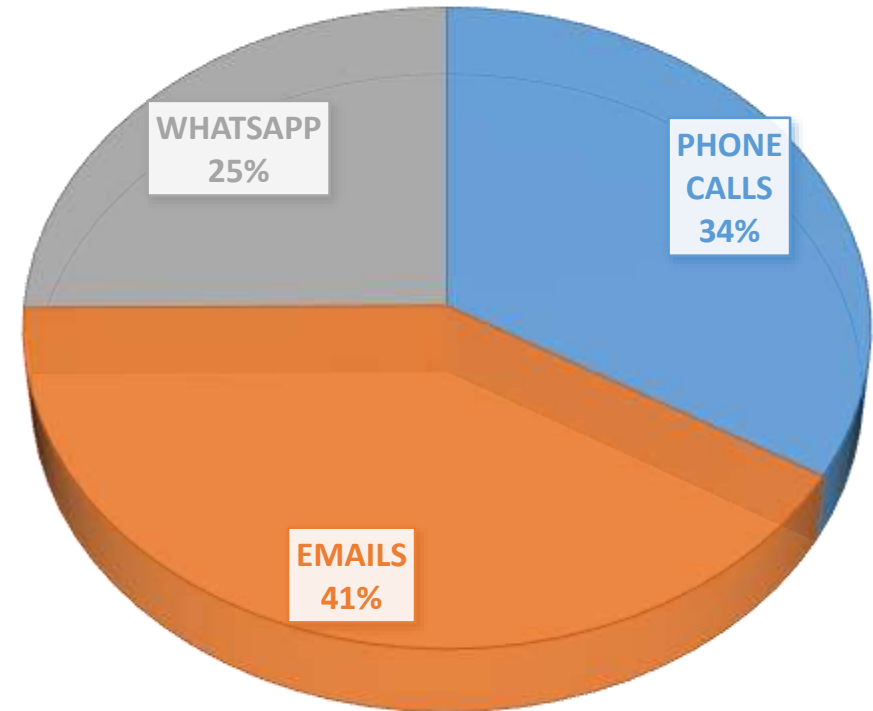


CUSTOMER COMPLAINTS SITUATION ROOM ANALYSIS FOR 22 – 28 MAY, 2020

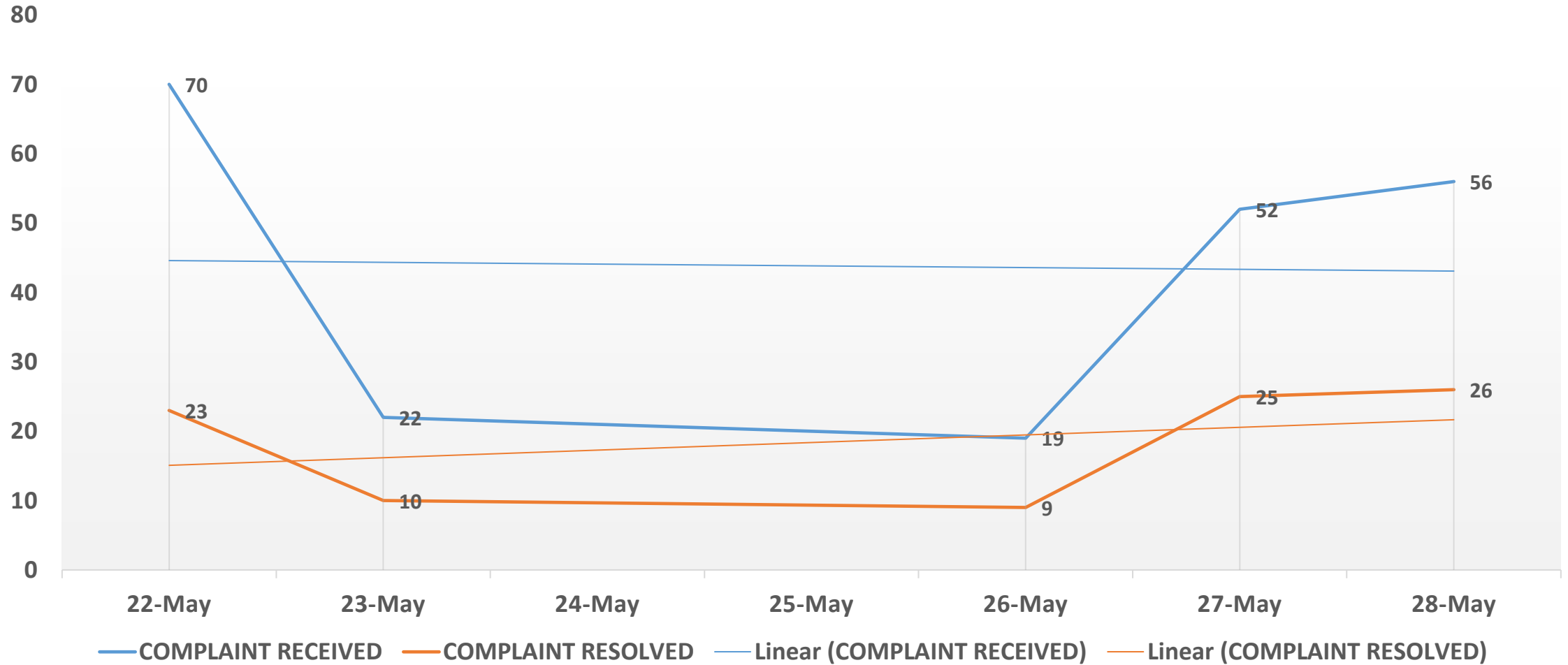
CHANNELS OF COMPLAINTS

CHANNELS OF COMPLAINTS: 22 - 28 MAY, 2020				
DATE	PHONE CALLS	EMAILS	WHATSAPP	TOTAL
