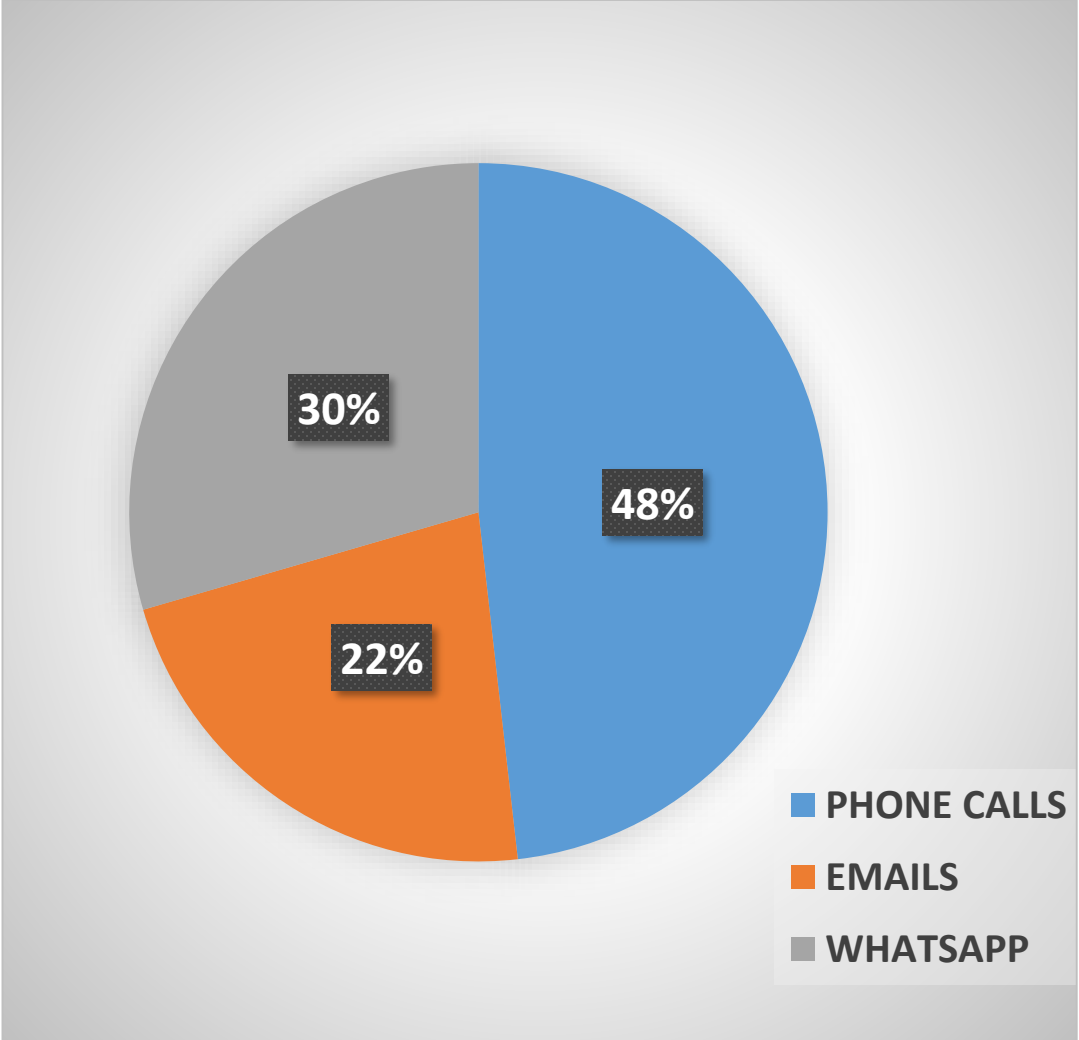


CUSTOMER COMPLAINTS SITUATION ROOM ANALYSIS FOR APRIL 18 -23, 2020.

