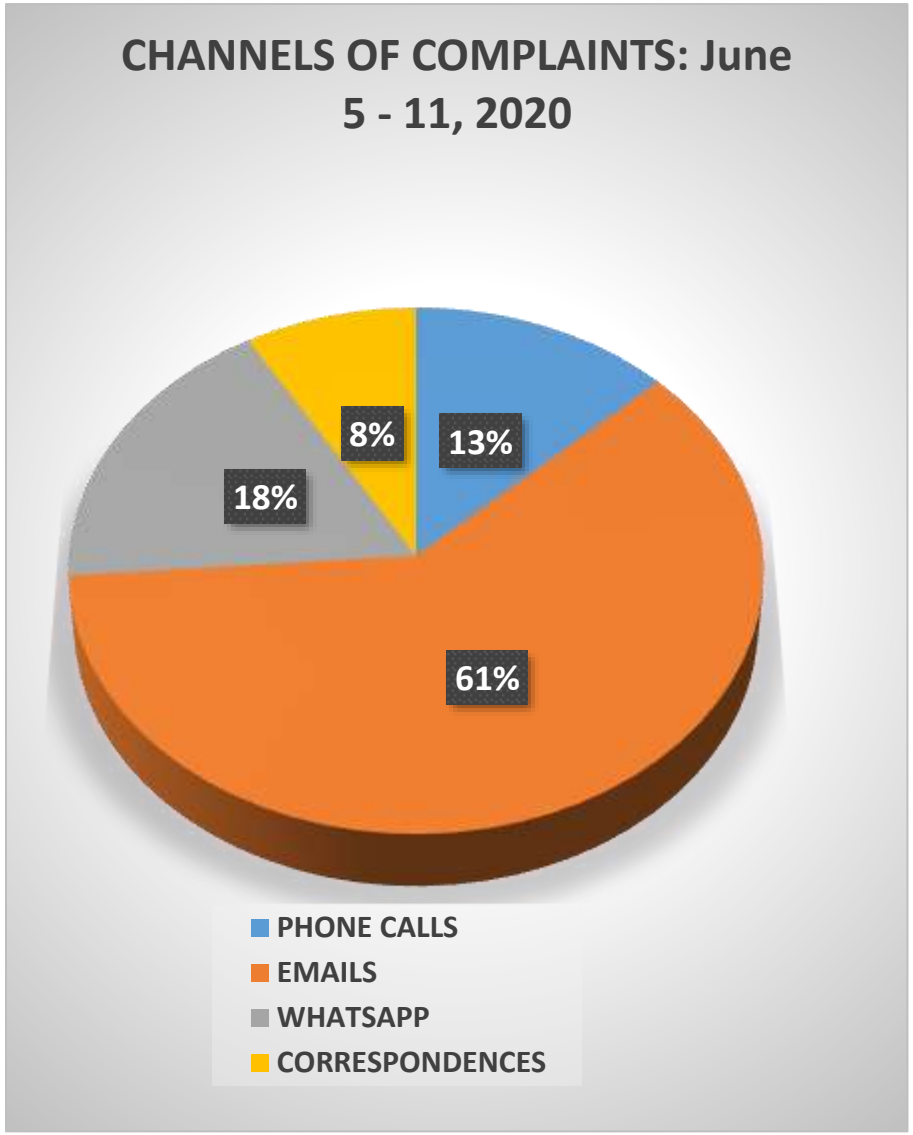
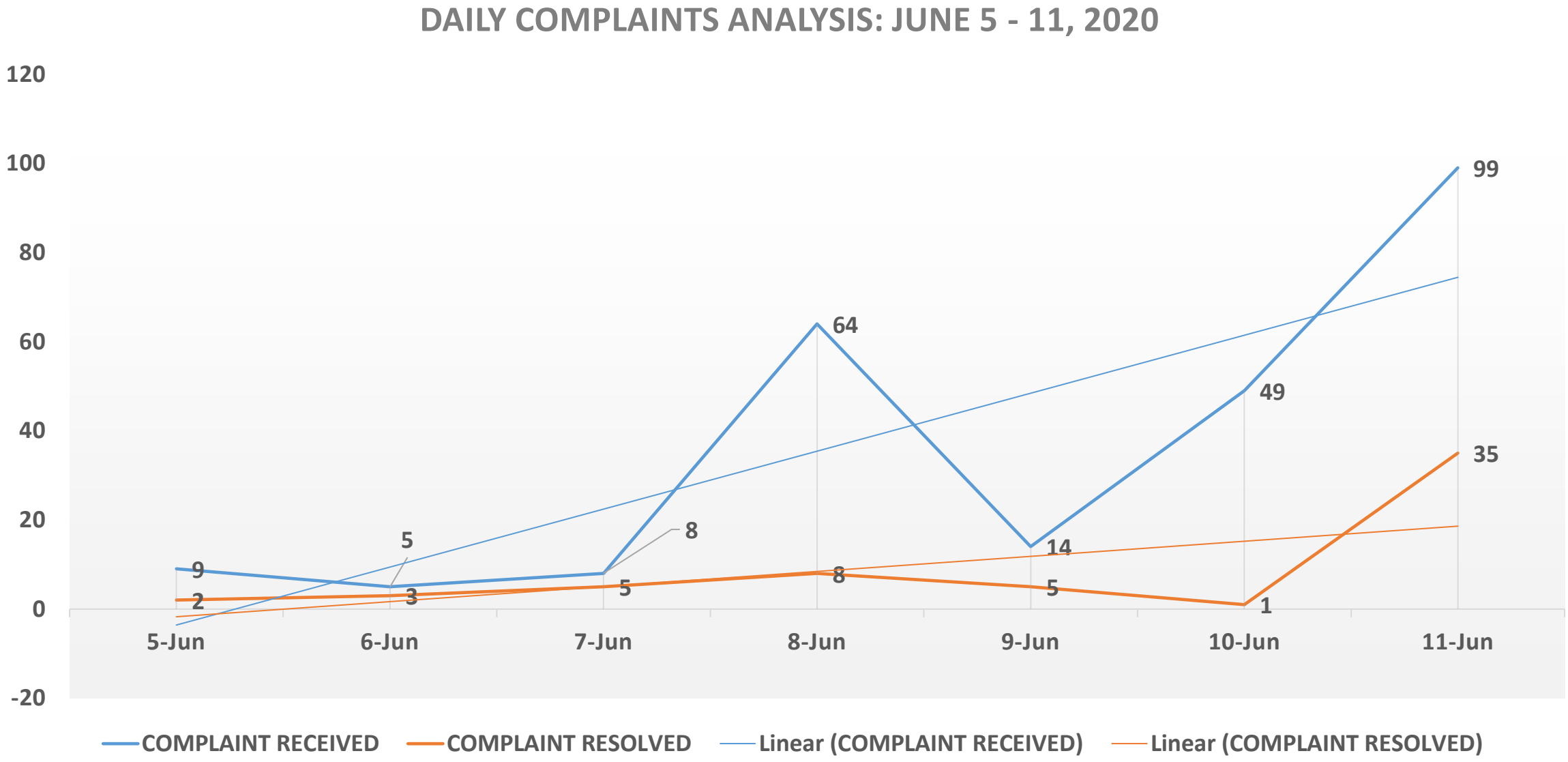
CUSTOMER COMPLAINTS SITUATION ROOM ANALYSIS FOR 5 – 11 JUNE, 2020

CHANNELS OF COMPLAINTS

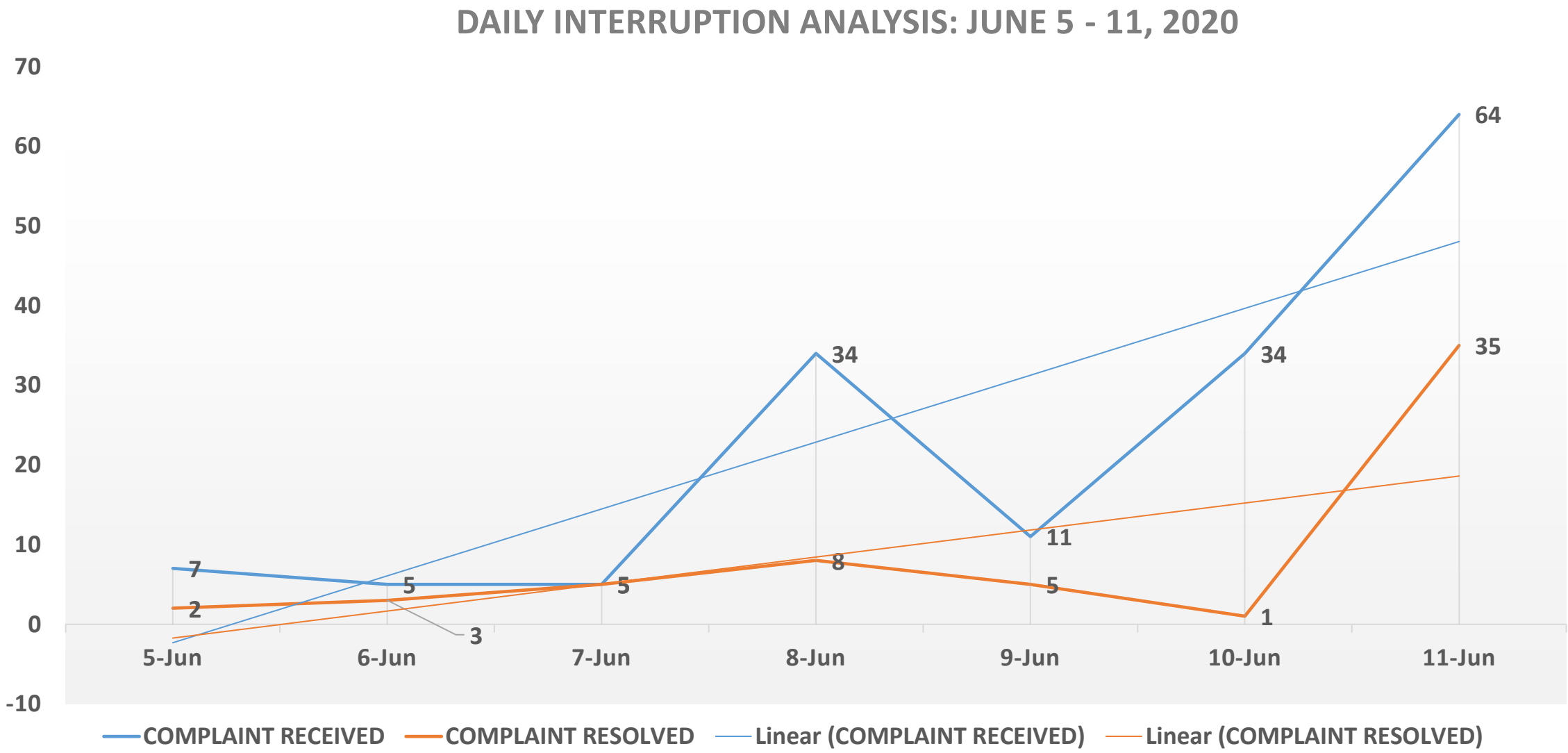
