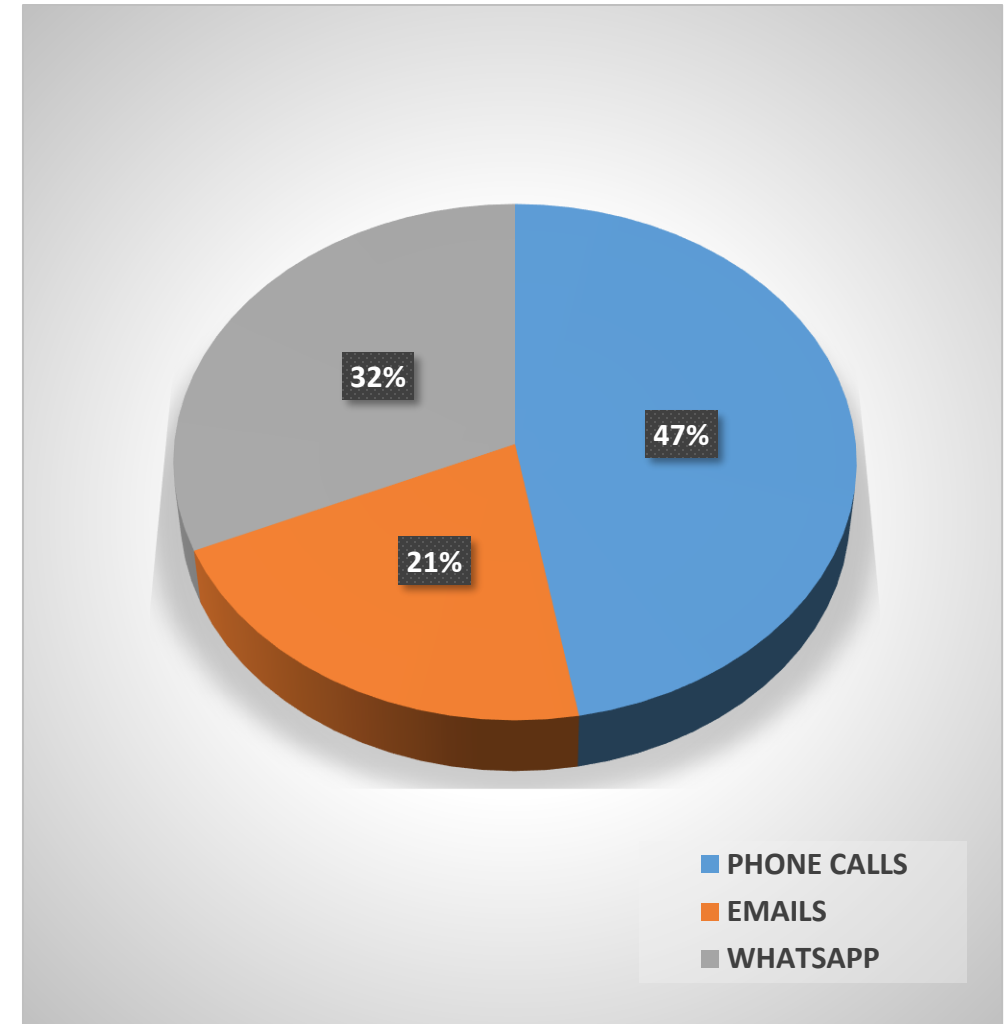


CUSTOMER COMPLAINTS SITUATION ROOM ANALYSIS FOR APRIL 24 -30, 2020.

