

# JPPH COMPLAINTS/ ENQUIRY MANAGEMENT STATISTICS 2025

TOTAL RECEIVED FOR THE YEAR 2025													
Bil	Month Services	Jan	Feb	Mac	April	May	June	July	Aug	Sept	Oct	Nov	Dec
1	VALUATION												
(a)	Taxation						2						
(b)	Compensation												
(c)	Property Consultancy	1	4	2	5			4					
(d)	Mortgage												
2	MANAGEMENT SERVICES												
(a)	Services	2			1			1					
(b)	Administration				1	2		1					
(c)	Finance							2					
3	MANAGEMENT							6					
4	IT			1	2	2		4					
5	NAPIC	2	1		2	2							
6	ENQUIRY	7			1	4	5	5					
7	COMPLIMENTS	1											
8	OTHERS	5	11	9	6	9	8						
Grand Total		18	16	12	18	19	15	23	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											2													
(b)	Compensation																								
(c)	Property Consultancy	1		2	2	1	1	1	4					4											
(d)	Mortgage																								
2	MANAGEMENT SERVICES																								
(a)	Services		2					1																	
(b)	Administration								1		2														
(c)	Finance													1											
3	MANAGEMENT																								
4	IT					1		1	1	2				1	1										
5	NAPIC	2		1				2		2				6											
6	ENQUIRY	5	2					1		4		5		5											
7	COMPLIMENTS	1																							
8	OTHERS	5		10	1	9		6		9		8		4											
Total Answered																									
<3 days		14		13		11		12		17		15		21		0		0		0		0		0	
>3 days		4		3		1		6		2		0		2		0		0		0		0		0	
Total		18		16		12		18		19		15		23		0		0		0		0		0	