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

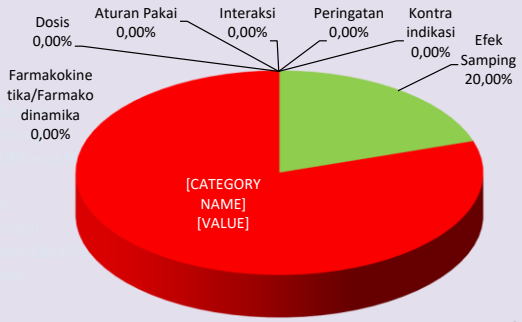
Jumlah Layanan Pengaduan dan Informasi Konsumen: **1517**

JENIS PENGADUAN/INFORMASI		
Obat	170	11,21%
Pangan	**656**	**43,24%**
Obat Tradisional	126	8,31%
Kosmetika	364	23,99%
Suplemen Kesehatan	76	5,01%
Napza	7	0,46%
Bahan Berbahaya	12	0,79%
Alkes	5	0,33%
PKRT	7	0,46%
Info Umum	94	6,20%

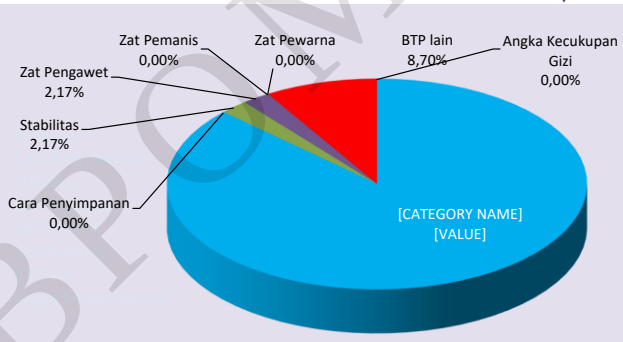
MEKANISME MENJAWAB		
E-mail	136	8,97%
Langsung	105	6,92%
Telepon	**1185**	**78,11%**
Fax	0	0,00%
Surat	0	0,00%
SMS	54	3,56%
Medsos	37	2,44%
Mobile	0	0,00%
Kotak Saran	0	0,00%
Aplikasi Lain	0	0,00%

PROFESI KONSUMEN		
Apoteker	17	1,12%
Dokter	1	0,07%
Nakes Lain	6	0,40%
Ibu Rumah Tangga	24	1,58%
Karyawan	221	14,57%
Pelajar/ Mahasiswa	41	2,70%
Pelaku Usaha	**1124**	**74,09%**
Sarjana Hukum	69	4,55%
Wartawan	0	0,00%
LSM	1	0,07%
Umum	13	0,86%

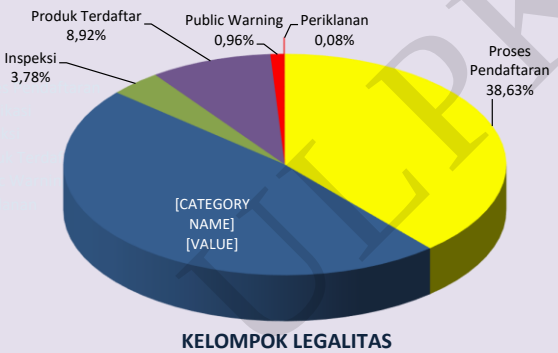
INFORMASI PRODUK		
Farmakologi	5	0,33%
Mutu	46	3,03%
Legalitas	**1245**	**82,07%**
Penandaan	27	1,78%
Info lain ttg Produk	71	4,68%
Info Umum	123	8,11%



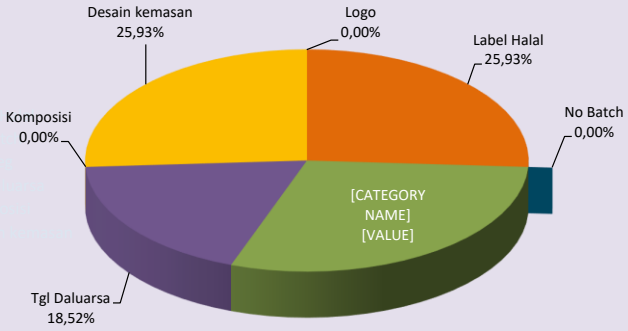
KELOMPOK FARMAKOLOGI



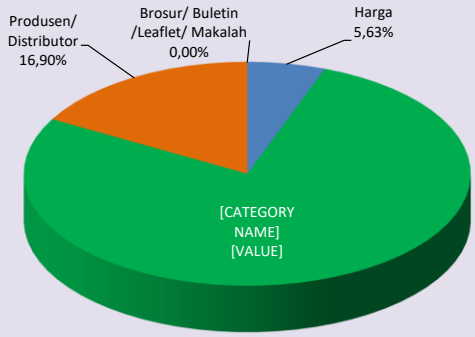
KELOMPOK MUTU



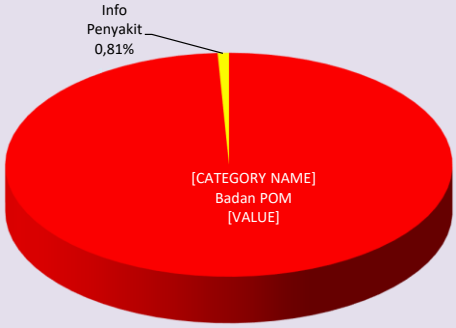
KELOMPOK LEGALITAS



KELOMPOK PENANDAAN



KELOMPOK INFO LAIN TENTANG PRODUK



KELOMPOK INFO UMUM

ULPK BPOM