



HIL Limited
CUSTOMER COMPLAINT COMPENSATION REPORT PIPES & FITTINGS

Dated:11/03/2022

Complaint Details:			
Sales Representative:	Tejeswara Rao Konchada (50002622)	Compensation Number:10708	Complaint Tracking Number :48518
Complaint Registered Date:	12/12/2017	Complaint Attended Date:	19/12/2017
Customer Name:	DISTRIBUTOR, A/C Madhukar Electrical Co (1116817)		
Location:	Vijayawada	State:	Andhra Pradesh
Material Supplied From:	APP-Timmapur Depot,APP-Timmapur Depot,APP-Timmapur Depot,APP-Timmapur Depot	Product:	CPVC
Compensation Mode:	Replacement Basis	Total Basic Value	17692.32

Investigation Details:							
Product Code	Product Description	Invoice No	Invoice Date	Supply Qty	Defect Qty	Actual Defect Qty	Defect Type
96000065	CPVC PLASTICS FTA 3/4"X1/2"	9910002592	30/11/2017	350	350	350	Wrong Order Placed
96000477	Cpvc Reducing Elbow 1 1/4"x3/4"	9910002592	30/11/2017	100	100	100	Wrong Order Placed
96000471	CPVC Single Piece flange 4"	9910002592	30/11/2017	9	9	9	Wrong Order Placed
96000064	CPVC PLASTICS FTA 3/4"X3/4"	9910002592	30/11/2017	300	300	300	Wrong Order Placed

Compensation Recommendation:		
Based on the above inspection details, the following size's recommended for compensation		
Product Code	Product Name	Recommended Quantity(No's)
96000064	CPVC PLASTICS FTA 3/4"X3/4"	300
96000065	CPVC PLASTICS FTA 3/4"X1/2"	350
96000471	CPVC Single Piece flange 4"	9
96000477	Cpvc Reducing Elbow 1 1/4"x3/4"	100

Reviewed By 	Approved By 
Joseph Kingslin QUALITY ASSURANCE Dated:22/12/2017	I K PANDIT HEAD-QUALITY ASSURANCE Dated:22/12/2017
Any Special Remarks:Material has been received at Thimmapur Depot and Customer require CN against the materials.	
version 3 dated 14.01.12	