

JPPH COMPLAINTS/ ENQUIRY MANAGEMENT STATISTICS 2024

TOTAL RECEIVED FOR THE YEAR 2024													
Bil	Month	Jan	Feb	Mac	April	May	June	July	Aug	Sept	Oct	Nov	Dec
	Services												
1	VALUATION												
(a)	Taxation										2		
(b)	Compensation	1											
(c)	Property Consultancy	2	2	2			3						2
(d)	Mortgage												
2	MANAGEMENT SERVICES												
(a)	Services												
(b)	Administration												1
(c)	Finance		1										
3	MANAGEMENT			1									
4	IT												
5	NAPIC	1	5	2		4	3	3	1	3	2	2	4
6	ENQUIRY	6	10	4	1	7	3	3	4	6	1	4	
7	COMPLIMENTS				1			1	1				
8	OTHERS	10	1	3	2	4	2	10	3	3	6	11	7
	Grand Total	20	19	12	4	15	11	17	9	12	11	17	14

TOTAL ANSWERED FOR THE YEAR 2024																					
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									
(b)	Compensation		1																		
(c)	Property Consultancy		2	2	1	1		3					2								
(d)	Mortgage																				
2	MANAGEMENT SERVICES																				
(a)	Services																				
(b)	Administration												1								
(c)	Finance			1																	
3	MANAGEMENT			1																	
4	IT																				
5	NAPIC	1	4	1	2		4	1	2	3	1	3	2	2		4					
6	ENQUIRY	3	3	8	2	3	1	1	7	3	3	4	6	1	4						
7	COMPLIMENTS					1				1	1										
8	OTHERS	7	3	1		2	1	2	4		1	1	9	1		3	3	6	11	6	1
	Total Answered																				
	<3 days	10	15	9	4	15	8	16	6	12	8	17	11								
	>3 days	10	4	3	0	0	3	1	3	0	3	0	3								
	Total	20	19	12	4	15	11	17	9	12	11	17	14								