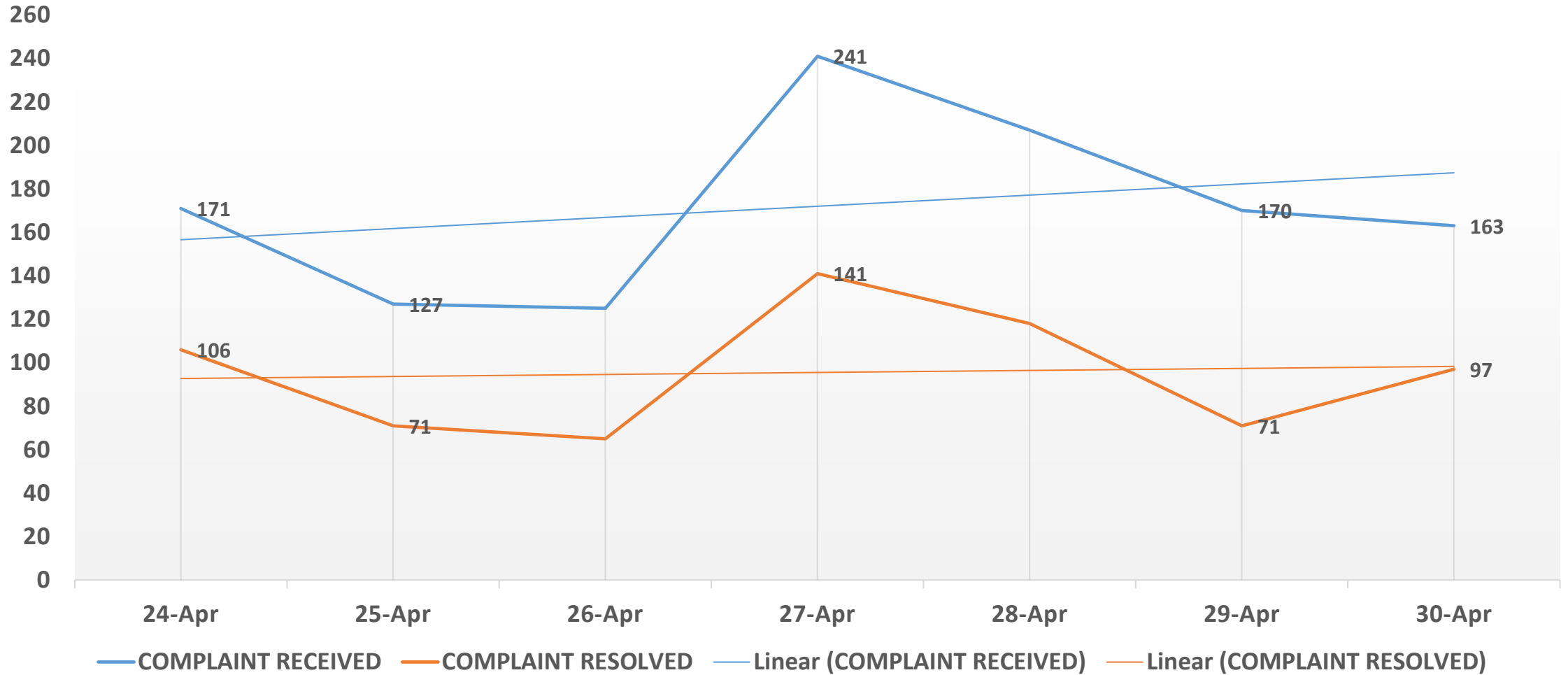
CHANNELS OF COMPLAINTS – APRIL 24 -30, 2020

DATE	PHONE CALLS	EMAILS	WHATSAPP	TOTAL
Apr-24	108	33	30	171
Apr-25	56	29	38	123
Apr-26	42	28	51	121
Apr-27	105	21	72	198
Apr-28	82	49	77	208
Apr-29	77	53	47	177
Apr-30	78	33	52	163
TOTAL	548	246	367	1161



