

**STATISTIK PENGURUSAN ADUAN/PERTANYAAN JPPH 2021**

| JUMLAH YANG DITERIMA PADA TAHUN 2021 |                           |          |           |           |          |          |           |           |           |           |          |          |          |
|--------------------------------------|---------------------------|----------|-----------|-----------|----------|----------|-----------|-----------|-----------|-----------|----------|----------|----------|
| Bil                                  | Perkhidmatan              | Bulan    |           |           |          |          |           |           |           |           |          |          |          |
|                                      |                           | Jan      | Feb       | Mac       | April    | Mei      | Jun       | Julai     | Ogos      | Sept      | Okt      | Nov      | Dis      |
| <b>1</b>                             | <b>NILAIAN</b>            |          |           |           |          |          |           |           |           |           |          |          |          |
| (a)                                  | Percukaian                |          |           |           |          |          |           |           |           |           |          |          |          |
| (b)                                  | Pampasan                  |          |           |           |          |          |           |           |           |           |          |          |          |
| (c)                                  | Perundingan Harta         |          |           |           |          |          |           |           |           |           |          |          |          |
| (d)                                  | Gadaian                   |          |           |           |          |          |           |           |           |           |          |          |          |
| <b>2</b>                             | <b>KHIDMAT PENGURUSAN</b> |          |           |           |          |          |           |           |           |           |          |          |          |
| (a)                                  | Perkhidmatan              |          |           |           |          |          |           | 1         |           | 1         |          |          |          |
| (b)                                  | Pentadbiran               |          |           |           |          |          |           |           |           |           |          |          |          |
| (c)                                  | Kewangan                  |          |           |           |          |          |           |           |           |           |          |          |          |
| <b>3</b>                             | <b>PENGURUSAN JABATAN</b> |          |           |           |          |          |           |           |           |           |          |          |          |
| <b>4</b>                             | <b>BTM</b>                |          |           |           |          |          |           |           |           |           |          |          |          |
| <b>5</b>                             | <b>NAPIC</b>              |          |           |           |          |          |           |           |           |           |          |          |          |
| <b>6</b>                             | <b>PERTANYAAN</b>         | 8        | 20        | 19        | 5        | 6        | 30        | 54        | 31        | 17        |          |          |          |
| <b>7</b>                             | <b>PUJIAN</b>             |          |           |           |          |          |           | 1         |           |           |          |          |          |
| <b>8</b>                             | <b>LAIN-LAIN</b>          | 1        | 1         |           |          |          |           |           | 1         |           |          |          |          |
|                                      | <b>Jumlah Keseluruhan</b> | <b>9</b> | <b>21</b> | <b>19</b> | <b>5</b> | <b>6</b> | <b>30</b> | <b>56</b> | <b>32</b> | <b>18</b> | <b>0</b> | <b>0</b> | <b>0</b> |

| KES SELESAI DIJAWAB PADA TAHUN 2021 |                           |          |    |           |    |           |    |          |    |          |    |           |    |           |    |           |    |           |    |          |    |          |    |          |  |
|-------------------------------------|---------------------------|----------|----|-----------|----|-----------|----|----------|----|----------|----|-----------|----|-----------|----|-----------|----|-----------|----|----------|----|----------|----|----------|--|
| Bil                                 | Perkhidmatan              | Bulan    |    |           |    |           |    |          |    |          |    |           |    |           |    |           |    |           |    |          |    |          |    |          |  |
|                                     |                           | Jan      |    | Feb       |    | Mac       |    | April    |    | Mei      |    | Jun       |    | Julai     |    | Ogos      |    | Sept      |    | Okt      |    | Nov      |    | Dis      |  |
|                                     |                           | <3       | >3 | <3        | >3 | <3        | >3 | <3       | >3 | <3       | >3 | <3        | >3 | <3        | >3 | <3        | >3 | <3        | >3 | <3       | >3 | <3       | >3 |          |  |
| <b>1</b>                            | <b>NILAIAN</b>            |          |    |           |    |           |    |          |    |          |    |           |    |           |    |           |    |           |    |          |    |          |    |          |  |
| (a)                                 | Percukaian                |          |    |           |    |           |    |          |    |          |    |           |    |           |    |           |    |           |    |          |    |          |    |          |  |
| (b)                                 | Pampasan                  |          |    |           |    |           |    |          |    |          |    |           |    |           |    |           |    |           |    |          |    |          |    |          |  |
| (c)                                 | Perundingan Harta         |          |    |           |    |           |    |          |    |          |    |           |    |           |    |           |    |           |    |          |    |          |    |          |  |
| (d)                                 | Gadaian                   |          |    |           |    |           |    |          |    |          |    |           |    |           |    |           |    |           |    |          |    |          |    |          |  |
| <b>2</b>                            | <b>KHIDMAT PENGURUSAN</b> |          |    |           |    |           |    |          |    |          |    |           |    |           |    |           |    |           |    |          |    |          |    |          |  |
| (a)                                 | Perkhidmatan              |          |    |           |    |           |    |          |    |          |    | 1         |    |           |    | 1         |    |           |    |          |    |          |    |          |  |
| (b)                                 | Pentadbiran               |          |    |           |    |           |    |          |    |          |    |           |    |           |    |           |    |           |    |          |    |          |    |          |  |
| (c)                                 | Kewangan                  |          |    |           |    |           |    |          |    |          |    |           |    |           |    |           |    |           |    |          |    |          |    |          |  |
| <b>3</b>                            | <b>PENGURUSAN JABATAN</b> |          |    |           |    |           |    |          |    |          |    |           |    |           |    |           |    |           |    |          |    |          |    |          |  |
| <b>4</b>                            | <b>BTM</b>                |          |    |           |    |           |    |          |    |          |    |           |    |           |    |           |    |           |    |          |    |          |    |          |  |
| <b>5</b>                            | <b>NAPIC</b>              |          |    |           |    |           |    |          |    |          |    |           |    |           |    |           |    |           |    |          |    |          |    |          |  |
| <b>6</b>                            | <b>PERTANYAAN</b>         | 7        | 1  | 20        |    | 19        |    | 4        | 1  | 4        | 2  | 30        |    | 54        |    | 31        |    | 16        | 1  |          |    |          |    |          |  |
| <b>7</b>                            | <b>PUJIAN</b>             |          |    |           |    |           |    |          |    |          |    |           |    | 1         |    |           |    |           |    |          |    |          |    |          |  |
| <b>8</b>                            | <b>LAIN-LAIN</b>          |          | 1  | 1         |    |           |    |          |    |          |    |           |    |           | 1  |           |    |           |    |          |    |          |    |          |  |
|                                     | <b>Kes selesai</b>        |          |    |           |    |           |    |          |    |          |    |           |    |           |    |           |    |           |    |          |    |          |    |          |  |
|                                     | <3 hari                   | 7        |    | 21        |    | 19        |    | 4        |    | 4        |    | 30        |    | 56        |    | 32        |    | 17        |    | 0        |    | 0        |    | 0        |  |
|                                     | >3 hari                   | 2        |    | 0         |    | 0         |    | 1        |    | 2        |    | 0         |    | 0         |    | 0         |    | 1         |    | 0        |    | 0        |    | 0        |  |
|                                     | <b>Jumlah</b>             | <b>9</b> |    | <b>21</b> |    | <b>19</b> |    | <b>5</b> |    | <b>6</b> |    | <b>30</b> |    | <b>56</b> |    | <b>32</b> |    | <b>18</b> |    | <b>0</b> |    | <b>0</b> |    | <b>0</b> |  |