JPPH COMPLAINTS/ ENQUIRY MANAGEMENT STATISTICS 2024

TOTAL RECEIVED FOR THE YEAR 2024

Bil	Month / Services	Jan	Feb	Mac	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	**VALUATION**												
(a)	Taxation												
(b)	Compensation	1											
(c)	Property Consultancy	2	2	2									
(d)	Mortgage												
2	**MANAGEMENT SERVICES**												
(a)	Services												
(b)	Administration												
(c)	Finance		1										
3	**MANAGEMENT**			1									
4	**IT**												
5	**NAPIC**	1	5	2									
6	**ENQUIRY**	6	10	4									
7	**COMPLIMENTS**												
8	**OTHERS**	10	1	3									
	Grand Total	**20**	**19**	**12**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

TOTAL ANSWERED FOR THE YEAR 2024

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																								
(b)	Compensation		1																						
(c)	Property Consultancy		2	2		1	1																		
(d)	Mortgage																								
2	**MANAGEMENT SERVICES**																								
(a)	Services																								
(b)	Administration																								
(c)	Finance				1																				
3	**MANAGEMENT**					1																			
4	**IT**																								
5	**NAPIC**		1	4	1	2																			
6	**ENQUIRY**	3	3	8	2	3	1																		
7	**COMPLIMENTS**																								
8	**OTHERS**	7	3	1		2	1																		
	Total Answered																								
	<3 days	**10**		**15**		**9**		**0**		**0**		**0**		**0**		**0**		**0**		**0**		**0**		**0**	
	>3 days	**10**		**4**		**3**		**0**		**0**		**0**		**0**		**0**		**0**		**0**		**0**		**0**	
	Total	**20**		**19**		**12**		**0**		**0**		**0**		**0**		**0**		**0**		**0**		**0**		**0**	