

JPPH COMPLAINTS/ ENQUIRY MANAGEMENT STATISTICS 2019

TOTAL RECEIVED FOR THE YEAR 2019													
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	MANAGEMENT SERVICES												
(a)	Services			2	1				2				
(b)	Administration												
(c)	Finance												
3	MANAGEMENT		1			2		1					
4	IT												
5	NAPIC												
6	ENQUIRY	1	5	2			2	9	7	16	13	17	11
7	COMPLIMENTS												
8	OTHERS		1					2		2			
Grand Total		1	7	4	1	2	2	12	9	18	14	17	11

TOTAL ANSWERED FOR THE YEAR 2019																	
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		
	Services																
1	VALUATION																
(a)	Taxation																
(b)	Compensation																
(c)	Property Consultancy										1						
(d)	Mortgage																
2	MANAGEMENT SERVICES																
(a)	Services			1	1	1			2								
(b)	Administration																
(c)	Finance																
3	MANAGEMENT		1			1	1	1									
4	IT																
5	NAPIC																
6	ENQUIRY	1	5	1	1		2	9	7	16	13	16	1	11			
7	COMPLIMENTS																
8	OTHERS		1					2		2							
Total Answered																	
<3 days		1	6	2	1	1	2	12	9	18	14	16	11				
>3 days		0	1	2	0	1	0	0	0	0	0	1	0				
Total		1	7	4	1	2	2	12	9	18	14	17	11				