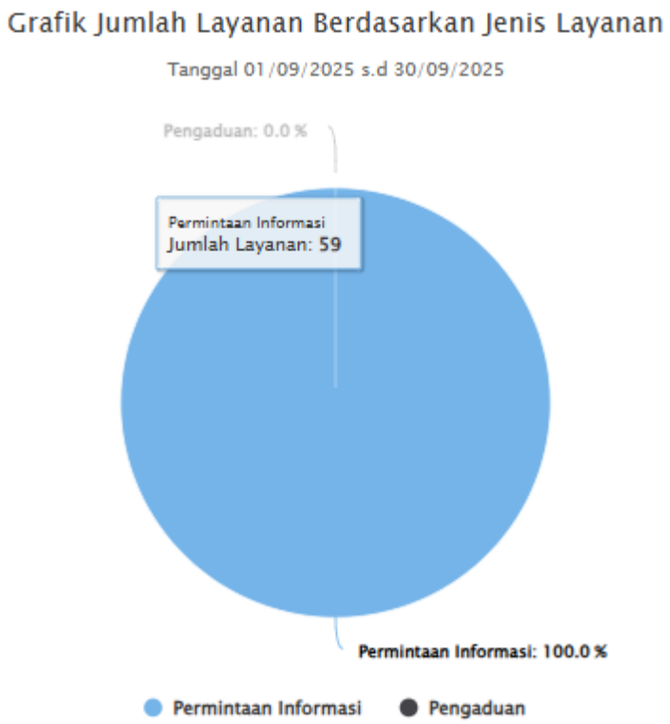
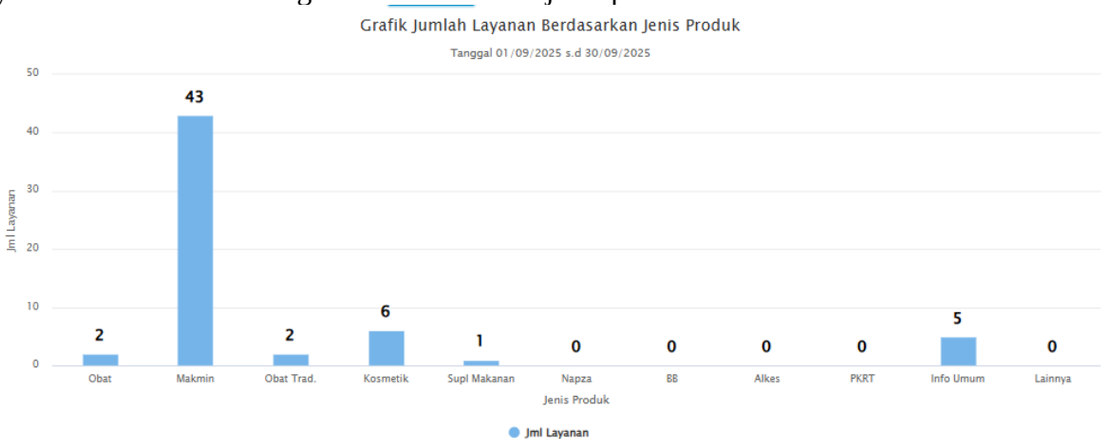
LAPORAN ULPK DENGAN SIMPELLPK BPOM BATAM 2025

