

HIL Limited
CUSTOMER COMPLAINT COMPENSATION REPORT PIPES & FITTINGS



Dated:11/12/2021

Complaint Details:			
Sales Representative:	Gopalkumar Girishbhai Trivedi(50003375)	Compensation Number:45923	Complaint Tracking Number :101541
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,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
96000058	CPVC PLASTICS MTA 3/4"	2029002393	28/01/2019	300	300	300	Leakage
96000294	CPVC Hexogonal Trans FTA 3/4" x 1/2"	2029004495	22/11/2019	160	160	160	Lekage
96000083	CPVC TRANS FTA 3/4" X 1/2"	9904000715	06/04/2019	150	15	150	Leakage
96000081	CPVC TRANS FTA 1/2"X1/2"	9910004594	27/09/2018	200	25	200	Leakage
96000067	CPVC REDUCER BUSHING 1â€ X 3/4â€	2029004633	08/12/2019	400	150	400	Leakage
96000067	CPVC REDUCER BUSHING 1â€ X 3/4â€	9910004594	27/09/2018	800	150	600	Leakage
96000068	CPVC REDUCER BUSHING 1â€ X 1/2â€	9904000835	27/05/2019	400	50	400	Leakage
96000068	CPVC REDUCER BUSHING 1â€ X 1/2â€	9904001327	22/11/2019	400	400	400	Leakage
96000242	Cpvc Reducing Socket 1" x 1/2"	2029005634	09/07/2020	250	50	250	Leakage
96000241	Cpvc Reducing Socket 1" x 3/4"	2029004633	08/12/2019	800	250	350	Leakage
96000242	Cpvc Reducing Socket 1" x 1/2"	2029004920	19/01/2020	250	250	250	Lekage
96000390	CPVC Reducing Socket 3/4"x 1/2"	9904001327	22/11/2019	300	300	300	Leakage
96000242	Cpvc Reducing Socket 1" x 1/2"	2029003386	27/05/2019	500	250	500	Leakage
96000068	CPVC REDUCER BUSHING 1â€ X 1/2â€	9904001517	29/01/2020	800	800	800	Leakage
96000068	CPVC REDUCER BUSHING 1â€ X 1/2â€	9910004594	27/09/2018	800	400	50	Lekage
96000316	CPVC Reducing Tee 1" x 1" x 1/2"	2029004804	07/01/2020	180	180	180	Lekage
96000316	CPVC Reducing Tee 1" x 1" x 1/2"	2029004495	22/11/2019	180	180	180	Leakage
96000316	CPVC Reducing Tee 1" x 1" x 1/2"	2029003386	27/05/2019	180	180	178	Lekage
96000329	CPVC Reducing Tee 3/4 x 3/4x 1/2	2029001349	28/10/2018	150	150	150	Lekage
96000329	CPVC Reducing Tee 3/4 x 3/4x 1/2	9910004594	27/09/2018	150	100	50	Lekage
96000243	CPVC Reducing TEE 1" X 1" X 3/4"	2029004804	07/01/2020	180	30	120	Leakage

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

Product Code	Product Name	Recommended Quantity(No's)
96000058	CPVC PLASTICS MTA 3/4"	300
96000294	CPVC Hexogonal Trans FTA 3/4" x 1/2"	160
96000083	CPVC TRANS FTA 3/4" X 1/2"	150
96000081	CPVC TRANS FTA 1/2"X1/2"	200
96000067	CPVC REDUCER BUSHING 1" X 3/4"	400
96000067	CPVC REDUCER BUSHING 1" X 3/4"	600
96000068	CPVC REDUCER BUSHING 1" X 1/2"	400
96000068	CPVC REDUCER BUSHING 1" X 1/2"	400
96000242	Cpvc Reducing Socket 1" x 1/2"	250
96000241	Cpvc Reducing Socket 1" x 3/4"	350
96000242	Cpvc Reducing Socket 1" x 1/2"	250
96000390	CPVC Reducing Socket 3/4"x 1/2"	300
96000242	Cpvc Reducing Socket 1" x 1/2"	500
96000068	CPVC REDUCER BUSHING 1" X 1/2"	800
96000068	CPVC REDUCER BUSHING 1" X 1/2"	50
96000316	CPVC Reducing Tee 1" x 1" x 1/2"	180
96000316	CPVC Reducing Tee 1" x 1" x 1/2"	180
96000316	CPVC Reducing Tee 1" x 1" x 1/2"	178
96000329	CPVC Reducing Tee 3/4 x 3/4x 1/2	150
96000329	CPVC Reducing Tee 3/4 x 3/4x 1/2	50
96000243	CPVC Reducing TEE 1" X 1" X 3/4"	120

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	