

**CUSTOMER COMPLAINTS SITUATION ROOM ANALYSIS
FOR 8 – 14 MAY, 2020.**

CHANNELS OF COMPLAINTS

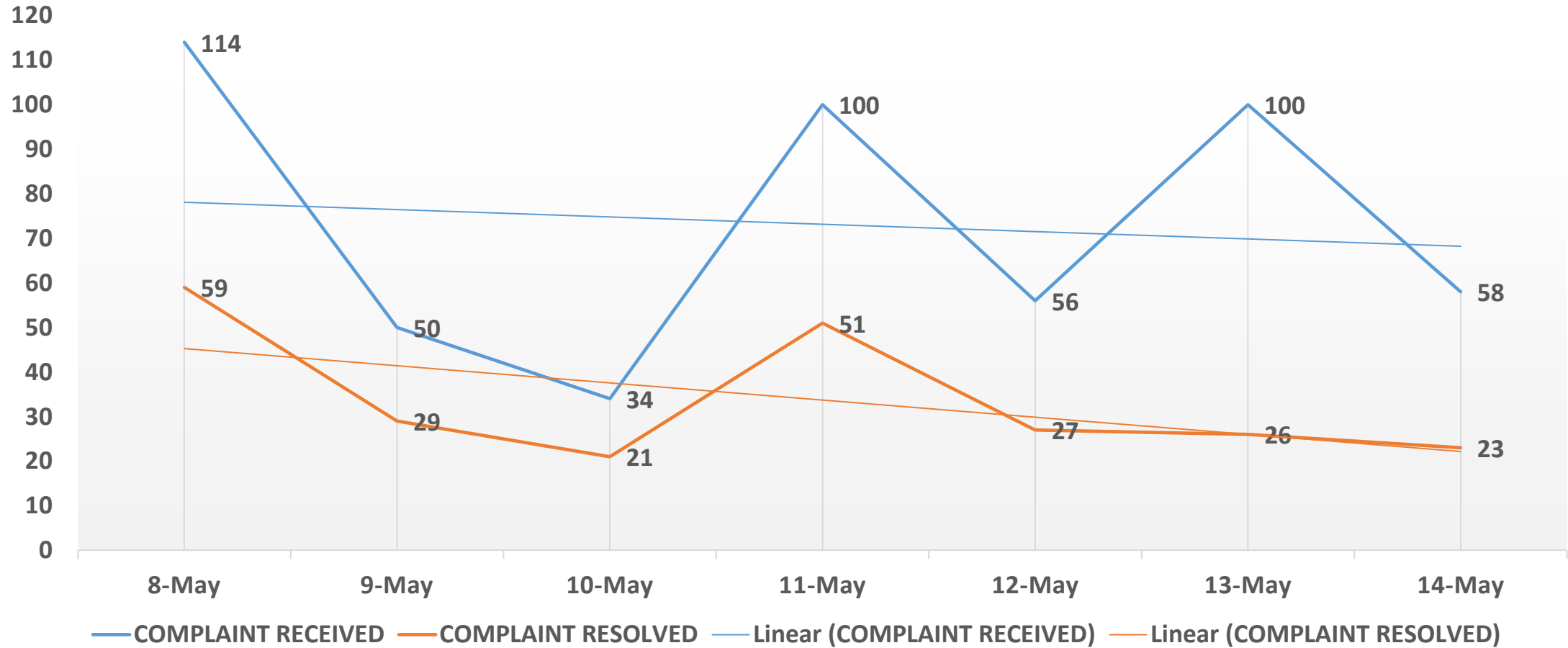
CHANNELS OF COMPLAINTS: 8 - 14 MAY, 2020				
DATE	PHONE CALLS	EMAILS	WHATSAPP	TOTAL
MAY 8	39	40	35	114
MAY 9	22	16	12	50
MAY 10	22	9	3	34
MAY 11	47	36	17	100
MAY 12	31	15	10	56
MAY 13	54	39	7	100
MAY 14	36	19	3	58
TOTAL	251	174	87	512

