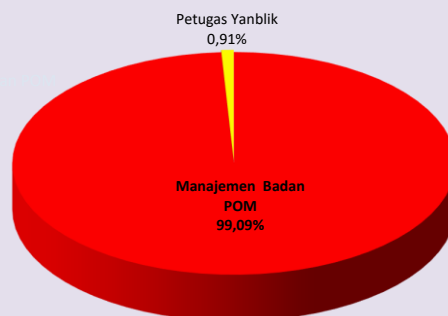
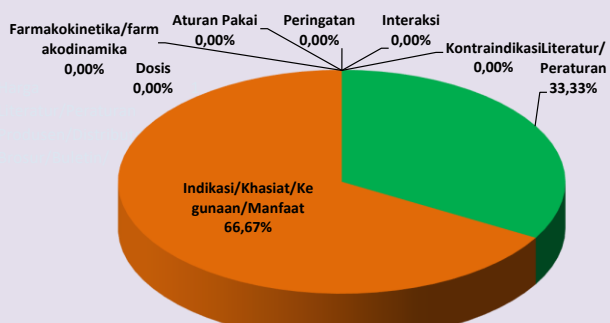
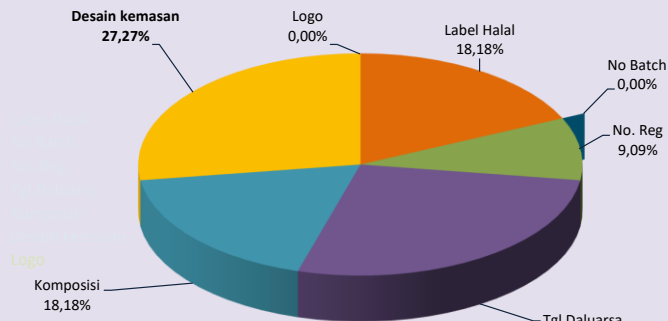
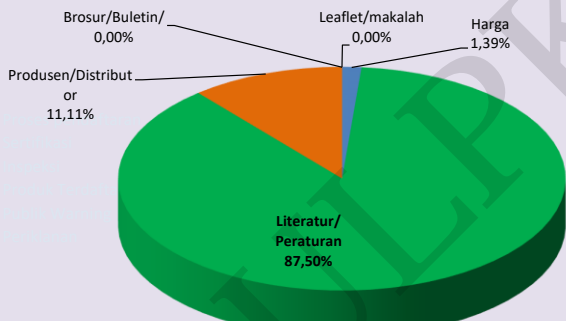
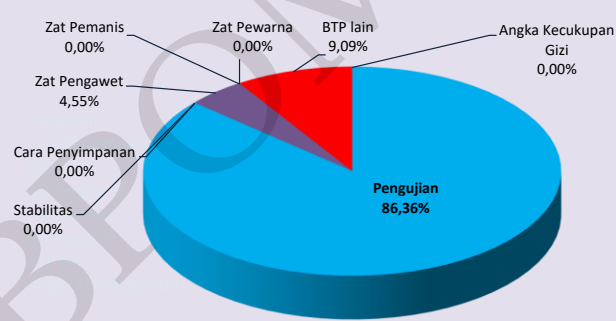
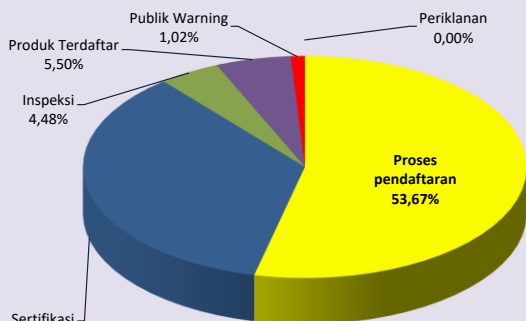


LAPORAN SINGKAT  
UNIT LAYANAN PENGADUAN KONSUMEN (PUSAT & CONTACT CENTER)

Jumlah Layanan Pengaduan dan Informasi Konsumen: **1200**

JENIS PENGADUAN/INFORMASI			MEKANISME MENJAWAB			PROFESI KONSUMEN			INFORMASI PRODUK		
Obat	73	6,08%	E-mail	115	9,58%	Apoteker	17	1,42%	Farmakologi	3	0,25%
<b>Pangan</b>	<b>592</b>	<b>49,33%</b>	Langsung	20	1,67%	Dokter	1	0,08%	Mutu	22	1,83%
Obat Tradisional	76	6,33%	<b>Telepon</b>	<b>977</b>	<b>81,42%</b>	Nakes Lain	1	0,08%	<b>Legalitas</b>	<b>982</b>	<b>81,83%</b>
Kosmetika	286	23,83%	Fax	0	0,00%	Ibu Rumah Tangga	18	1,50%	Penandaan	11	0,92%
Suplemen Kesehatan	36	3,00%	Surat	0	0,00%	Karyawan	137	11,42%	Info lain ttg Produk	72	6,00%
Napza	13	1,08%	SMS	37	3,08%	Pelajar/Mahasiswa	38	3,17%	Info Umum	110	9,17%
Bahan Berbahaya	3	0,25%	Medsos	18	1,50%	<b>Pelaku Usaha</b>	<b>928</b>	<b>77,33%</b>			
Alkes	10	0,83%	Mobile	23	1,92%	Sarjana Hukum	31	2,58%			
PKRT	6	0,50%	Kotak Saran	0	0,00%	Wartawan	0	0,00%			
Info Umum	105	8,75%	WhatsApp	0	0,00%	LSM	0	0,00%			
			Aplikasi Lain	10	0,83%	Umum	29	2,42%			



KELOMPOK FARMAKOLOGI

KELOMPOK INFO UMUM