



**HIL Limited**  
**CUSTOMER COMPLAINT COMPENSATION REPORT PIPES & FITTINGS**

Dated:08/12/2018

Complaint Details:			
Sales Representative:	Arabinda Smruti Kanta Singh(50002841)	Compensation Number:14651	Complaint Tracking Number :53150
Complaint Registered Date:	05/06/2018	Complaint Attended Date:	21/06/2018
Customer Name:	Distributor, A/C Sri Jagannath Agencies (1122552)		
Location:	Bhubaneswar	State:	Orissa
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	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
96000747	SWR 45 Elbow Pushfit 110 mm	2029000080	24/05/2018	60	24	24	Short supply
96000753	SWR Elbow Pushfit 75 mm	2029000080	24/05/2018	120	20	20	Short supply
96000754	SWR Elbow Pushfit 110 mm	2029000080	24/05/2018	120	24	24	Short supply
96000756	SWR Elbow Pushfit 75 mm(DOOR)	2029000080	24/05/2018	100	4	4	Short supply
96000757	SWR Elbow Pushfit 110 mm(DOOR)	2029000080	24/05/2018	100	4	4	Short supply
96000810	SWR Tee Pushfit 75 mm	2029000080	24/05/2018	120	24	24	Short supply

Compensation Recommendation:		
Based on the above inspection details, the following size's recommended for compensation		
Product Code	Product Name	Recommended Quantity(No's)
96000747	SWR 45 Elbow Pushfit 110 mm	24
96000753	SWR Elbow Pushfit 75 mm	20
96000754	SWR Elbow Pushfit 110 mm	24
96000756	SWR Elbow Pushfit 75 mm(DOOR)	4
96000757	SWR Elbow Pushfit 110 mm(DOOR)	4
96000810	SWR Tee Pushfit 75 mm	24

Reviewed By   SUMAN KHUNTIA QUALITY ASSURANCE Dated:27/06/2018	Approved By   I K PANDIT HEAD-QUALITY ASSURANCE Dated:27/06/2018
Any Special Remarks:Customer required CN against Short material.	
version 3 dated 14.01.12	