CHANNELS OF COMPLAINTS: 8 - 14 MAY, 2020



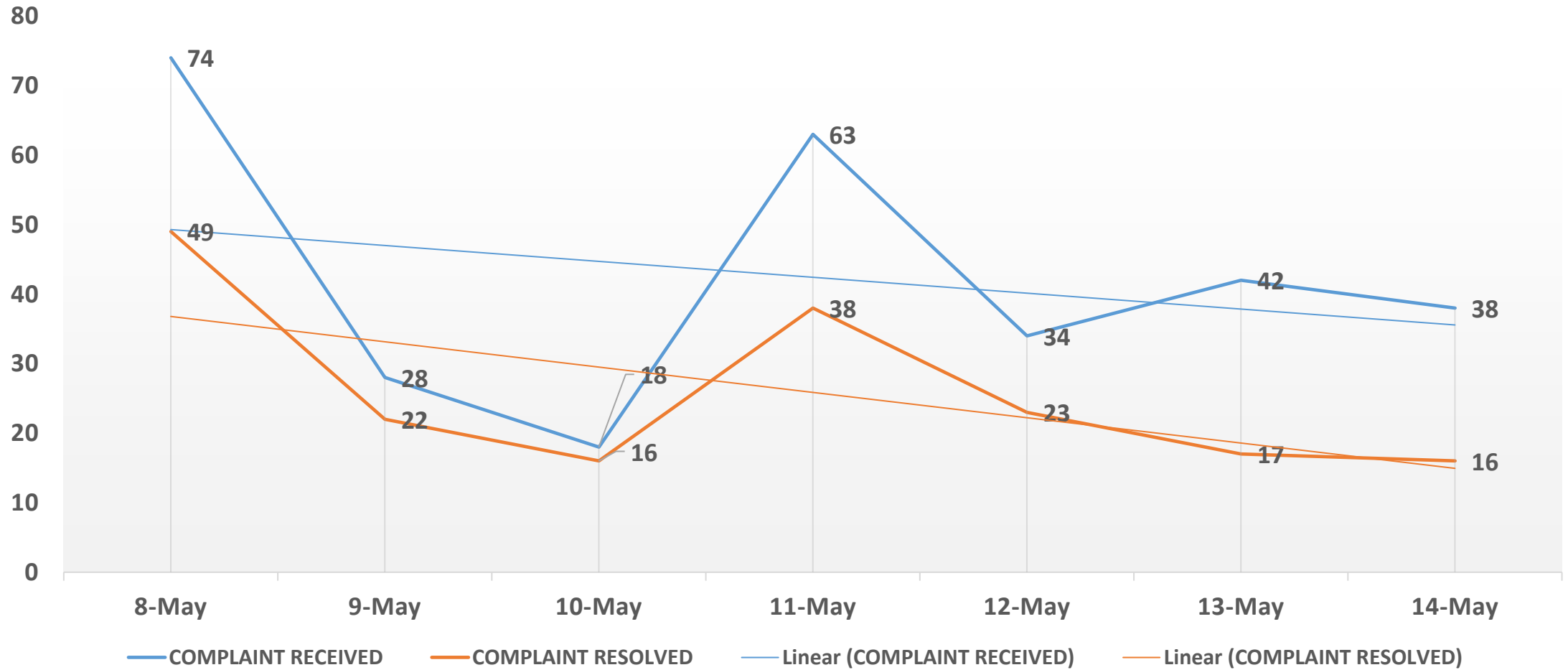
TREND ANALYSIS

DAILY COMPLAINTS ANALYSIS: MAY 8- 14, 2020



TREND ANALYSIS

DAILY INTERRUPTION ANALYSIS: 8 - 14 MAY, 2020



ANALYSIS ON COLLATED COMPLAINTS ON INTERRUPTIONS.

COMPLAINTS ON INTERRUPTIONS FOR 8 -14 MAY, 2020			
DISCO	TOTAL COMPLAINTS RECEIVED	TOTAL ON INTERRUPTION	TOTAL INTERRUPTIONS RESOLVED
AEDC	108	87	66
BEDC	19	10	6
EEDC	40	30	24
EKEDC	24	8	8
IBEDC	83	62	18
IKEDC	144	44	16
JEDC	9	4	4
KDEDC	23	15	6
KNEDC	24	12	10
PHEDC	16	8	5
YEDC	22	18	18
TOTAL	512	298	181

ANALYSIS ON COLLATED COMPLAINTS ON INTERRUPTIONS

