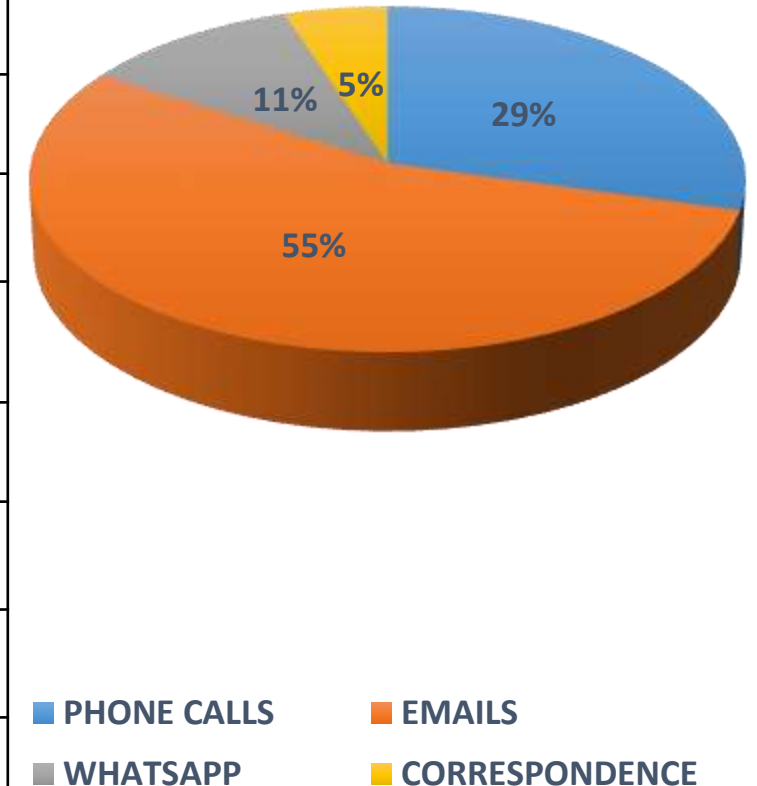


CUSTOMER COMPLAINTS SITUATION ROOM ANALYSIS FOR 15 – 21 MAY, 2020

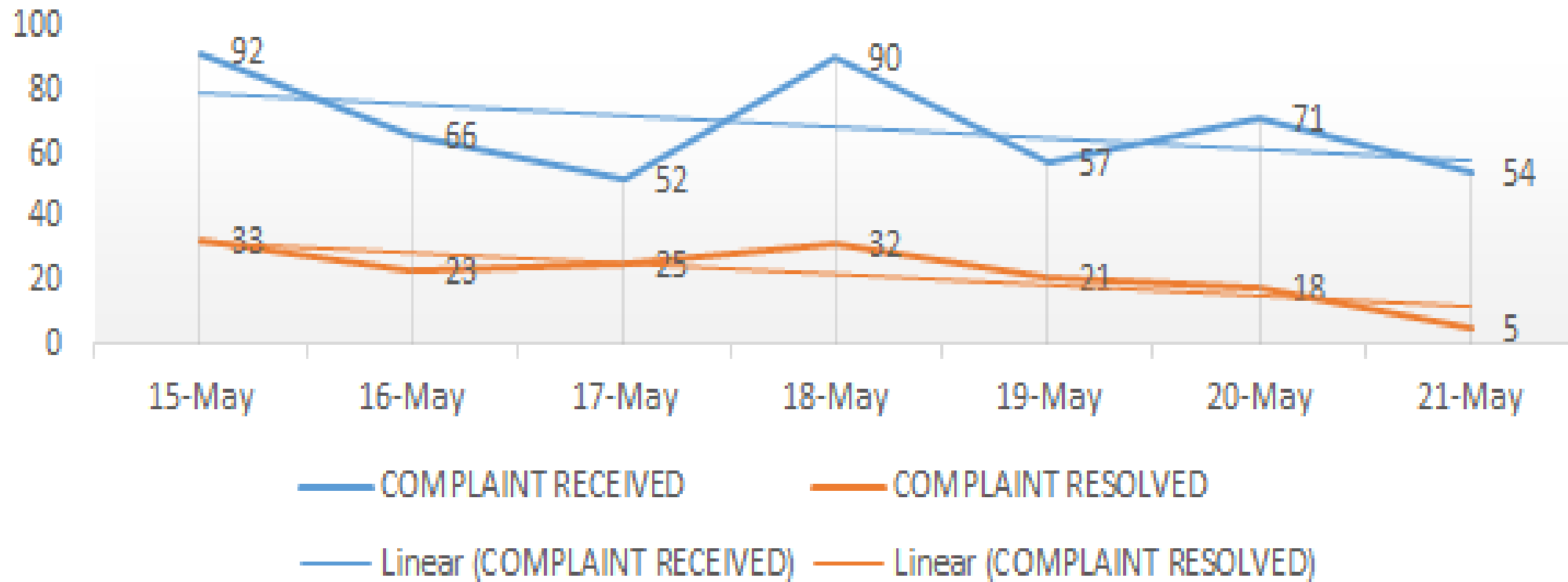
CHANNELS OF COMPLAINTS

CHANNELS OF COMPLAINTS: 15 - 21 MAY, 2020					
DATE	PHONE CALLS	EMAILS	WHATSAPP	CORRESPONDENCE	TOTAL
15/5/2020	42	26	24	14	106
16/5/2020	19	46	1	0	66
17/5/2020	15	35	2	0	52
18/5/2020	18	71	1	0	90
19/5/2020	9	37	11	1	58
20/5/2020	36	23	12	4	75
21/5/2020	10	40	4	7	61
TOTAL	149	278	55	26	508



