

JPPH COMPLAINTS/ ENQUIRY MANAGEMENT STATISTICS 2023

TOTAL RECEIVED FOR THE YEAR 2023													
Bil	Month	Jan	Feb	Mac	April	May	June	July	Aug	Sept	Oct	Nov	Dec
	Services												
1	VALUATION												
(a)	Taxation			1		2	1						
(b)	Compensation				1								1
(c)	Property Consultancy	1	1	1	2	3	5	5	2		2	1	3
(d)	Mortgage												
2	MANAGEMENT SERVICES												
(a)	Services		1		2						1		1
(b)	Administration			1	1								
(c)	Finance												
3	MANAGEMENT												
4	IT				1	1					1		1
5	NAPIC	2	2	1	2		1				1	2	2
6	ENQUIRY	10	9	9	1	3	3	2	10	6	8	6	10
7	COMPLIMENTS		2				1						
8	OTHERS	4	1		3	5	6	3	3	1	7		2
Grand Total		17	16	13	13	14	17	11	15	7	20	9	20

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					
	Services																					
1	VALUATION																					
(a)	Taxation			1		1	1	1														
(b)	Compensation				1													1				
(c)	Property Consultancy	1	1	1	2	2	1	2	3	1	4	1	1		2		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				1			
5	NAPIC	1	1	1	1	2		1							1		2		2			
6	ENQUIRY	10	7	2	6	3	1	2	1	3		2	3	7	2	4	5	3	4	2	6	5
7	COMPLIMENTS		2					1														
8	OTHERS	3	1	1		2	1	4	1	3	3	2	1	1	2		1	5	2		1	1
Total Answered																						
<3 days		14	12	9	7	10	11	5	5	2	15	6	12									
>3 days		3	4	4	6	4	6	6	10	5	5	3	8									
Total		17	16	13	13	14	17	11	15	7	20	9	20									