

JPPH COMPLAINTS/ ENQUIRY MANAGEMENT STATISTICS 2020

TOTAL RECEIVED FOR THE YEAR 2020													
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												
(b)	Administration												
(c)	Finance												
3	MANAGEMENT						1	1					
4	IT												
5	NAPIC												
6	ENQUIRY	9	16	13	15	10	11	14	12	20	22	7	15
7	COMPLIMENTS									1			
8	OTHERS			1				1					2
Grand Total		9	16	14	15	10	12	16	12	21	22	7	17

TOTAL ANSWERED FOR THE YEAR 2020																			
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																		
(b)	Administration																		
(c)	Finance																		
3	MANAGEMENT						1	1											
4	IT																		
5	NAPIC																		
6	ENQUIRY	9	16	13	15	10	11	14	12	20	21	7	15						
7	COMPLIMENTS									1									
8	OTHERS			1				1					2						
Total Answered																			
<3 days		9	16	13	15	10	12	15	12	21	21	7	15						
>3 days		0	0	1	0	0	0	1	0	0	1	0	2						
Total		9	16	14	15	10	12	16	12	21	22	7	17						