September 2025

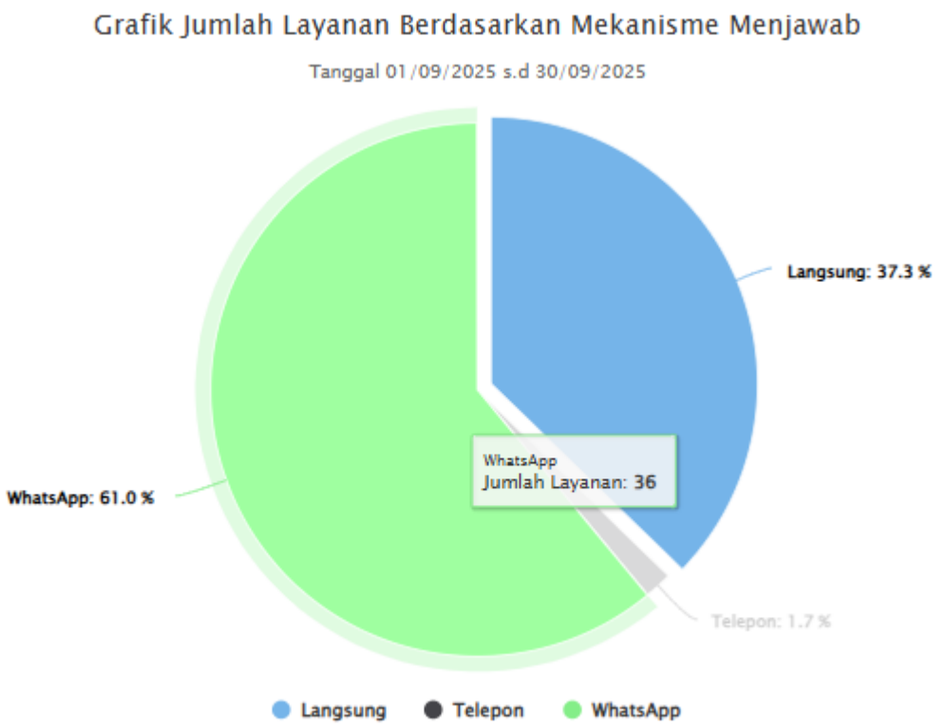
Pada Bulan September 2025 jumlah total pelaporan dengan simpellpk adalah 100 pelaporan yang terdiri dari 100 permintaan informasi dan 0 pengaduan.



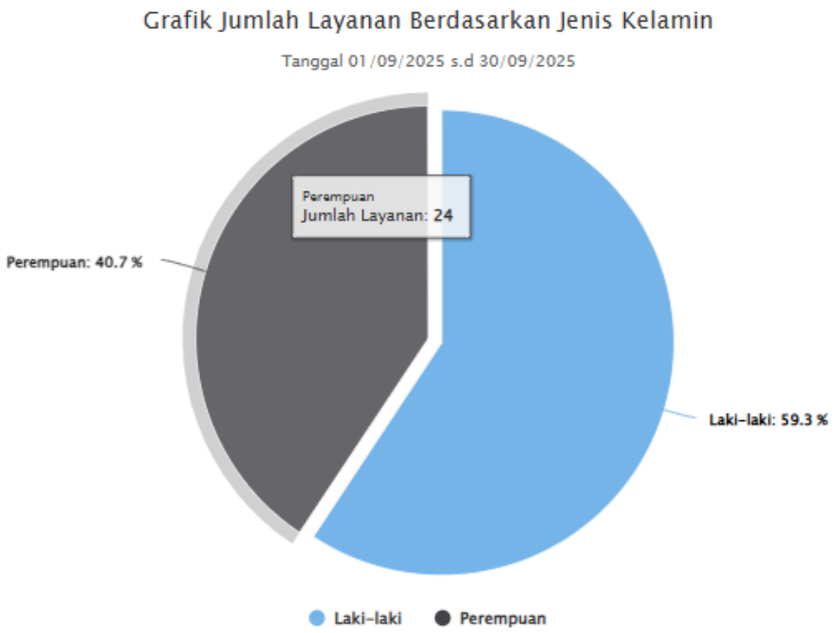
Layanan Informasi dan Pengaduan berdasarkan jenis produk :



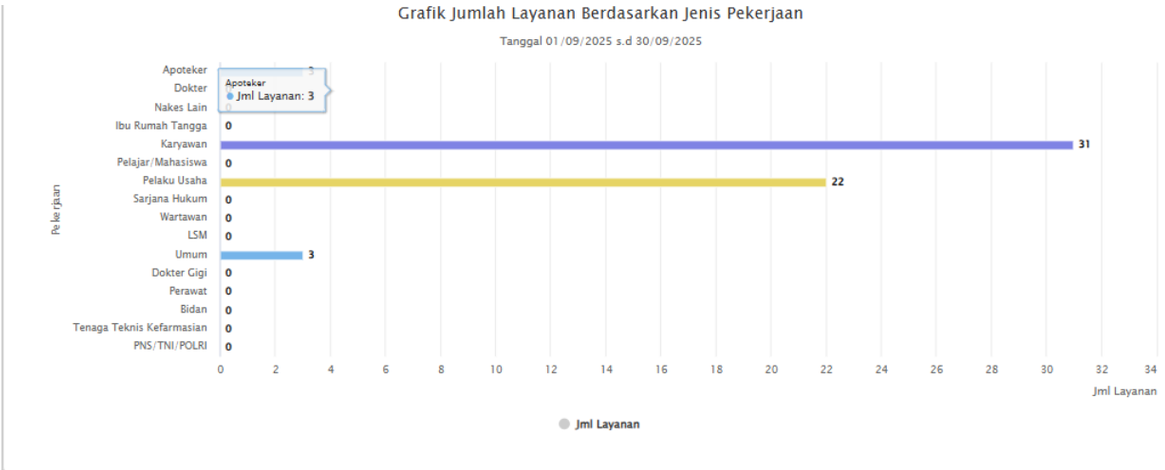
Layanan Informasi dan Pengaduan berdasarkan mekanisme menjawab :



