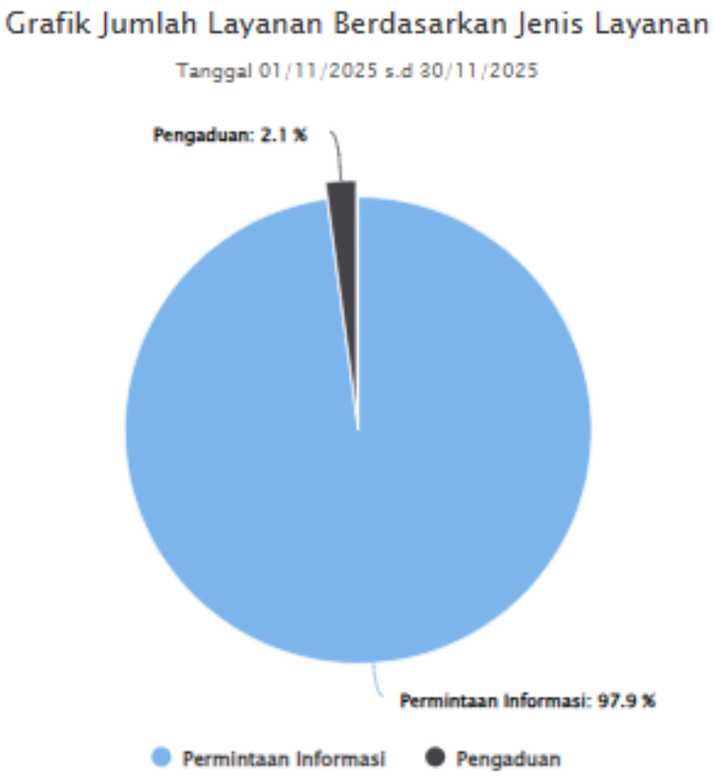
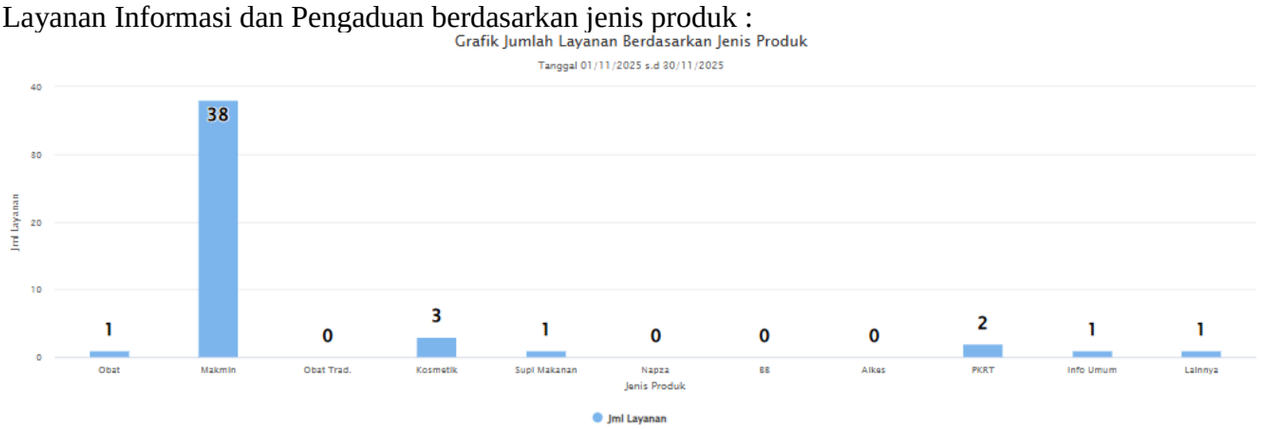
LAPORAN ULPK DENGAN SIMPELLPK BPOM BATAM 2025

