

HIL Limited
CUSTOMER COMPLAINT COMPENSATION REPORT PIPES & FITTINGS

Dated:22/12/2021

Complaint Details:			
Sales Representative:	Gopalkumar Girishbhai Trivedi(50003375)	Compensation Number:45969	Complaint Tracking Number :101932
Complaint Registered Date:	14/12/2021	Complaint Attended Date:	14/12/2021
Customer Name:	DISTRIBUTOR, A/C Matel Polymers (1124392)		
Location:	Rajkot	State:	Gujarat
Material Supplied From:	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,Golan Pipes and Fittings Plant,Golan Pipes and Fittings Plant,Golan Pipes and Fittings Plant,Golan Pipes and Fittings Plant	Product:	CPVC
Compensation Mode:	Replacement Basis		



Investigation Details:							
Product Code	Product Description	Invoice No	Invoice Date	Supply Qty	Defect Qty	Actual Defect Qty	Defect Type
96000495	CPVC Reducing Tee 1 1/2"x1 1/2"x1" Fab	2029007200	27/01/2021	40	40	9	Other
96000493	CPVC Reducing Tee 1 1/2"x1 1/2"x1/2" Fab	2029003131	09/04/2019	20	20	17	Other
96000512	CPVC Reducing Tee 2"x2"x1/2" Fab	2029003131	09/04/2019	10	10	10	Other
96000512	CPVC Reducing Tee 2"x2"x1/2" Fab	2029003386	27/05/2019	10	10	9	Other
96000318	CPVC Reducing Tee 11/4" x 11/4" x 1/2"	2029001349	28/10/2018	75	75	75	Other
96000289	CPVC Hexogon Trans MTA 11/4"	9904001517	29/01/2020	40	40	40	Other
96000240	CPVC TRANS FTA 2"	9904001491	19/01/2020	48	48	48	Other
96000240	CPVC TRANS FTA 2"	9904001456	07/01/2020	24	24	24	Other
96000240	CPVC TRANS FTA 2"	9904000501	26/02/2019	24	24	24	Other
96000294	CPVC Hexogon Trans FTA 3/4" x 1/2"	9904000501	26/02/2019	160	160	40	Other
96000231	cPVC Trans MTA 2"	9904000501	26/02/2019	24	24	24	Other
96000231	cPVC Trans MTA 2"	9904000835	27/05/2019	24	24	24	Other
96000093	CPVC TRANS MTA 1 1/4"	9904000181	25/12/2018	50	50	45	Other
96000238	CPVC TRANS FTA 1-1/4"	9904000181	25/12/2018	50	50	45	Other
96000240	CPVC TRANS FTA 2"	9904000181	25/12/2018	48	48	48	Other
96000231	cPVC Trans MTA 2"	9904000066	21/11/2018	24	24	24	Other
96001101	CPVC Hexogon Trans MTA 2"	2029006347	18/10/2020	24	24	24	Other
96000239	CPVC TRANS FTA 1-1/2"	9904000066	21/11/2018	32	32	32	Other
96000239	CPVC TRANS FTA 1-1/2"	9904000351	28/01/2019	64	64	64	Other
96000239	CPVC TRANS FTA 1-1/2"	9904001517	29/01/2020	64	64	36	Other
96000290	CPVC Hexogon Trans FTA 11/4"	9904000501	26/02/2019	35	35	25	Other
96000004	CPVC ISI PIPE SDR 11 (3 Mtr) 1 1/2"	2029006174	30/09/2020	20	12	12	Other
96000010	CPVC ISI PIPE SDR 13.5 (3 Mtr) 1 1/2"	2029001136	28/09/2018	10	10	10	Other
96000010	CPVC ISI PIPE SDR 13.5 (3 Mtr) 1 1/2"	2029004142	28/09/2019	30	22	22	Other
96000075	CPVC REDUCER BUSHING 1 1/2" X 1 1/4"	9904000066	21/11/2018	80	70	70	Other
96000077	CPVC REDUCER BUSHING 2" X 1 1/2"	9910004594	27/05/2019	50	50	50	Other
96000231	cPVC Trans MTA 2"	9904000181	07/05/2019	24	12	12	Other

Investigation	Details	Product Code	Invoice No	Invoice Date	Supply Qty	Defect Qty	Actual Defect Qty	Defect Type
96000305	CPVC Union 3/4"	9904000006	02/01/2020	500	20	20	Other	
96000312	CPVC Plastics MTA 11/2"	9904000181	02/01/2020	120	50	50	Other	
96000312	CPVC Plastics MTA 11/2"	9904000351	08/01/2020	120	50	50	Other	
96000314	CPVC Plastics FTA 11/2"	9904000181	02/01/2020	180	180	180	Other	
96000314	CPVC Plastics FTA 11/2"	9910004594	01/01/2020	90	45	45	Other	
96000333	CPVC Trans Elbow 1"	9904000181	02/01/2020	80	20	20	Other	
96000390	CPVC Reducing Socket 3/4"x 1/2"	9904000181	03/01/2020	300	300	300	Other	
96000390	CPVC Reducing Socket 3/4"x 1/2"	9910004594	01/01/2020	295	150	150	Other	
96000421	CPVC Reducing Socket 1 1/4" x 1/2"	2029001890	02/01/2020	100	100	100	Other	
96000509	CPVC Reducing Socket 2"x1" Fab	2029003683	01/01/2020	50	41	41	Other	
96000061	CPVC PLASTICS MTA 1"	2029005004	02/10/2018	480	24	24	Other	
96000996	CPVC Elbow 45 D 1 1/2"	2029003386	01/10/2018	270	270	270	Other	
96000996	CPVC Elbow 45 D 1 1/2"	2029002788	02/10/2018	180	105	105	Other	
96001102	CPVC Hexogonal Trans FTA 2"	2029006347	04/10/2018	24	24	24	Other	

Compensation Recommendation:

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

Product Code	Product Name	Recommended Quantity(No's)
96000495	CPVC Reducing Tee 1 1/2"x1 1/2"x1" Fab	9
96000493	CPVC Reducing Tee 1 1/2"x1 1/2"x1/2" Fab	17
96000512	CPVC Reducing Tee 2"x2"x1/2" Fab	10
96000512	CPVC Reducing Tee 2"x2"x1/2" Fab	8
96000318	CPVC Reducing Tee 11/4" x 11/4" x 1/2"	75
96000289	CPVC Hexagonal Trans MTA 11/4"	40
96000240	CPVC TRANS FTA 2"	48
96000240	CPVC TRANS FTA 2"	24
96000240	CPVC TRANS FTA 2"	24
96000294	CPVC Hexagonal Trans FTA 3/4" x 1/2"	40
96000231	cPVC Trans MTA 2"	24
96000231	cPVC Trans MTA 2"	24
96000093	CPVC TRANS MTA 1 1/4"	45
96000238	CPVC TRANS FTA 1-1/4"	45
96000240	CPVC TRANS FTA 2"	48
96000231	cPVC Trans MTA 2"	24
96001101	CPVC Hexagonal Trans MTA 2"	24
96000239	CPVC TRANS FTA 1-1/2"	32
96000239	CPVC TRANS FTA 1-1/2"	64
96000239	CPVC TRANS FTA 1-1/2"	36
96000290	CPVC Hexagonal Trans FTA 11/4"	25

Reviewed By  SUMAN KHUNTIA QUALITY ASSURANCE Dated:22/12/2021	Approved By  I K PANDIT HEAD-QUALITY ASSURANCE Dated:22/12/2021
Any Special Remarks:CN will be issued againts pinhole complaints. (Sales return)	
version 3 dated 14.01.12	