

Northern Region

Defect Code Wise Analysis of Complaints for the Period : 07/10/2015 To 19/10/2023

| S.No.  | Code                 | Upheld | Sorting | Rectification | Price Reduction | Total |
|--------|----------------------|--------|---------|---------------|-----------------|-------|
| 1      | Chemical Composition | 48     | 2       | 0             | 0               | 50    |
| 2      | Dimensional          | 67     | 19      | 11            | 0               | 97    |
| 3      | Electrical           | 2      | 3       | 0             | 0               | 5     |
| 4      | Load/Performance     | 14     | 5       | 1             | 0               | 20    |
| 5      | Macro/Micro Exam.    | 0      | 1       | 0             | 0               | 1     |
| 6      | NDT                  | 1      | 0       | 0             | 0               | 1     |
| 7      | Other                | 13     | 1       | 1             | 0               | 15    |
| 8      | Physical             | 22     | 2       | 0             | 0               | 24    |
| 9      | Surface              | 5      | 4       | 1             | 0               | 10    |
| 10     | Visual               | 59     | 12      | 15            | 0               | 86    |
| 11     | Welding              | 12     | 2       | 3             | 0               | 17    |
| Totals |                      | 243    | 51      | 32            | 0               | 326   |