

JPPH COMPLAINTS/ ENQUIRY MANAGEMENT STATISTICS 2014

TOTAL RECEIVED FOR THE YEAR 2014													
Bil	Month	Jan	Feb	Mac	April	May	June	July	Aug	Sept	Oct	Nov	Dec
	Services												
1	VALUATION												
(a)	Taxation												
(b)	Compensation												
(c)	Property Consultancy		1										
(d)	Mortgage	2					1						
2	MANAGEMENT SERVICES												
(a)	Services			1	1	1	1	2	2	2	3	2	1
(b)	Administration												
(c)	Finance												
3	MANAGEMENT												
4	IT	1		1									
5	NAPIC												
6	ENQUIRY	8	10	14	11	13	12	9	22	20	11	13	15
7	COMPLIMENTS										1		
8	OTHERS												
Grand Total		11	11	16	12	14	14	11	24	22	15	15	

TOTAL ANSWERED FOR THE YEAR 2014																									
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	VALUATION																								
(a)	Taxation																								
(b)	Compensation																								
(c)	Property Consultancy			1	0																				
(d)	Mortgage	2	0									1	0												
2	MANAGEMENT SERVICES																								
(a)	Services					1	0	1	0	1	0	1	0	0	2	2	0	2	0	3	0	2	0	1	0
(b)	Administration																								
(c)	Finance																								
3	MANAGEMENT																								
4	IT	1	0			1	0																		
5	NAPIC																								
6	ENQUIRY	7	1	10	0	14	0	10	1	13	0	11	1	9	0	18	4	20	0	9	2	12	1	15	0
7	COMPLIMENTS																			1	0				
8	OTHERS																								
Total Answered																									
<3 days		10	11	16	12	14	13	9	20	22	13	14	16												
>3 days		1	0	0	0	0	1	2	4	0	2	0													
Total		11	11	16	12	14	14	11	24	22	15	15	16												