

**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												
<b>1</b>	<b>VALUATION</b>												
(a)	Taxation												
(b)	Compensation											2	
(c)	Property Consultancy												
(d)	Mortgage												
<b>2</b>	<b>MANAGEMENT SERVICES</b>												
(a)	Services							1		1			1
(b)	Administration												
(c)	Finance												
<b>3</b>	<b>MANAGEMENT</b>												
<b>4</b>	<b>IT</b>												
<b>5</b>	<b>NAPIC</b>												
<b>6</b>	<b>ENQUIRY</b>	8	20	19	5	6	30	54	31	17	14	16	14
<b>7</b>	<b>COMPLIMENTS</b>							1				1	
<b>8</b>	<b>OTHERS</b>	1	1						1		1		
<b>Grand Total</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>15</b>	<b>19</b>	<b>15</b>

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				
	Services																
<b>1</b>	<b>VALUATION</b>																
(a)	Taxation																
(b)	Compensation											1	1				
(c)	Property Consultancy																
(d)	Mortgage																
<b>2</b>	<b>MANAGEMENT SERVICES</b>																
(a)	Services							1		1			1				
(b)	Administration																
(c)	Finance																
<b>3</b>	<b>MANAGEMENT</b>																
<b>4</b>	<b>IT</b>																
<b>5</b>	<b>NAPIC</b>																
<b>6</b>	<b>ENQUIRY</b>	7	1	20	19	4	1	4	2	30	54	31	16	1	14	16	14
<b>7</b>	<b>COMPLIMENTS</b>									1				1			
<b>8</b>	<b>OTHERS</b>		1	1							1				1		
<b>Total Answered</b>																	
<3 days		7	21	19	4	4	30	56	32	17	14	18	15				
>3 days		2	0	0	1	2	0	0	0	1	1	1	0				
<b>Total</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>15</b>	<b>19</b>	<b>15</b>				