CHANNELS OF COMPLAINTS: June 5 -11, 2020					
DATE	PHONE CALLS	EMAILS	WHATSAPP	CORRESPONDENCES	TOTAL
5/6/2020	8	1	0	0	9
6/6/2020	3	1	1	0	5
7/6/2020	3	4	1	0	8
8/6/2020	2	59	3	0	64
9/6/2020	6	2	6	0	14
10/6/2020	6	36	7	0	49
11/6/2020	4	48	26	21	99
TOTAL	32	151	44	21	248



TREND ANALYSIS

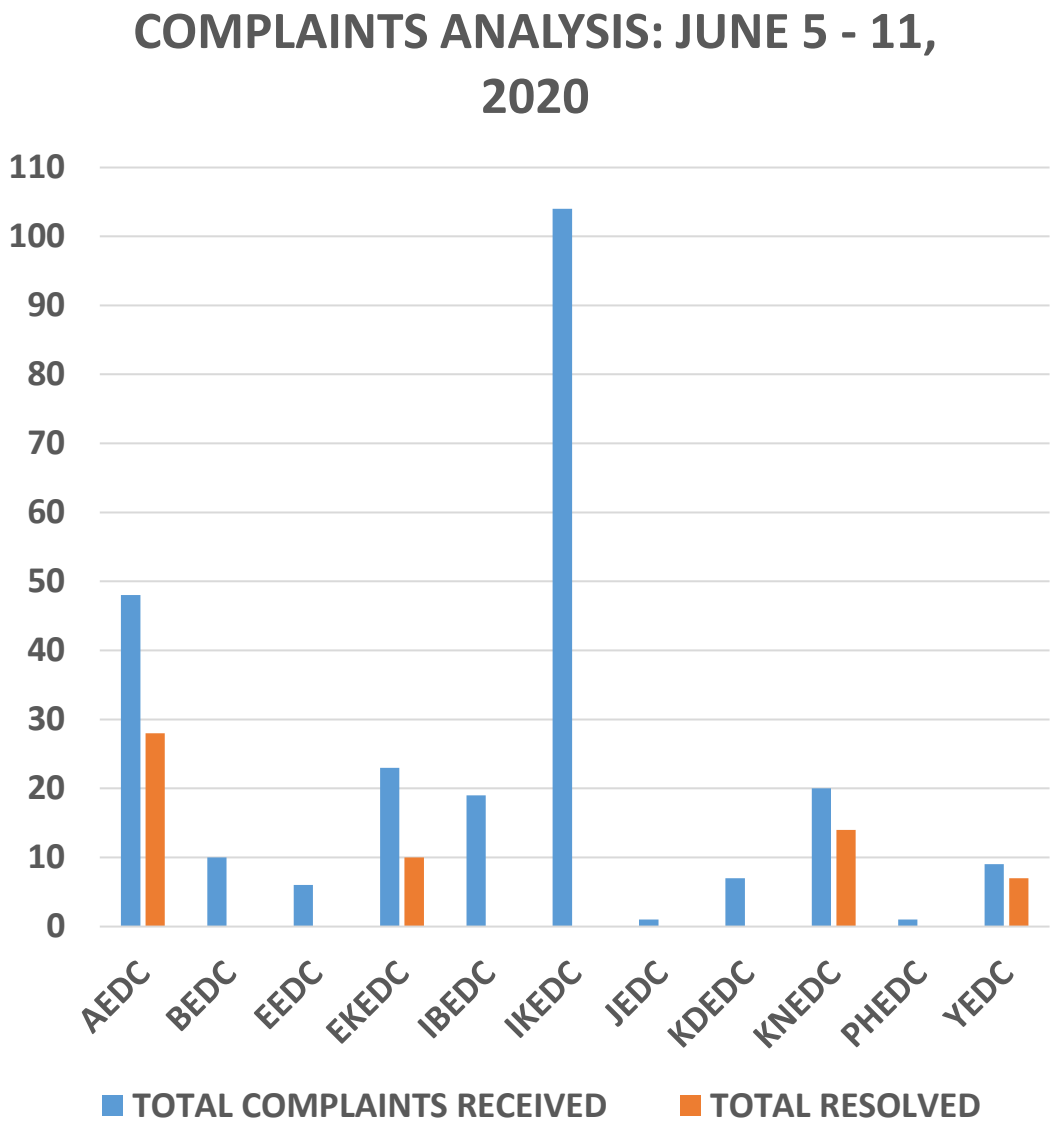


TREND ANALYSIS



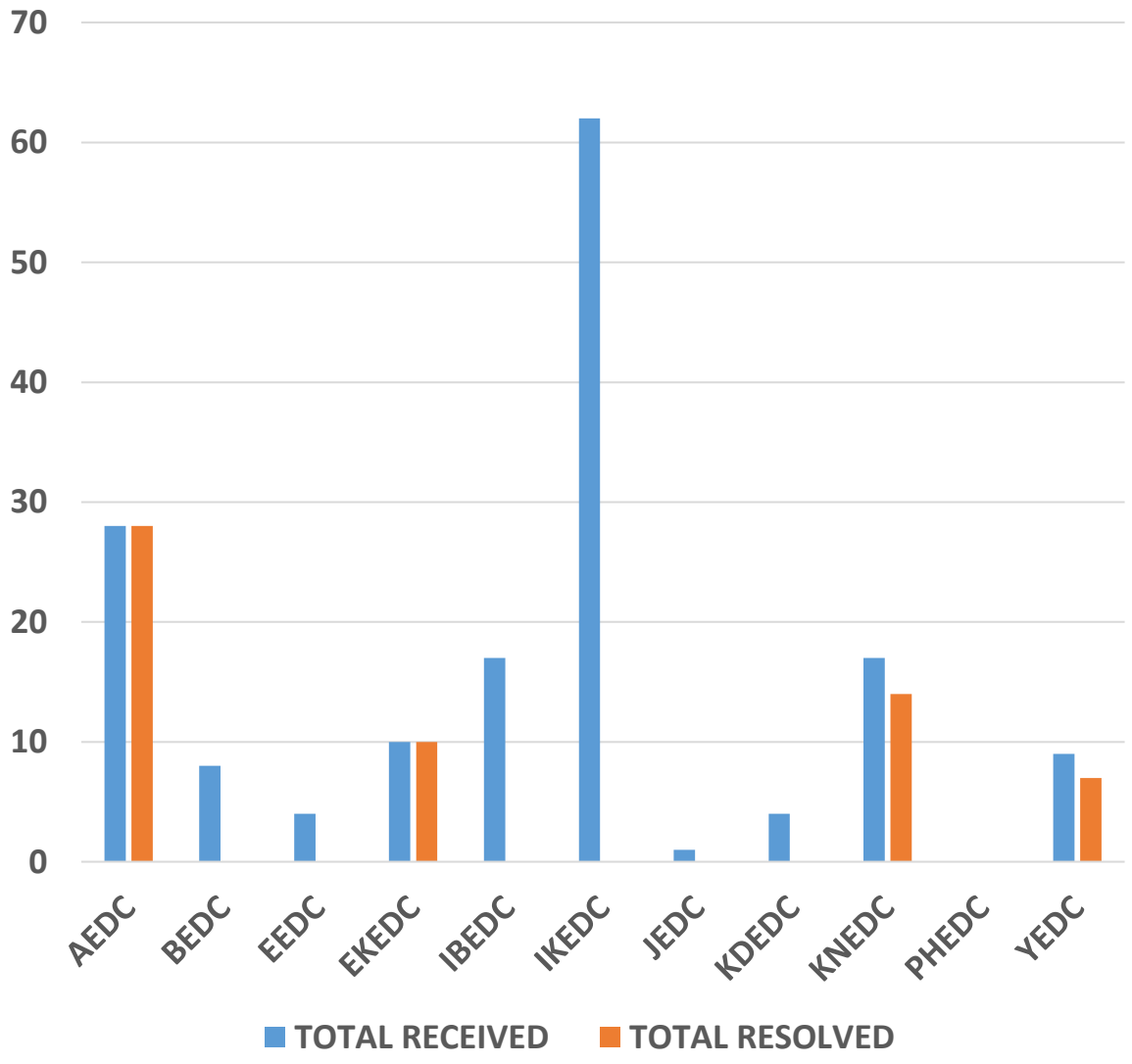
