

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		2	1						
(b)	Compensation				1								
(c)	Property Consultancy	1	1	1	2	3	5	5	2		2		
(d)	Mortgage												
2	MANAGEMENT SERVICES												
(a)	Services		1		2						1		
(b)	Administration			1	1								
(c)	Finance												
3	MANAGEMENT							1					
4	IT				1	1					1		
5	NAPIC	2	2	1	2		1				1		
6	ENQUIRY	10	9	9	1	3	3	2	10	6	8		
7	COMPLIMENTS		2				1						
8	OTHERS	4	1		3	5	6	3	3	1	7		
Grand Total		17	16	13	13	14	17	11	15	7	20	0	0

TOTAL ANSWERED FOR THE YEAR 2023																									
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	<3	>3	<3	>3	<3	>3	<3	>3
		Services																							
1	VALUATION																								
(a)	Taxation					1				1	1	1													
(b)	Compensation								1																
(c)	Property Consultancy		1		1	1			2	2	1	2	3	1	4	1	1			2					
(d)	Mortgage																								
2	MANAGEMENT SERVICES																								
(a)	Services			1					2											1					
(b)	Administration						1	1																	
(c)	Finance																								
3	MANAGEMENT																								
4	IT							1		1										1					
5	NAPIC	1	1	1	1	1		2				1								1					
6	ENQUIRY	10		7	2	6	3	1		2	1	3		2		3	7	2	4	5	3				
7	COMPLIMENTS			2								1													
8	OTHERS	3	1	1				2	1	4	1	3	3	2	1	1	2		1	5	2				
Total Answered																									
<3 days		14		12		9		7		10		11		5		5		2		15		0		0	
>3 days		3		4		4		6		4		6		6		10		5		5		0		0	
Total		17		16		13		13		14		17		11		15		7		20		0		0	