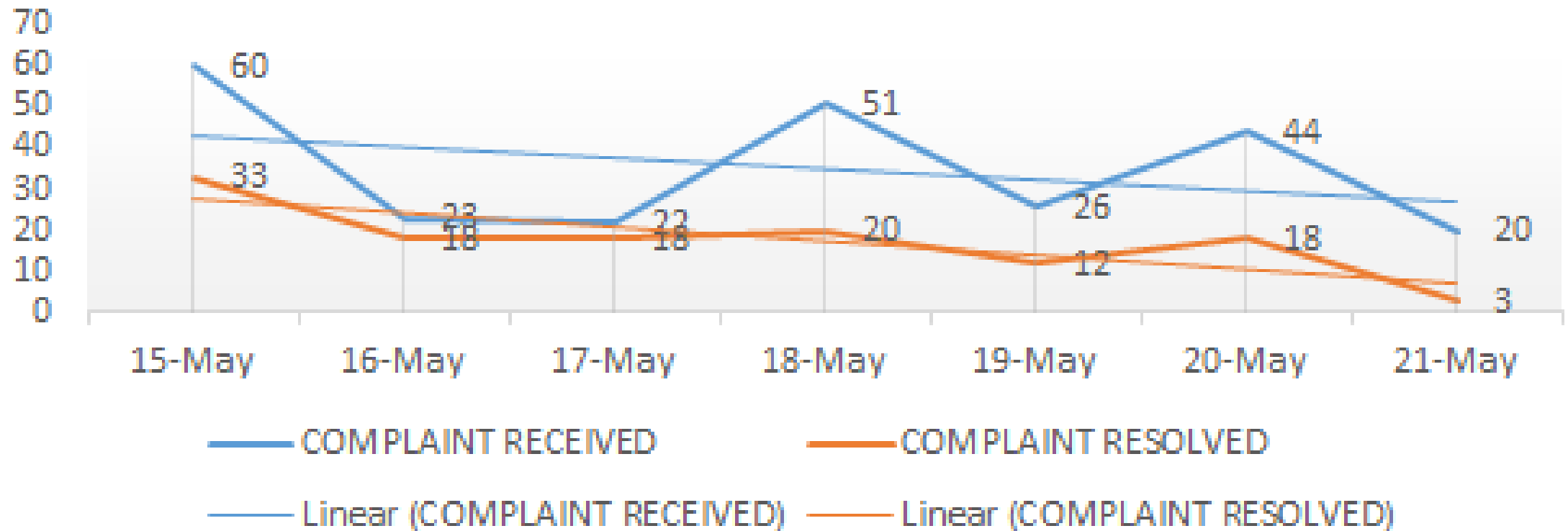
TREND ANALYSIS

DAILY COMPLAINTS ANALYSIS: MAY 15 - 21, 2020



TREND ANALYSIS

DAILY INTERRUPTION ANALYSIS: 15 - 21 MAY, 2020



ANALYSIS ON COLLATED COMPLAINTS ON INTERRUPTIONS.

COMPLAINTS ON INTERRUPTIONS FOR 15 -21 MAY, 2020		
DISCO	TOTAL RECEIVED	TOTAL RESOLVED
AEDC	71	51
BEDC	8	2
EEDC	14	0
EKEDC	12	8
IBEDC	62	17
IKEDC	14	7
JEDC	11	9
KDEDC	17	13
KNEDC	12	8
PHEDC	8	2
YEDC	17	14
TOTAL	246	131

