

HIL Limited

## CUSTOMER COMPLAINT COMPENSATION REPORT PIPES & FITTINGS

Dated:30/12/2021

| Complaint Details:         |   |                           |                                   |
|----------------------------|---|---------------------------|-----------------------------------|
| Sales Representative:      | Mahapure Ghanshyam P(50002148)  | Compensation Number:47411 | Complaint Tracking Number :103280 |
| Complaint Registered Date: | 28/12/2021  | Complaint Attended Date:  | 29/12/2021                        |
| Customer Name:             | DISTRIBUTOR, A/C Balaji Suppliers (1121164)   |                           |                                   |
| Location:                  | Dhule   | State:                    | Maharashtra                       |
| Material Supplied From:    | Golan Pipes and Fittings Plant,Faridabad cPVC & uPVC Plant,APP-Ranchi Depot,Golan Pipes and Fittings Plant,Golan Pipes and Fittings Plant,Golan Pipes and Fittings Plant,Golan Pipes and Fittings Plant,Golan Pipes and Fittings Plant,Golan Pipes and Fittings Plant,APP Timmapur Plant,Golan Pipes and Fittings Plant,Golan Pipes and Fittings Plant,Golan Pipes and Fittings Plant,Golan Pipes and Fittings Plant,Golan Pipes and Fittings Plant,Golan Pipes and Fittings Plant,Golan Pipes and Fittings Plant,Golan Pipes and Fittings Plant,Golan Pipes and Fittings Plant,Golan Pipes and Fittings Plant,Golan Pipes and Fittings Plant | Product:                  | SWR                               |
| Compensation Mode:         | Replacement Basis   |                           |                                   |


| Investigation Details: |  |            |              |            |            |                   |                     |
|------------------------|--|------------|--------------|------------|------------|-------------------|---------------------|
| Product Code           | Product Description                    | Invoice No | Invoice Date | Supply Qty | Defect Qty | Actual Defect Qty | Defect Type         |
| 96000773               | SWR Reducer Coupler Pushfit 110x160 mm | 2029000140 | 30/05/2018   | 60         | 34         | 34                | Non moving material |
| 96000758               | SWR Elbow Pushfit 160 mm(DOOR)         | 2029000140 | 30/05/2018   | 16         | 16         | 16                | Non moving material |
| 96000758               | SWR Elbow Pushfit 160 mm(DOOR)         | 2029000141 | 30/05/2018   | 10         | 7          | 7                 | Non moving material |
| 96000763               | SWR Cleaning Pipe Pushfit 75 mm        | 2029000140 | 30/05/2018   | 60         | 60         | 47                | Non moving material |
| 96000764               | SWR Cleaning Pipe Pushfit 110 mm       | 2029000140 | 30/05/2018   | 20         | 20         | 0                 | Non moving material |
| 96000763               | SWR Cleaning Pipe Pushfit 75 mm        | 2029000141 | 30/05/2018   | 60         | 47         | 60                | Non moving material |
| 96000830               | SWR Double Tee Pushfit 75 mm           | 2029000463 | 29/06/2018   | 90         | 60         | 60                | Non moving material |
| 96000831               | SWR Double Tee Pushfit 110 mm          | 2029000463 | 29/06/2018   | 50         | 36         | 36                | Non moving material |
| 96000833               | SWR Double Tee Pushfit 110 mm(DOOR)    | 2029000140 | 30/05/2018   | 16         | 16         | 16                | Non moving material |
| 96000823               | SWR Tee Pushfit 110x75 mm(DOOR)        | 2029000140 | 30/05/2018   | 48         | 47         | 47                | Non moving material |
| 96000824               | SWR Tee Pushfit 110x90 mm(DOOR)        | 2029000140 | 30/05/2018   | 36         | 36         | 36                | Non moving material |
| 96000815               | SWR Tee Pushfit 160 mm(DOOR)           | 2029000140 | 30/05/2018   | 8          | 8          | 8                 | Non moving material |
| 96000765               | SWR Cleaning Pipe Pushfit 160 mm       | 2029000463 | 29/06/2018   | 18         | 18         | 18                | Non moving material |
| 96000843               | SWR Single Y Pushfit 75 mm(DOOR)       | 2029000140 | 30/05/2018   | 32         | 32         | 32                | Non moving material |
|                        |  |            |              |            |            |                   |                     |

