

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

Dated:11/12/2021

Complaint Details:			
Sales Representative:	Gopalkumar Girishbhai Trivedi(50003375)	Compensation Number:45922	Complaint Tracking Number :101528
Complaint Registered Date:	02/12/2021	Complaint Attended Date:	11/12/2021
Customer Name:	Distributor, A/C Matel Polymers (1124392)		
Location:	Rajkot	State:	Gujarat
Material Supplied From:	Golan Pipes and Fittings Plant,APP-Ghaziabad 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,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
96000099	CPVC TANK NIPPLE 1"	9904000959	17/07/2019	100	99	90	Leakage
96000342	CPVC Elbow 45 D 1"	2029003386	27/05/2019	750	500	425	Leakage
96000063	CPVC PLASTICS FTA 1"	2029001890	25/12/2018	400	400	351	Lekage
96000115	CPVC STEP OVER BEND 1"	2029006347	18/10/2020	35	35	35	Lekage
96000115	CPVC STEP OVER BEND 1"	2029004633	08/12/2019	35	35	15	Lekage
96000061	CPVC PLASTICS MTA 1"	2029006347	18/10/2020	240	240	240	Lekage
96000305	CPVC Union 3/4"	2029004633	08/12/2019	100	100	100	Lekage
96000305	CPVC Union 3/4"	2029001890	25/12/2018	100	100	100	Lekage
96000058	CPVC PLASTICS MTA 3/4"	2029004633	08/12/2019	300	300	300	Lekage
96000058	CPVC PLASTICS MTA 3/4"	9910004594	27/09/2018	600	600	400	Lekage
96000064	CPVC PLASTICS FTA 3/4"X3/4"	2029004633	08/12/2019	300	300	300	Lekage
96000064	CPVC PLASTICS FTA 3/4"X3/4"	2029001890	25/12/2018	300	300	300	Lekage
96000059	CPVC PLASTICS MTA 3/4"X1/2"	2029005899	25/08/2020	350	300	265	Leakage
96000481	Cpvc Plastic MTA 1/2"	9904000959	17/07/2019	600	600	600	Lekage
96000482	Cpvc Plastic FTA 1/2"	9904000719	09/04/2019	400	400	400	Lekage
96000064	CPVC PLASTICS FTA 3/4"X3/4"	9910004594	27/09/2018	600	250	550	Lekage
96000346	CPVC Trans MTA 1" x 3/4"	9904001327	22/11/2019	100	80	100	Lekage
96000331	CPVC Trans Tee 1" x 1" x 3/4"	9904000066	21/11/2018	75	75	75	Lekage
96000081	CPVC TRANS FTA 1/2"X1/2"	9904000835	27/05/2019	400	400	260	Leakage
96000294	CPVC Hexogonal Trans FTA 3/4" x 1/2"	9904001491	19/01/2020	320	320	320	Leakage
96000294	CPVC Hexogonal Trans FTA 3/4" x 1/2"	9904001456	07/01/2020	160	160	160	Leakage
96000347	CPVC Trans FTA 1" x 3/4"	9904000181	25/12/2018	150	135	150	Lekage
96000083	CPVC TRANS FTA 3/4" X 1/2"	9904000839	27/05/2019	300	300	25	Lekage
96000084	CPVC TRANS FTA 1" X 1/2"	9904000181	25/12/2018	150	105	105	Lekage

96000346	CPVC Trans MTA 1" x 3/4"	9904000181	25/12/2018	100	90	2	Leakage
96000333	CPVC Trans Elbow 1"	9904000717	07/04/2019	80	80	80	Defect
96000036	CPVC ELBO 90° 1/2"	2029007200	20/01/2021	200	200	200	Leakage
96000341	CPVC Elbow 45 D 3/4"	2029007200	27/01/2021	200	100	200	Lekage
96000341	CPVC Elbow 45 D 3/4"	2029006878	17/12/2020	200	200	104	Lekage
96000482	Cpvc Plastic FTA 1/2"	9910004594	27/09/2018	800	100	538	Lekage
96000481	Cpvc Plastic MTA 1/2"	2019007037	31/08/2018	600	150	150	Leakage

#### Compensation Recommendation:

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

Product Code	Product Name	Recommended Quantity(No's)
96000099	CPVC TANK NIPPLE 1"	90
96000342	CPVC Elbow 45 D 1"	425
96000063	CPVC PLASTICS FTA 1"	351
96000115	CPVC STEP OVER BEND 1"	35
96000115	CPVC STEP OVER BEND 1"	15
96000061	CPVC PLASTICS MTA 1"	240
96000305	CPVC Union 3/4"	100
96000305	CPVC Union 3/4"	100
96000058	CPVC PLASTICS MTA 3/4"	300
96000058	CPVC PLASTICS MTA 3/4"	400
96000064	CPVC PLASTICS FTA 3/4"X3/4"	300
96000064	CPVC PLASTICS FTA 3/4"X3/4"	300
96000059	CPVC PLASTICS MTA 3/4"X1/2"	265
96000481	Cpvc Plastic MTA 1/2"	600
96000482	Cpvc Plastic FTA 1/2"	400
96000481	Cpvc Plastic MTA 1/2"	150
96000064	CPVC PLASTICS FTA 3/4"X3/4"	550
96000346	CPVC Trans MTA 1" x 3/4"	100
96000331	CPVC Trans Tee 1" x 1" x 3/4"	75
96000081	CPVC TRANS FTA 1/2"X1/2"	260
96000294	CPVC Hexagonal Trans FTA 3/4" x 1/2"	320
96000294	CPVC Hexagonal Trans FTA 3/4" x 1/2"	160
96000347	CPVC Trans FTA 1" x 3/4"	150
96000083	CPVC TRANS FTA 3/4" X 1/2"	25
96000084	CPVC TRANS FTA 1" X 1/2"	105
96000346	CPVC Trans MTA 1" x 3/4"	2
96000333	CPVC Trans Elbow 1"	80
96000036	CPVC ELBO 90° 1/2"	203
96000341	CPVC Elbow 45 D 3/4"	200
96000341	CPVC Elbow 45 D 3/4"	104
96000482	Cpvc Plastic FTA 1/2"	538

Reviewed By  SUMAN KHUNTIA QUALITY ASSURANCE Dated:11/12/2021	Approved By  I K PANDIT HEAD-QUALITY ASSURANCE Dated:11/12/2021
Any Special Remarks:CN will be issued againts pinhole complaints. (Sales return)	
version 3 dated 14.01.12	