

JPPH COMPLAINTS/ ENQUIRY MANAGEMENT STATISTICS 2013

TOTAL RECEIVED FOR THE YEAR 2013													
Bil	Month	Jan	Feb	Mac	April	May	June	July	Aug	Sept	Oct	Nov	Dec
	Services												
1	<b>VALUATION</b>												
(a)	Taxation										1		
(b)	Compensation												
(c)	Property Consultancy												
(d)	Mortgage	3	1	1	3	1	1	1		1	1		2
2	<b>MANAGEMENT SERVICES</b>												
(a)	Services						1	2					1
(b)	Administration												
(c)	Finance												
3	<b>MANAGEMENT</b>												
4	IT	1	1		2							1	
5	NAPIC												
6	ENQUIRY	12	4	8	7	1	6	17	7	7	3	18	25
7	COMPLIMENTS												
8	OTHERS								1				
<b>Grand Total</b>		<b>16</b>	<b>6</b>	<b>9</b>	<b>12</b>	<b>2</b>	<b>8</b>	<b>20</b>	<b>8</b>	<b>8</b>	<b>5</b>	<b>19</b>	<b>28</b>

TOTAL ANSWERED FOR THE YEAR 2013																									
Bil	Month	Jan		Feb		Mac		April		May		June		July		Aug		Sept		Oct		Nov		Dec	
	Duration	<3	>3	<3	>3	<3	>3	<3	>3	<3	>3	<3	>3	<3	>3	<3	>3	<3	>3	<3	>3	<3	>3	<3	>3
Services																									
1	<b>VALUATION</b>																								
(a)	Taxation																			1	0				
(b)	Compensation																								
(c)	Property Consultancy																								
(d)	Mortgage	2	1	1	0	1	0	3	0	0	1	0	1	1	0			1	0	1	0			2	0
2	<b>MANAGEMENT SERVICES</b>																								
(a)	Services											1	0	2	0									1	0
(b)	Administration																								
(c)	Finance																								
3	<b>MANAGEMENT</b>																								
4	IT	1	0	1	0			1	1													1	0		
5	NAPIC																								
6	ENQUIRY	12	0	4	0	8	0	6	1	1	0	6	0	15	2	7	0	7	0	3	0	16	2	21	4
7	COMPLIMENTS																								
8	OTHERS															2	0								
<b>Total Answered</b>																									
<3 days		15	6	9	10	1	7	18	8	8	5	17	24												
>3 days		1	0	0	2	1	1	2	0	0	0	2	4												
<b>Total</b>		<b>16</b>	<b>6</b>	<b>9</b>	<b>12</b>	<b>2</b>	<b>8</b>	<b>20</b>	<b>8</b>	<b>8</b>	<b>5</b>	<b>19</b>	<b>28</b>												