

**JPPH COMPLAINTS/ ENQUIRY MANAGEMENT STATISTICS 2015**

TOTAL RECEIVED FOR THE YEAR 2015													
Bil	Month	Jan	Feb	Mac	April	May	June	July	Aug	Sept	Oct	Nov	Dec
	Services												
<b>1</b>	<b>VALUATION</b>												
(a)	Taxation												
(b)	Compensation		1										
(c)	Property Consultancy				2	1							
(d)	Mortgage												
<b>2</b>	<b>MANAGEMENT SERVICES</b>												
(a)	Services	1					3		1	1		3	
(b)	Administration												
(c)	Finance												
<b>3</b>	<b>MANAGEMENT</b>												
<b>4</b>	<b>IT</b>			1									
<b>5</b>	<b>NAPIC</b>												
<b>6</b>	<b>ENQUIRY</b>	8	20	8	14	11	12	14	13	11	11	13	18
<b>7</b>	<b>COMPLIMENTS</b>			1									
<b>8</b>	<b>OTHERS</b>					1		1			2		
<b>Grand Total</b>		<b>9</b>	<b>21</b>	<b>10</b>	<b>16</b>	<b>13</b>	<b>15</b>	<b>15</b>	<b>14</b>	<b>12</b>	<b>13</b>	<b>16</b>	<b>18</b>

TOTAL ANSWERED FOR THE YEAR 2015																									
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												
Services																									
<b>1</b>	<b>VALUATION</b>																								
(a)	Taxation																								
(b)	Compensation		1	0																					
(c)	Property Consultancy				2	0	1	0																	
(d)	Mortgage																								
<b>2</b>	<b>MANAGEMENT SERVICES</b>																								
(a)	Services	1	0				3		1	1	0	2	1												
(b)	Administration																								
(c)	Finance																								
<b>3</b>	<b>MANAGEMENT</b>																								
<b>4</b>	<b>IT</b>			1	0																				
<b>5</b>	<b>NAPIC</b>																								
<b>6</b>	<b>ENQUIRY</b>	6	2	19	1	8	0	14	0	9	2	11	1	13	1	3	10	3	8	8	3	5	8	15	3
<b>7</b>	<b>COMPLIMENTS</b>					1	0																		
<b>8</b>	<b>OTHERS</b>							1	0			1	0							2	0				
<b>Total Answered</b>																									
<3 days		7	20	10	16	11	14	14	4	4	10	7	15												
>3 days		2	1	0	0	2	1	1	10	8	3	9	3												
<b>Total</b>		<b>9</b>	<b>21</b>	<b>10</b>	<b>16</b>	<b>13</b>	<b>15</b>	<b>15</b>	<b>14</b>	<b>12</b>	<b>13</b>	<b>16</b>	<b>18</b>												