

JPPH COMPLAINTS/ ENQUIRY MANAGEMENT STATISTICS 2018

TOTAL RECEIVED FOR THE YEAR 2018													
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	1	
(b)	Administration	1					1						
(c)	Finance												
3	MANAGEMENT												
4	IT				1								
5	NAPIC												
6	ENQUIRY		1	3	11	9	10	9	12	10	15	5	
7	COMPLIMENTS									1			
8	OTHERS	1					1				1		
	Grand Total	3	1	4	12	9	14	9	12	11	17	6	

TOTAL ANSWERED FOR THE YEAR 2018																			
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		
	Services																		
1	VALUATION																		
(a)	Taxation																		
(b)	Compensation																		
(c)	Property Consultancy																		
(d)	Mortgage																		
2	MANAGEMENT SERVICES																		
(a)	Services	1		1			2				1	1							
(b)	Administration	1					2												
(c)	Finance																		
3	MANAGEMENT																		
4	IT				1														
5	NAPIC																		
6	ENQUIRY		1	3	11	7	2	9	1	7	2	12	10	15	5				
7	COMPLIMENTS										1								
8	OTHERS	1										1							
	Total Answered																		
	<3 days	3	1	4	12	7	13	7	12	11	17	6							
	>3 days	0	0	0	0	2	1	2	0	0	0	0							
	Total	3	1	4	12	9	14	9	12	11	17	6							