Layanan Informasi dan Pengaduan berdasarkan jenis kelamin pelapor :



Layanan Informasi dan Pengaduan berdasarkan pekerjaan pelapor :



TANGGAL : 01/09/2025 s.d 30/09/2025

KELOMPOK JENIS KOMODITAS

	JML INFORMASI	%	JML PENGADUAN	%	JML SARAN	%	JML TOTAL	%
Obat	2	3.39%	0	0%	0	0%	2	3.39%
Pangan	43	72.88%	0	0%	0	0%	43	72.88%
Obat Tradisional	2	3.39%	0	0%	0	0%	2	3.39%
Kosmetika	6	10.17%	0	0%	0	0%	6	10.17%
Suplemen Kesehatan	1	1.69%	0	0%	0	0%	1	1.69%
Napza	0	0%	0	0%	0	0%	0	0%
Bahan Berbahaya	0	0%	0	0%	0	0%	0	0%
Alat Kesehatan	0	0%	0	0%	0	0%	0	0%
PKRT	0	0%	0	0%	0	0%	0	0%
Info Umum	5	8.47%	0	0%	0	0%	5	8.47%
Lainnya	0	0%	0	0%	0	0%	0	0%
JUMLAH	59	100%	0	0%	0	0%	59	100%

KELOMPOK MEKANISME MENJAWAB

	JML INFORMASI	%	JML PENGADUAN	%	JML SARAN	%	JML TOTAL	%
Email	0	0%	0	0%	0	0%	0	0%
Langsung	22	37.29%	0	0%	0	0%	22	37.29%
Telepon	1	1.69%	0	0%	0	0%	1	1.69%
Fax	0	0%	0	0%	0	0%	0	0%
Surat	0	0%	0	0%	0	0%	0	0%
SMS	0	0%	0	0%	0	0%	0	0%
Medsos	0	0%	0	0%	0	0%	0	0%
Mobile	0	0%	0	0%	0	0%	0	0%
Kotak Saran	0	0%	0	0%	0	0%	0	0%
WhatsApp	36	61.02%	0	0%	0	0%	36	61.02%
Aplikasi Lain	0	0%	0	0%	0	0%	0	0%
JUMLAH	59	100%	0	0%	0	0%	59	100%

JENIS PROFESI KONSUMEN

	JML INFORMASI	%	JML PENGADUAN	%	JML SARAN	%	JML TOTAL	%
Apoteker	3	5.08%	0	0%	0	0%	3	5.08%
Dokter	0	0%	0	0%	0	0%	0	0%
Nakes Lain	0	0%	0	0%	0	0%	0	0%
Ibu Rumah Tangga	0	0%	0	0%	0	0%	0	0%
Karyawan	31	52.54%	0	0%	0	0%	31	52.54%
Pelajar/Mahasiswa	0	0%	0	0%	0	0%	0	0%
Pelaku Usaha	22	37.29%	0	0%	0	0%	22	37.29%
Sarjana Hukum	0	0%	0	0%	0	0%	0	0%
Wartawan	0	0%	0	0%	0	0%	0	0%
LSM	0	0%	0	0%	0	0%	0	0%
Umum	3	5.08%	0	0%	0	0%	3	5.08%
Dokter Gigi	0	0%	0	0%	0	0%	0	0%
Perawat	0	0%	0	0%	0	0%	0	0%
Bidan	0	0%	0	0%	0	0%	0	0%
Tenaga Teknis Kefarmasian	0	0%	0	0%	0	0%	0	0%
PNS/TNI/POLRI	0	0%	0	0%	0	0%	0	0%
JUMLAH	59	100%	0	0%	0	0%	59	100%