| Investigation Details: |  |            |              |            |            |                   |                     |
|------------------------|--|------------|--------------|------------|------------|-------------------|---------------------|
| Product Code           | Product Description                      | Invoice No | Invoice Date | Supply Qty | Defect Qty | Actual Defect Qty | Defect Type         |
| 96000842               | SWR Single Y Pushfit 160 mm              | 2029000140 | 30/05/2018   | 8          | 8          | 8                 | Non moving material |
| 96000846               | SWR Single Y Pushfit 110X75 mm           | 2029000463 | 29/06/2018   | 45         | 45         | 45                | Non moving material |
| 96000846               | SWR Single Y Pushfit 110X75 mm           | 2029000140 | 30/05/2018   | 30         | 27         | 27                | Non moving material |
| 96000847               | SWR Single Y Pushfit 110X75 mm(DOOR)     | 2029000140 | 30/05/2018   | 30         | 30         | 30                | Non moving material |
| 96000847               | SWR Single Y Pushfit 110X75 mm(DOOR)     | 2029000141 | 30/05/2018   | 15         | 15         | 15                | Non moving material |
| 96000852               | SWR Double Y Pushfit 75 mm               | 2029000463 | 29/06/2018   | 90         | 45         | 45                | Non moving material |
| 96000854               | SWR Double Y Pushfit 75 mm(DOOR)         | 2029000463 | 29/06/2018   | 60         | 60         | 60                | Non moving material |
| 96000854               | SWR Double Y Pushfit 75 mm(DOOR)         | 2029000140 | 30/05/2018   | 40         | 10         | 10                | Non moving material |
| 96000853               | SWR Double Y Pushfit 110 mm              | 2029000463 | 29/06/2018   | 30         | 28         | 28                | Non moving material |
| 96000855               | SWR Double Y Pushfit 110 mm(DOOR)        | 2029000140 | 30/05/2018   | 20         | 20         | 20                | Non moving material |
| 96000855               | SWR Double Y Pushfit 110 mm(DOOR)        | 2029000463 | 29/06/2018   | 24         | 17         | 17                | Non moving material |
| 96000789               | SWR P trap Long 110x110 mm               | 2029000140 | 30/05/2018   | 30         | 18         | 18                | Non moving material |
| 96000791               | SWR P trap Long 110x125 mm               | 2029000463 | 29/06/2018   | 24         | 24         | 24                | Non moving material |
| 96000801               | SWR S Trap 110x110 mm                    | 2029000627 | 13/07/2018   | 14         | 7          | 7                 | Non moving material |
| 96000796               | SWR Q Trap 110x125 mm                    | 2029000463 | 29/06/2018   | 12         | 7          | 0                 | Other               |
| 96000743               | SWR Bell Mouth Trap(P/F) 110x75 mm       | 2029000463 | 29/06/2018   | 20         | 10         | 10                | Non moving material |
| 96000794               | SWR Pipe clip 160 mm                     | 2029000140 | 30/05/2018   | 120        | 120        | 120               | Non moving material |
| 96000787               | SWR 3" Nahani trap W/O outlet 110X110 mm | 2029000463 | 29/06/2018   | 120        | 100        | 100               | Non moving material |

#### Compensation Recommendation:

Based on the above inspection details, the following size's recommended for compensation

| Product Code | Product Name                           | Recommended Quantity(No's) |
|--------------|--|----------------------------|
| 96000773     | SWR Reducer Coupler Pushfit 110x160 mm | 34                         |
| 96000758     | SWR Elbow Pushfit 160 mm(DOOR)         | 16                         |
| 96000758     | SWR Elbow Pushfit 160 mm(DOOR)         | 7                          |
| 96000763     | SWR Cleaning Pipe Pushfit 75 mm        | 47                         |

|   |  |
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| Reviewed By<br><br><br>SUMAN KHUNTIA<br>QUALITY ASSURANCE<br>Dated:30/12/2021 | Approved By<br><br><br>I K PANDIT<br>HEAD-QUALITY ASSURANCE<br>Dated:30/12/2021 |
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Any Special Remarks:CN will be issued againts Non moving Material