

JPPH COMPLAINTS/ ENQUIRY MANAGEMENT STATISTICS 2016

TOTAL RECEIVED FOR THE YEAR 2016													
Bil	Month	Jan	Feb	Mac	April	May	June	July	Aug	Sept	Oct	Nov	Dec
	Services												
1	VALUATION												
(a)	Taxation												
(b)	Compensation												
(c)	Property Consultancy												
(d)	Mortgage												
2	MANAGEMENT SERVICES												
(a)	Services		1			1			2			1	4
(b)	Administration												
(c)	Finance												
3	MANAGEMENT												
4	IT												
5	NAPIC												
6	ENQUIRY	26	9	16	13	6	9	9	9	7	13	14	14
7	COMPLIMENTS												
8	OTHERS												
Grand Total			10	16	13	7	9	9	11	7	13	15	18

TOTAL ANSWERED FOR THE YEAR 2016																							
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																							
1	VALUATION																						
(a)	Taxation																						
(b)	Compensation																						
(c)	Property Consultancy																						
(d)	Mortgage																						
2	MANAGEMENT SERVICES																						
(a)	Services		1			1			2			1	4										
(b)	Administration																						
(c)	Finance																						
3	MANAGEMENT																						
4	IT																						
5	NAPIC																						
6	ENQUIRY	21	5	1	8	0	16	3	10	0	6	0	9	0	9	0	7	4	9	12	2	14	0
7	COMPLIMENTS																						
8	OTHERS																						
Total Answered																							
<3 days		21	2	0	3	1	0	0	0	0	4	13	18										
>3 days		5	8	16	10	6	9	9	11	7	9	2	0										
Total		26	10	16	13	7	9	9	11	7	13	15	18										