

JPPH COMPLAINTS/ ENQUIRY MANAGEMENT STATISTICS 2022

TOTAL RECEIVED FOR THE YEAR 2022													
Bil	Month Services	Jan	Feb	Mac	April	May	June	July	Aug	Sept	Oct	Nov	Dec
		1 VALUATION									1		
(a) Taxation									1			1	
(b) Compensation				1									
(c) Property Consultancy													
(d) Mortgage													
2 MANAGEMENT SERVICES													
(a) Services												1	1
(b) Administration													
(c) Finance													
3 MANAGEMENT													
4 IT													
5 NAPIC													
6 ENQUIRY		12	11	13	7	10	7	13	13	11	11	10	10
7 COMPLIMENTS				1							1		2
8 OTHERS			1	3					2	2	2		1
Grand Total		12	12	18	7	10	7	13	16	13	14	12	14

TOTAL ANSWERED FOR THE YEAR 2022																									
Bil	Month Duration Services	Jan		Feb		Mac		April		May		June		July		Aug		Sept		Oct		Nov		Dec	
		<3	>3	<3	>3	<3	>3	<3	>3	<3	>3	<3	>3	<3	>3	<3	>3	<3	>3	<3	>3	<3	>3	<3	>3
1 VALUATION																									
(a) Taxation																	1						1		
(b) Compensation						1																			
(c) Property Consultancy																									
(d) Mortgage																									
2 MANAGEMENT SERVICES																									
(a) Services																							1		1
(b) Administration																									
(c) Finance																									
3 MANAGEMENT																									
4 IT																									
5 NAPIC																									
6 ENQUIRY		12		11		13		6	1	10		7		13		12	1	11		10	1	10		10	
7 COMPLIMENTS						1														1					2
8 OTHERS				1		3										2		2		1	1				1
Total Answered																									
<3 days		12		12		18		6		10		7		13		15		11		12		12			13
>3 days		0		0		0		1		0		0		0		1		2		2		0			1
Total		12		12		18		7		10		7		13		16		13		14		12		14	