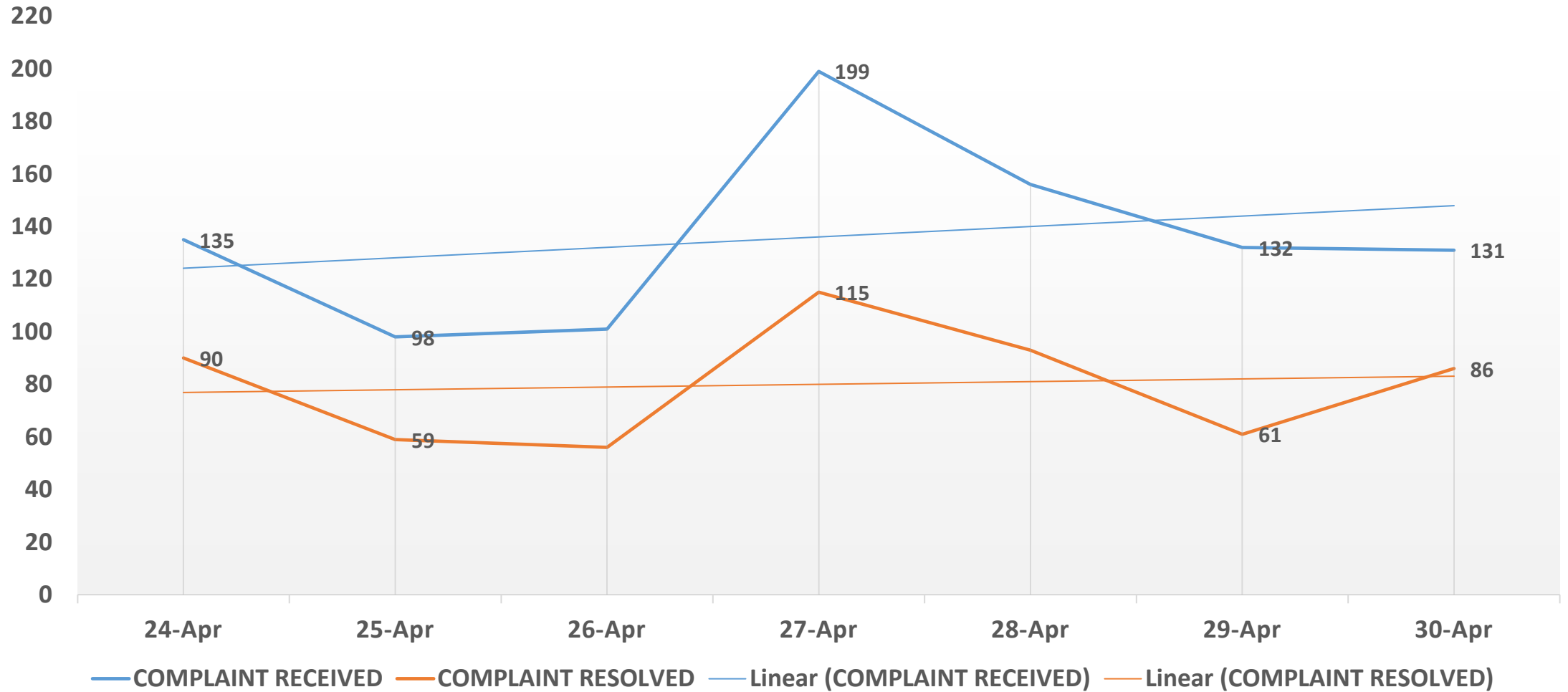
TREND ANALYSIS: APRIL 24 – 30, 2020

DAILY COMPLAINTS ANALYSIS: APRIL 24-30, 2020



TREND ANALYSIS: APRIL 24 – 30, 2020

DAILY INTERRUPTION: APRIL 24 - 30, 2020



STATUS ON INTERRUPTION COMPLAINTS FOR APRIL 24-30, 2020.

COMPLAINTS ON INTERRUPTIONS FOR APRIL 24-30, 2020			
DISCO	TOTAL COMPLAINTS RECEIVED	TOTAL ON INTERRUPTION	TOTAL RESOLVED ON INTERRUPTION
AEDC	276	242	198
BEDC	48	39	13
EEDC	103	75	46
EKEDC	79	72	41
IBEDC	178	170	80
IKEDC	189	86	51
JEDC	55	40	31
KDED	37	31	4
KNEDC	50	41	25
PHEDC	123	104	45
YEDC	67	52	26
TOTAL	1205	952	560

ANALYSIS ON COLLATED COMPLAINTS ON INTERRUPTIONS FOR APRIL 24-30, 2020

COMPLAINTS ON INTERRUPTIONS FOR APRIL 24-30, 2020

