

JPPH COMPLAINTS/ ENQUIRY MANAGEMENT STATISTICS 2021

| TOTAL RECEIVED FOR THE YEAR 2021 | | | | | | | | | | | | | |
|----------------------------------|----------------------------|----------|-----------|-----------|----------|----------|-----------|-----------|-----------|-----------|----------|----------|----------|
| 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 | | | |
| (b) | Administration | | | | | | | | | | | | |
| (c) | Finance | | | | | | | | | | | | |
| 3 | MANAGEMENT | | | | | | | | | | | | |
| 4 | IT | | | | | | | | | | | | |
| 5 | NAPIC | | | | | | | | | | | | |
| 6 | ENQUIRY | 8 | 20 | 19 | 5 | 6 | 30 | 54 | 31 | 17 | | | |
| 7 | COMPLIMENTS | | | | | | | 1 | | | | | |
| 8 | OTHERS | 1 | 1 | | | | | | 1 | | | | |
| Grand Total | | 9 | 21 | 19 | 5 | 6 | 30 | 56 | 32 | 18 | 0 | 0 | 0 |

| TOTAL ANSWERED FOR THE YEAR 2021 | | | | | | | | | | | | | | | | | |
|----------------------------------|----------------------------|----------|-----------|-----------|----------|----------|-----------|-----------|-----------|-----------|----------|----------|----------|----|----|----|----|
| 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 | | | | | | | |
| (b) | Administration | | | | | | | | | | | | | | | | |
| (c) | Finance | | | | | | | | | | | | | | | | |
| 3 | MANAGEMENT | | | | | | | | | | | | | | | | |
| 4 | IT | | | | | | | | | | | | | | | | |
| 5 | NAPIC | | | | | | | | | | | | | | | | |
| 6 | ENQUIRY | 7 | 1 | 20 | 19 | 4 | 1 | 4 | 2 | 30 | 54 | 31 | 16 | 1 | | | |
| 7 | COMPLIMENTS | | | | | | | | | 1 | | | | | | | |
| 8 | OTHERS | | 1 | 1 | | | | | | | 1 | | | | | | |
| Total Answered | | | | | | | | | | | | | | | | | |
| <3 days | | 7 | 21 | 19 | 4 | 4 | 30 | 56 | 32 | 17 | 0 | 0 | 0 | | | | |
| >3 days | | 2 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | | | | |
| Total | | 9 | 21 | 19 | 5 | 6 | 30 | 56 | 32 | 18 | 0 | 0 | 0 | | | | |