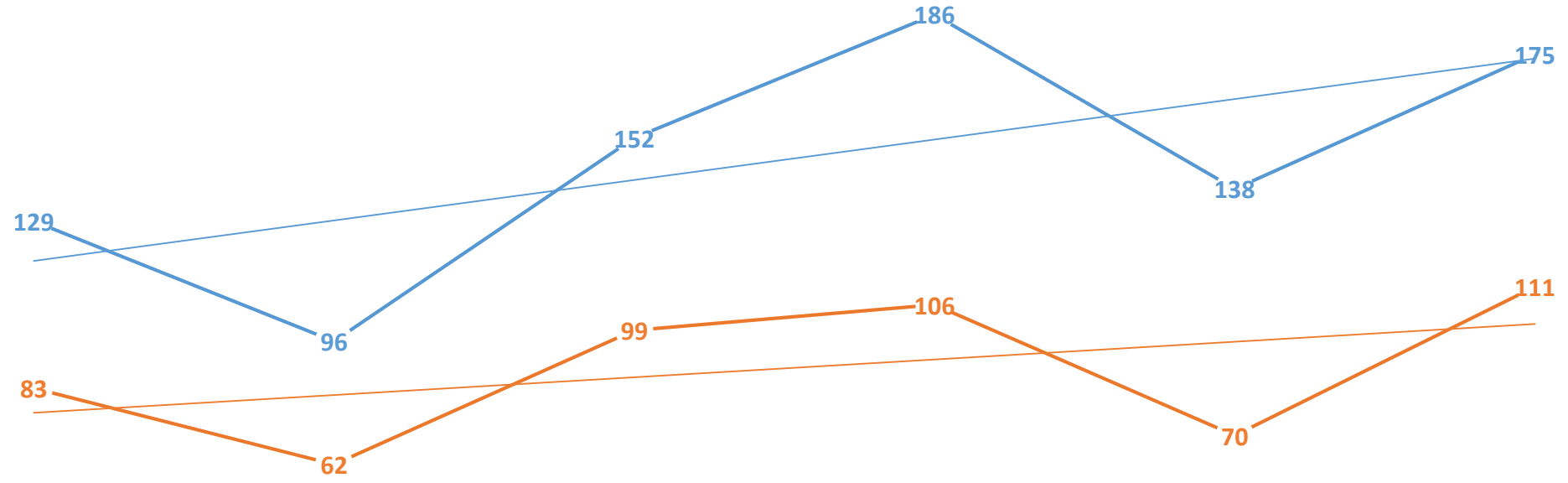
CHANNELS OF COMPLAINTS – APRIL 18 -23, 2020

DATE	PHONE CALLS	EMAILS	WHATSAPP	TOTAL
Apr-18	61	35	26	122
Apr-19	30	26	40	96
Apr-20	83	13	54	150
Apr-21	80	53	56	189
Apr-22	65	29	43	137
Apr-23	96	36	35	167
TOTAL	415	192	254	861



