

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

Dated:28/07/2020

Complaint Details:			
Sales Representative:	Ateeq Ahmed(50003055)	Compensation Number:26597	Complaint Tracking Number : 68870
Complaint Registered Date:	04/10/2019	Complaint Attended Date:	02/01/2020
Customer Name:	Distributor, A/C Universal Trading (1126674)		
Location:	Sehore	State:	Madhya Pradesh
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
96000421	CPVC Reducing Socket 11/4" x 1/2"	2029003108	03/04/2019	100	100	100	Non moving material
96000491	Cpvc Trasition Bushing 11/2"	2029003108	03/04/2019	80	80	80	Non moving material
96000492	Cpvc Trasition Bushing 2"	2029003108	03/04/2019	50	50	50	Non moving material
96000316	CPVC Reducing Tee 1" x 1" x 1/2"	2029003108	03/04/2019	180	180	180	Non moving material
96000066	CPVC REDUCER BUSHING 1 1/2" X 1 1/2"	2029003108	03/04/2019	500	500	500	Non moving material
96000490	Cpvc Trasition Bushing 11/4"	2029003109	03/04/2019	120	120	120	Non moving material
96000048	CPVC SOCKET 1/2"	9904000711	03/04/2019	800	800	800	Non moving material
96000470	CPVC Single Piece flange 3"	9904000711	03/04/2019	6	6	6	Non moving material
96000471	CPVC Single Piece flange 4"	9904000711	03/04/2019	3	3	3	Non moving material
96000379	CPVC Red. Bushing 4" x 3" (SCH 80)	9904000711	03/04/2019	8	8	8	Non moving material
96000487	CPVC Thermal Expansion loop 11/2"	9904000711	03/04/2019	2	1	1	Non moving material
96000444	CPVC Long Bend 11/4"	9904000711	03/04/2019	20	20	20	Non moving material
96000445	CPVC Long Bend 11/2"	9904000711	03/04/2019	24	24	24	Non moving material
96000446	CPVC Long Bend 2"	9904000711	03/04/2019	10	10	10	Non moving material
96000374	CPVC Socket 21/2" (SCH 80)	9904000711	03/04/2019	16	16	16	Non moving material
96000317	CPVC Reducing Tee 11/4" x 11/4" x 1"	2029003108	03/04/2019	75	75	75	Non moving

Investigation Details:							
Product Code	Product Description	Invoice No	Invoice Date	Supply Qty	Defect Qty	Actual Defect Qty	material Defect Type
96000477	Cpvc Reducing Elbow 1 1/4"x3/4"	9904000711	03/04/2019	100	100	100	Non moving material
96000098	CPVC TANK NIPPLE 3/4"	2029003109	03/04/2019	160	160	160	Non moving material
96000517	CPVC Soc Tank Nipple 3/4"	9904000711	03/04/2019	160	160	160	Non moving material

#### Compensation Recommendation:

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

Product Code	Product Name	Recommended Quantity(No's)
96000421	CPVC Reducing Socket 1 1/4" x 1/2"	100
96000491	Cpvc Trasition Bushing 1 1/2"	80
96000492	Cpvc Trasition Bushing 2"	50
96000316	CPVC Reducing Tee 1" x 1" x 1/2"	180
96000066	CPVC REDUCER BUSHING 1 1/2" X 1 1/2"	500
96000490	Cpvc Trasition Bushing 1 1/4"	120
96000048	CPVC SOCKET 1/2"	800
96000470	CPVC Single Piece flange 3"	6
96000471	CPVC Single Piece flange 4"	3
96000379	CPVC Red. Bushing 4" x 3" (SCH 80)	8
96000487	CPVC Thermal Expansion loop 1 1/2"	1
96000444	CPVC Long Bend 1 1/4"	20
96000445	CPVC Long Bend 1 1/2"	24
96000446	CPVC Long Bend 2"	10
96000374	CPVC Socket 2 1/2" (SCH 80)	16
96000317	CPVC Reducing Tee 1 1/4" x 1 1/4" x 1"	75
96000477	Cpvc Reducing Elbow 1 1/4"x3/4"	100
96000098	CPVC TANK NIPPLE 3/4"	160
96000517	CPVC Soc Tank Nipple 3/4"	160

Reviewed By	Approved By
SUMAN KHUNTIA QUALITY ASSURANCE Dated:10/02/2020	I K PANDIT HEAD-QUALITY ASSURANCE Dated:10/02/2020
Any Special Remarks:Materials have been received at plant . So Customer required CN against the materials .	
version 3 dated 14.01.12	