NOVEMBER 2025

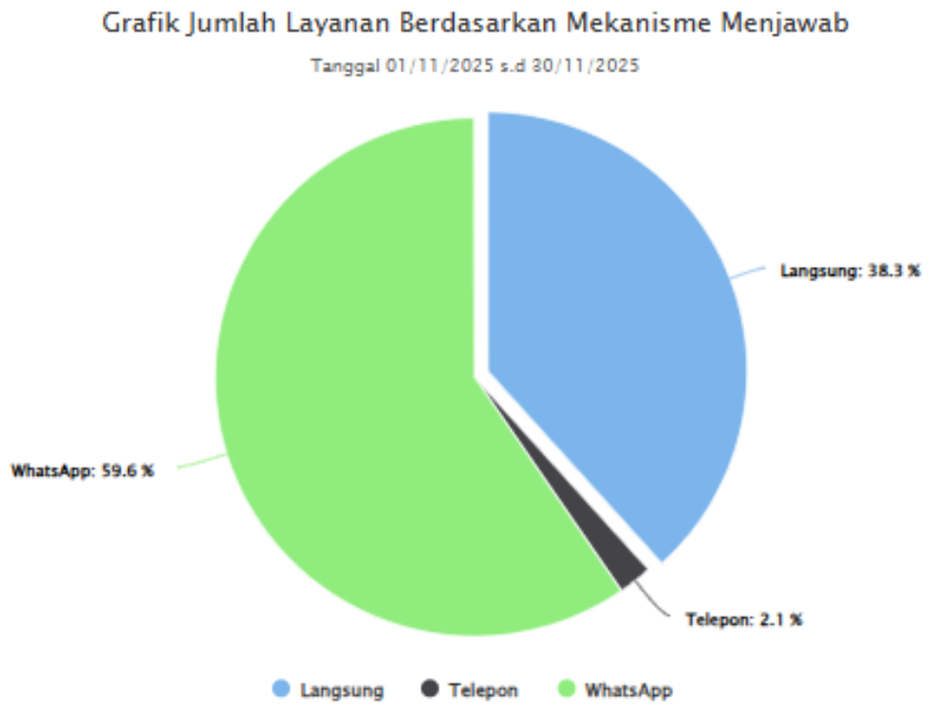
Pada Bulan November 2025 jumlah total pelaporan dengan simpellpk adalah 47 pelaporan yang terdiri dari 46 permintaan informasi dan 1 pengaduan.



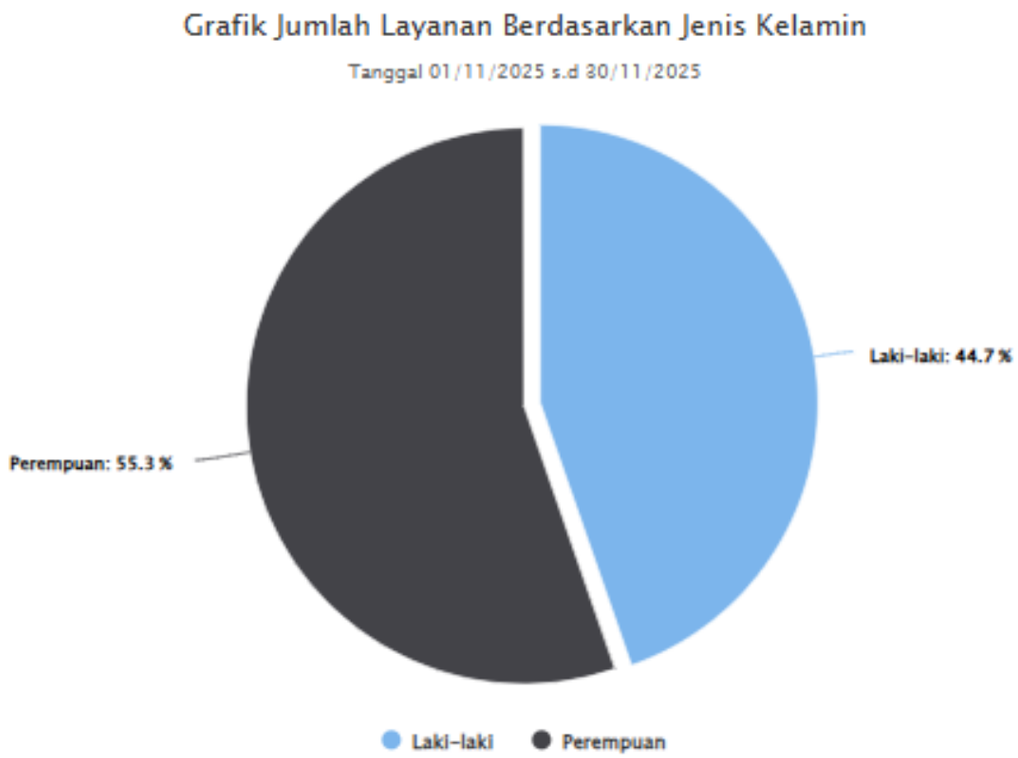
Layanan Informasi dan Pengaduan berdasarkan jenis produk :



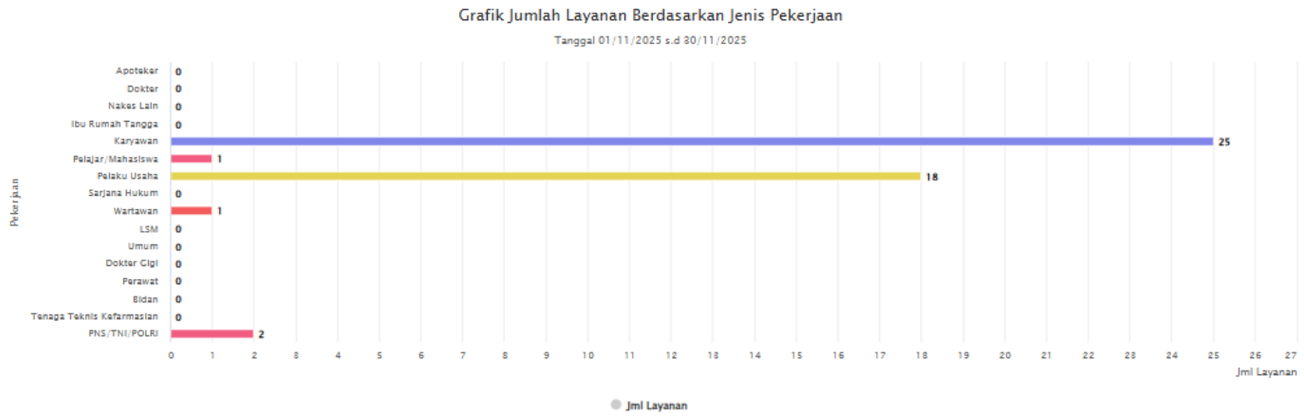
Layanan Informasi dan Pengaduan berdasarkan mekanisme menjawab :



