SEPTEMBER 2019

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

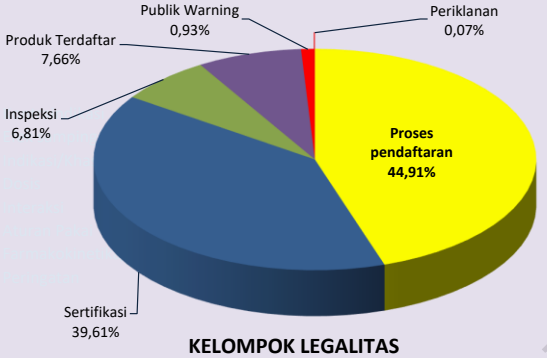
Jumlah Layanan Pengaduan dan Informasi Konsumen: **1737**

JENIS PENGADUAN/INFORMASI		
Obat	157	9,04%
Pangan	**802**	**46,17%**
Obat Tradisional	93	5,35%
Kosmetika	401	23,09%
Suplemen Kesehatan	74	4,26%
Napza	12	0,69%
Bahan Berbahaya	6	0,35%
Alkes	5	0,29%
PKRT	4	0,23%
Info Umum	183	10,54%

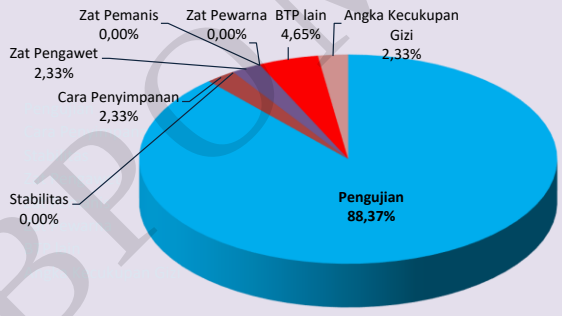
MEKANISME MENJAWAB		
E-mail	137	7,89%
Langsung	58	3,34%
Telepon	**1389**	**79,97%**
Fax	0	0,00%
Surat	1	0,06%
SMS	44	2,53%
Medsos	54	3,11%
Mobile	39	2,25%
Kotak Saran	0	0,00%
WhatsApp	10	0,58%
Aplikasi Lain	5	0,29%

PROFESI KONSUMEN		
Apoteker	17	0,98%
Dokter	5	0,29%
Nakes Lain	0	0,00%
Ibu Rumah Tangga	48	2,76%
Karyawan	211	12,15%
Pelajar/Mahasiswa	33	1,90%
Pelaku Usaha	**1296**	**74,61%**
Sarjana Hukum	73	4,20%
Wartawan	0	0,00%
LSM	1	0,06%
Umum	53	3,05%

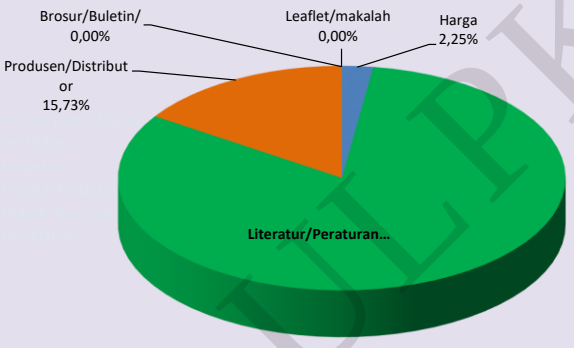
INFORMASI PRODUK		
Farmakologi	8	0,46%
Mutu	43	2,48%
Legalitas	**1396**	**80,37%**
Penandaan	17	0,98%
Info lain ttg Produk	89	5,12%
Info Umum	184	10,59%



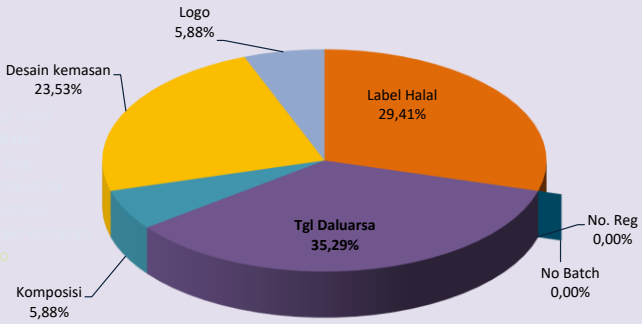
KELOMPOK LEGALITAS



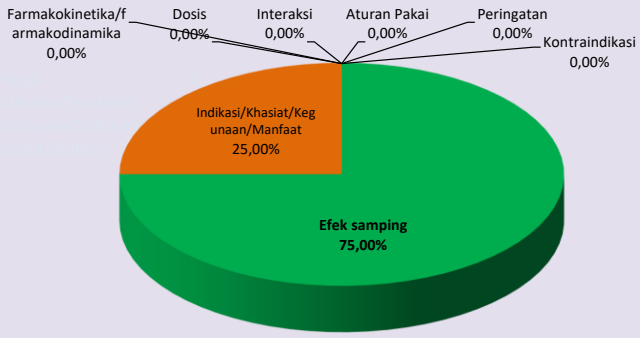
KELOMPOK MUTU



KELOMPOK INFO LAIN TENTANG PRODUK



KELOMPOK PENANDAAN



KELOMPOK FARMAKOLOGI

KELOMPOK INFO UMUM

ULPK BPOM