



HIL Limited
CUSTOMER COMPLAINT WALL PUTTY COMPENSATION REPORT

Dated:27/12/2022

Complaint Details:			
Sales Representative:	VINIT DUBEY(50003492)	Compensation Number:59593	Complaint Tracking Number :122895
Complaint Registered Date:	01/12/2022	Complaint Attended Date:	10/12/2022
Party Name:	MBP Infravest(1128676)	Location:	Thane Maharashtra
Material Supplied From:	Golan-Putty SBU3 Plant	Product:	Wall Putty Manufacture/Traded
Invoice Number and Date:	(2032005586,21/06/2022) (2032006036,30/08/2022)		
Product Details:	(BIRLA HIL PUTTY - Project 30 Kg)-(BIRLA HIL PUTTY 20 KG)-(BIRLA HIL PUTTY 10 KG)		
Compensation Mode:	Credit Note for Customer Satisfaction		

Breakage Investigation Details:							
Invoice No	Invoice Date	Product Details	Supplied Quantity	Defect Quantity	Transporter	Defect %	Actual Defect Quantity
2032005586	21/06/2022	BIRLA HIL PUTTY - Project 30 Kg	320	10	In order to business	3.13	10
2032006036	30/08/2022	BIRLA HIL PUTTY 20 KG (002)	100	77	Special Approval	77	77
2032006036	30/08/2022	BIRLA HIL PUTTY - 10 KG	140	16	Special Approval	11.42	16
Remarks For Any Special Approvals:Compensation in order to business							

Compensation Recommendation:	
Based on the above inspection details,please supply to the above party (Wall Putty Manufacture/Traded) (103) numbers (in words): (ONE HUNDRED THREE) or (2) Metric Tons of following size	
Recommended Size	Recommended Quantity(No's)
BIRLA HIL PUTTY - Project 30 Kg	10
BIRLA HIL PUTTY 20 KG (001)	77
BIRLA HIL PUTTY - 10 KG	16
or issue the credit note for the above mentioned quantity of material based on the above invoice price and considering below mentioned sales recommendations.	

Reviewed By  Avinash KHATRE QUALITY ASSURANCE Dated:26/12/2022	Approved By  I K PANDIT HEAD-QUALITY ASSURANCE Dated:26/12/2022
Comments/Approval from Sales:	
Based on the above, credit amount of to be issued to the above customer.	
Name of the person:	
Head Sales:	
Signature:	
Any Special Remarks:Compensation in order to business	
version 3 dated 14.01.12	