint case might involve more than one complaint issue.