Layanan Informasi dan Pengaduan berdasarkan jenis kelamin pelapor :



Layanan Informasi dan Pengaduan berdasarkan pekerjaan pelapor :



LAPSING BATAM
TANGGAL : 01/11/2025 s.d 30/11/2025

KELOMPOK JENIS KOMODITAS

	JML INFORMASI	%	JML PENGADUAN	%	JML SARAN	%	JML TOTAL	%
Obat	1	2.13%	0	0%	0	0%	1	2.13%
Pangan	37	78.72%	1	2.13%	0	0%	38	80.85%
Obat Tradisional	0	0%	0	0%	0	0%	0	0%
Kosmetika	3	6.38%	0	0%	0	0%	3	6.38%
Suplemen Kesehatan	1	2.13%	0	0%	0	0%	1	2.13%
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	2	4.26%	0	0%	0	0%	2	4.26%
Info Umum	1	2.13%	0	0%	0	0%	1	2.13%
Lainnya	1	2.13%	0	0%	0	0%	1	2.13%
JUMLAH	46	97.87%	1	2.13%	0	0%	47	100%

KELOMPOK MEKANISME MENJAWAB

	JML INFORMASI	%	JML PENGADUAN	%	JML SARAN	%	JML TOTAL	%
Email	0	0%	0	0%	0	0%	0	0%
Langsung	17	36.17%	1	2.13%	0	0%	18	38.3%
Telepon	0	0%	0	0%	0	0%	0	0%
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	29	61.7%	0	0%	0	0%	29	61.7%
Aplikasi Lain	0	0%	0	0%	0	0%	0	0%
JUMLAH	46	97.87%	1	2.13%	0	0%	47	100%

JENIS PROFESI KONSUMEN

	JML INFORMASI	%	JML PENGADUAN	%	JML SARAN	%	JML TOTAL	%
Apoteker	0	0%	0	0%	0	0%	0	0%
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	25	53.19%	0	0%	0	0%	25	53.19%
Pelajar/Mahasiswa	1	2.13%	0	0%	0	0%	1	2.13%
Pelaku Usaha	18	38.3%	0	0%	0	0%	18	38.3%
Sarjana Hukum	0	0%	0	0%	0	0%	0	0%
Wartawan	0	0%	1	2.13%	0	0%	1	2.13%
LSM	0	0%	0	0%	0	0%	0	0%
Umum	0	0%	0	0%	0	0%	0	0%
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	2	4.26%	0	0%	0	0%	2	4.26%
JUMLAH	46	97.87%	1	2.13%	0	0%	47	100%

KELOMPOK INFORMASI PRODUK

	JML INFORMASI	%	JML PENGADUAN	%	JML SARAN	%	JML TOTAL	%
Farmakologi	0	0%	0	0%	0	0%	0	0%
Mutu	0	0%	1	2.13%	0	0%	1	2.13%
Legalitas	45	95.74%	0	0%	0	0%	45	95.74%
Penandaan	0	0%	0	0%	0	0%	0	0%
Informasi lain ttg produk	0	0%	0	0%	0	0%	0	0%
Info Umum	1	2.13%	0	0%	0	0%	1	2.13%
JUMLAH	46	97.87%	1	2.13%	0	0%	47	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%	1	100%	0	0%	1	100%
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%	1	100%	0	0%	1	100%

KELOMPOK LEGALITAS

	JML INFORMASI	%	JML PENGADUAN	%	JML SARAN	%	JML TOTAL	%
Proses pendaftaran	36	80%	0	0%	0	0%	36	80%
Sertifikasi	7	15.56%	0	0%	0	0%	7	15.56%
Inspeksi	2	4.44%	0	0%	0	0%	2	4.44%
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	45	100%	0	0%	0	0%	45	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	0	0%	0	0%	0	0%	0	0%
Petugas Yanblik	1	100%	0	0%	0	0%	1	100%
JUMLAH	1	100%	0	0%	0	0%	1	100%

Mengetahui
Kepala Balai POM di Batam



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

Batam, 03 Desember
2025 PFM Ahli Madya



Therecy Elly Yana, S. Farm., Apt