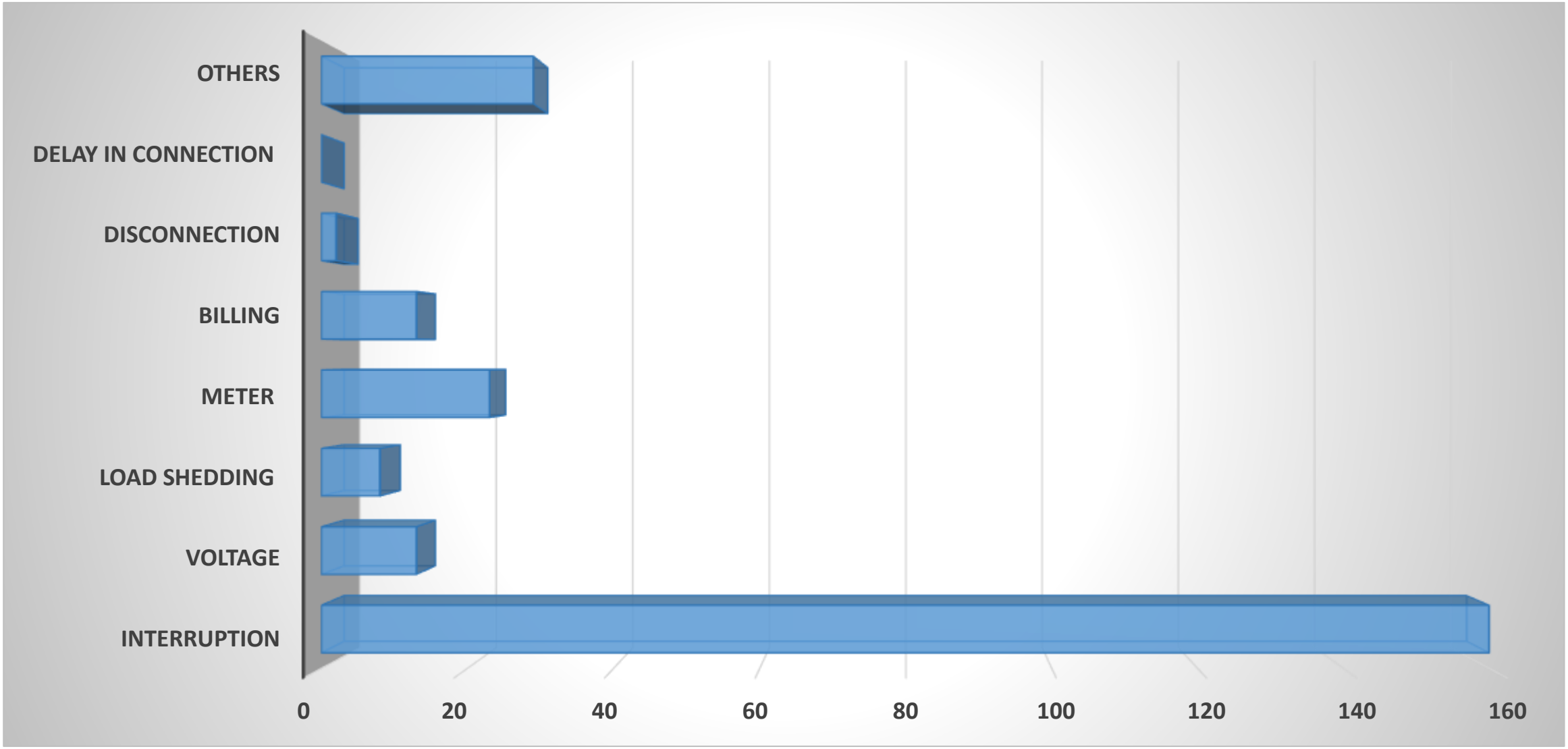
ANALYSIS OF COLLATED COMPLAINTS

COMPLAINTS ANALYSIS: JUNE 5 - 11, 2020		
DISCO	TOTAL COMPLAINTS RECEIVED	TOTAL RESOLVED
AEDC	48	28
BEDC	10	0
EEDC	6	0
EKEDC	23	10
IBEDC	19	0
IKEDC	104	0
JEDC	1	0
KDEDC	7	0
KNEDC	20	14
PHEDC	1	0
YEDC	9	7
TOTAL	248	59



ANALYSIS ON COLLATED COMPLAINTS ON INTERRUPTIONS

COMPLAINTS ON INTERRUPTIONS FOR June 5 - 11, 2020		
DISCO	TOTAL COMPLAINTS RECEIVED	TOTAL RESOLVED
AEDC	28	28
BEDC	8	0
EEDC	4	0
EKEDC	10	10
IBEDC	17	0
IKEDC	62	0
JEDC	1	0
KDEDC	4	0
KNEDC	17	14
PHEDC	0	0
YEDC	9	7
TOTAL	160	59



CATEGORIES OF COMPLAINTS