KELOMPOK INFORMASI PRODUK

	JML INFORMASI	%	JML PENGADUAN	%	JML SARAN	%	JML TOTAL	%
Farmakologi	0	0%	0	0%	0	0%	0	0%
Mutu	0	0%	0	0%	0	0%	0	0%
Legalitas	53	89.83%	0	0%	0	0%	53	89.83%
Penandaan	0	0%	0	0%	0	0%	0	0%
Informasi lain ttg produk	0	0%	0	0%	0	0%	0	0%
Info Umum	6	10.17%	0	0%	0	0%	6	10.17%
JUMLAH	59	100%	0	0%	0	0%	59	100%

KELOMPOK FARMAKOLOGI

	JML INFORMASI	%	JML PENGADUAN	%	JML SARAN	%	JML TOTAL	%
Kontraindikasi	0	0%	0	0%	0	0%	0	0%
Efek samping	0	0%	0	0%	0	0%	0	0%
Indikasi/Khasiat/Kegunaan/Manfaat	0	0%	0	0%	0	0%	0	0%
Dosis	0	0%	0	0%	0	0%	0	0%
Interaksi	0	0%	0	0%	0	0%	0	0%
Aturan Pakai	0	0%	0	0%	0	0%	0	0%
Farmakokinetika/farmakodinamika	0	0%	0	0%	0	0%	0	0%
Peringatan	0	0%	0	0%	0	0%	0	0%
JUMLAH	0	0%	0	0%	0	0%	0	0%

KELOMPOK MUTU

	JML INFORMASI	%	JML PENGADUAN	%	JML SARAN	%	JML TOTAL	%
Pengujian	0	0%	0	0%	0	0%	0	0%
Cara Penyimpanan	0	0%	0	0%	0	0%	0	0%
Stabilitas	0	0%	0	0%	0	0%	0	0%
Zat Pengawet	0	0%	0	0%	0	0%	0	0%
Zat Pemanis	0	0%	0	0%	0	0%	0	0%
Zat Pewarna	0	0%	0	0%	0	0%	0	0%
BTP Lain	0	0%	0	0%	0	0%	0	0%
Angka Kecukupan Gizi	0	0%	0	0%	0	0%	0	0%
JUMLAH	0	0%	0	0%	0	0%	0	0%

KELOMPOK LEGALITAS

	JML INFORMASI	%	JML PENGADUAN	%	JML SARAN	%	JML TOTAL	%
Proses pendaftaran	44	83.02%	0	0%	0	0%	44	83.02%
Sertifikasi	9	16.98%	0	0%	0	0%	9	16.98%
Inspeksi	0	0%	0	0%	0	0%	0	0%
Produk Terdaftar	0	0%	0	0%	0	0%	0	0%
Public Warning	0	0%	0	0%	0	0%	0	0%
Periklanan	0	0%	0	0%	0	0%	0	0%
JUMLAH	53	100%	0	0%	0	0%	53	100%

KELOMPOK PENANDAAN

	JML INFORMASI	%	JML PENGADUAN	%	JML SARAN	%	JML TOTAL	%
Label Halal	0	0%	0	0%	0	0%	0	0%
No. Batch	0	0%	0	0%	0	0%	0	0%
No.Registrasi	0	0%	0	0%	0	0%	0	0%
Tanggal Daluarsa	0	0%	0	0%	0	0%	0	0%
Komposisi	0	0%	0	0%	0	0%	0	0%
Desain kemasan	0	0%	0	0%	0	0%	0	0%
Logo	0	0%	0	0%	0	0%	0	0%
JUMLAH	0	0%	0	0%	0	0%	0	0%

KELOMPOK INFO LAIN TTG PRODUK

	JML INFORMASI	%	JML PENGADUAN	%	JML SARAN	%	JML TOTAL	%
Harga	0	0%	0	0%	0	0%	0	0%
Literatur/Peraturan	0	0%	0	0%	0	0%	0	0%
Produsen/Distributor	0	0%	0	0%	0	0%	0	0%
Brosur/Buletin/Leaflet/Makalah	0	0%	0	0%	0	0%	0	0%
JUMLAH	0	0%	0	0%	0	0%	0	0%

KELOMPOK INFO UMUM

	JML INFORMASI	%	JML PENGADUAN	%	JML SARAN	%	JML TOTAL	%
Management Badan POM	3	50%	0	0%	0	0%	3	50%
Petugas Yanblik	3	50%	0	0%	0	0%	3	50%
JUMLAH	6	100%	0	0%	0	0%	6	100%

Mengetahui
Kepala Balai POM di Batam



Ully Mandasari, S. Farm., Apt., M.H

Batam, 01 Oktober 2025
PFM Ahli Madya



Therecy Elly Yana, S. Farm., Apt