

## JPPH COMPLAINTS/ ENQUIRY MANAGEMENT STATISTICS 2023

TOTAL RECEIVED FOR THE YEAR 2023													
Bil	Month Services	Jan	Feb	Mac	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	VALUATION												
(a)	Taxation			1									
(b)	Compensation				1								
(c)	Property Consultancy	1	1	1	2								
(d)	Mortgage												
2	MANAGEMENT SERVICES												
(a)	Services		1		2							1	1
(b)	Administration			1	1								
(c)	Finance												
3	MANAGEMENT												
4	IT				1								
5	NAPIC	2	2	1	2								
6	ENQUIRY	10	9	9	1								
7	COMPLIMENTS		2										
8	OTHERS	4	1		3								
Grand Total		17	16	13	13	0	0	0	0	0	0	1	1

TOTAL ANSWERED FOR THE YEAR 2023																									
Bil	Month	Jan		Feb		Mac		April		May		June		July		Aug		Sept		Oct		Nov		Dec	
	Duration Services	<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																			
(b)	Compensation								1																
(c)	Property Consultancy		1		1	1			2																
(d)	Mortgage																								
2	MANAGEMENT SERVICES																								
(a)	Services			1					2																
(b)	Administration						1	1																	
(c)	Finance																								
3	MANAGEMENT																								
4	IT							1																	
5	NAPIC	1	1	1	1	1		2																	
6	ENQUIRY	10		7	2	6	3	1																	
7	COMPLIMENTS			2																					
8	OTHERS	3	1	1				2	1																
Total Answered																									
<3 days		14		12		9		7		0		0		0		0		0		0		0		0	
>3 days		3		4		4		6		0		0		0		0		0		0		0		0	
Total		17		16		13		13		0		0		0		0		0		0		0		0	