

## JPPH COMPLAINTS/ ENQUIRY MANAGEMENT STATISTICS 2025

TOTAL RECEIVED FOR THE YEAR 2025													
Bil	<div>Month</div> <div>Services</div>	Jan	Feb	Mac	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	VALUATION												
(a)	Taxation												
(b)	Compensation												
(c)	Property Consultancy	1	4	2	5								
(d)	Mortgage												
2	MANAGEMENT SERVICES												
(a)	Services	2			1								
(b)	Administration				1	2							
(c)	Finance												
3	MANAGEMENT												
4	IT			1	2	2							
5	NAPIC	2	1		2	2							
6	ENQUIRY	7			1	4							
7	COMPLIMENTS	1											
8	OTHERS	5	11	9	6	9							
Grand Total		18	16	12	18	19	0	0	0	0	0	0	0

TOTAL ANSWERED FOR THE YEAR 2025																									
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																								
(c)	Property Consultancy	1		2	2	1	1	1	4																
(d)	Mortgage																								
2	MANAGEMENT SERVICES																								
(a)	Services		2					1																	
(b)	Administration							1	2																
(c)	Finance																								
3	MANAGEMENT																								
4	IT					1		1	1	2															
5	NAPIC	2		1				2		2															
6	ENQUIRY	5	2					1		4															
7	COMPLIMENTS	1																							
8	OTHERS	5		10	1	9		6		9															
Total Answered																									
<3 days		14	13		11		12		17		0		0		0		0		0		0		0		
>3 days		4	3		1		6		2		0		0		0		0		0		0		0		
Total		18	16		12		18		19		0		0		0		0		0		0		0		