TREND ANALYSIS: APRIL 18 – 23, 2020

DAILY COMPLAINTS ANALYSIS: APRIL 18-23, 2020



18-Apr

19-Apr

20-Apr

21-Apr

22-Apr

23-Apr

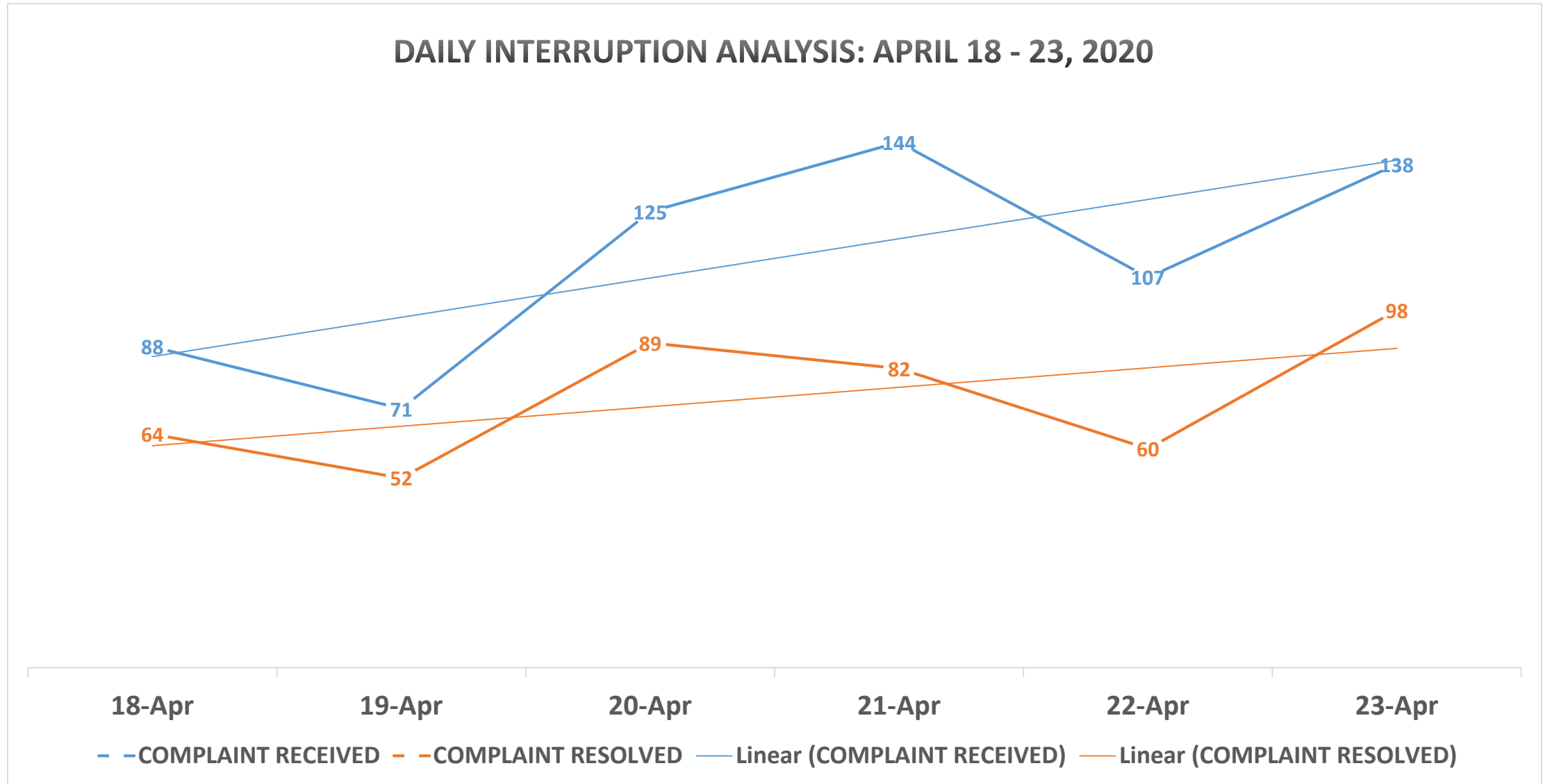
— COMPLAINT RECEIVED

— COMPLAINT RESOLVED

— Linear (COMPLAINT RECEIVED)

— Linear (COMPLAINT RESOLVED)

TREND ANALYSIS: APRIL 18 – 23, 2020



ANALYSIS ON COLLATED COMPLAINTS ON INTERRUPTIONS FOR APRIL 18-23, 2020.

COMPLAINTS ON INTERRUPTIONS FOR APRIL 18-23, 2020		
DISCO	TOTAL RECEIVED	TOTAL RESOLVED
AEDC	211	167
BEDC	66	29
EEDC	60	39
EKEDC	43	35
IBEDC	120	78
IKEDC	59	38
JEDC	20	17
KDEDC	17	9
KNEDC	10	5
PHEDC	51	29
YEDC	18	8
TOTAL	675	454

OBSERVATIONS

- Bearing in mind that the focus of the intervention is on interruption, a total of 675 complaints bordered on Interruptions.**
- 454 of these complaints have been resolved.**