22/5/2020	33	15	22	70
23/5/2020	10	5	7	22
24/5/2020	9	6	5	20
25/5/2020	2	3	3	8
26/5/2020	5	6	8	19
27/5/2020	16	27	9	52
28/5/2020	8	40	8	56
TOTAL	83	102	62	247



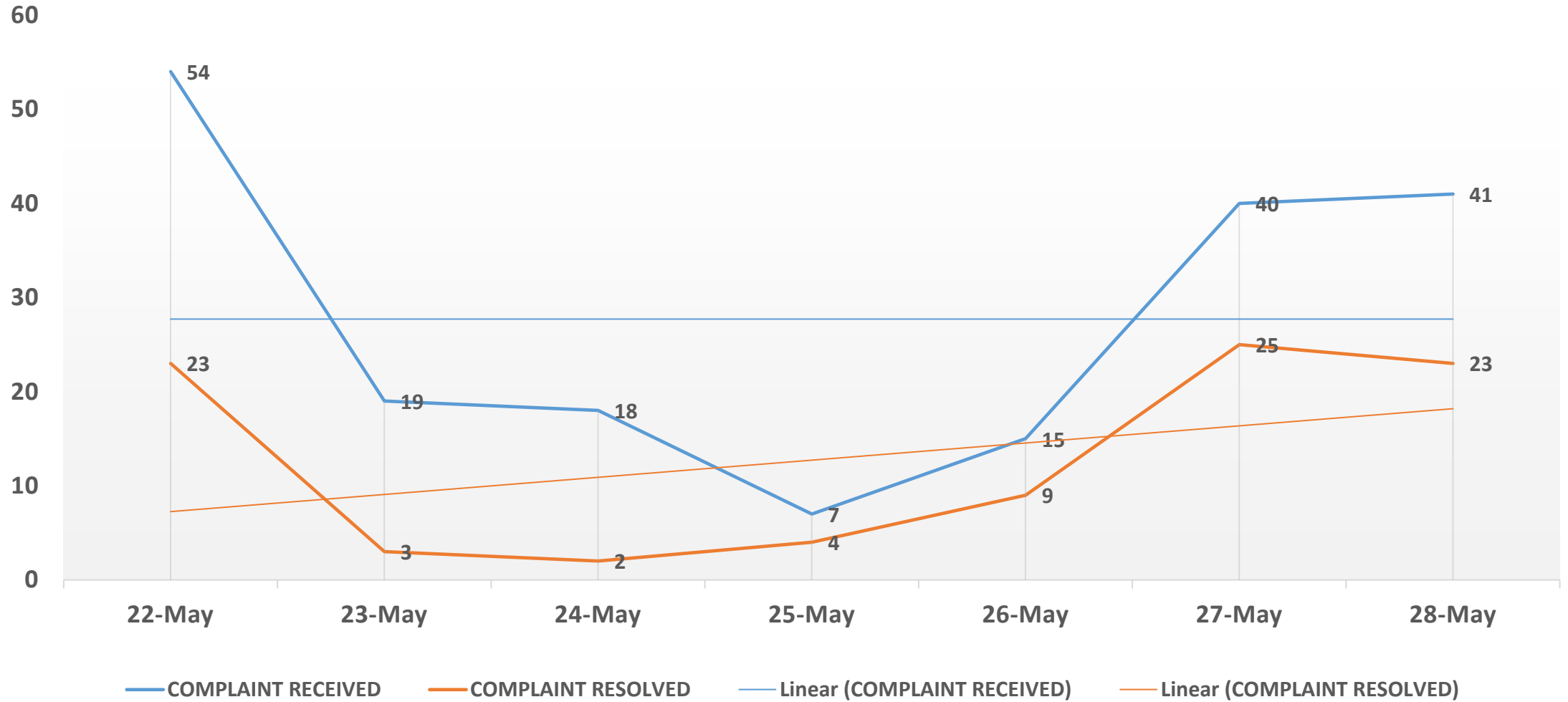
TREND ANALYSIS

DAILY COMPLAINTS ANALYSIS: MAY 22 - 28, 2020



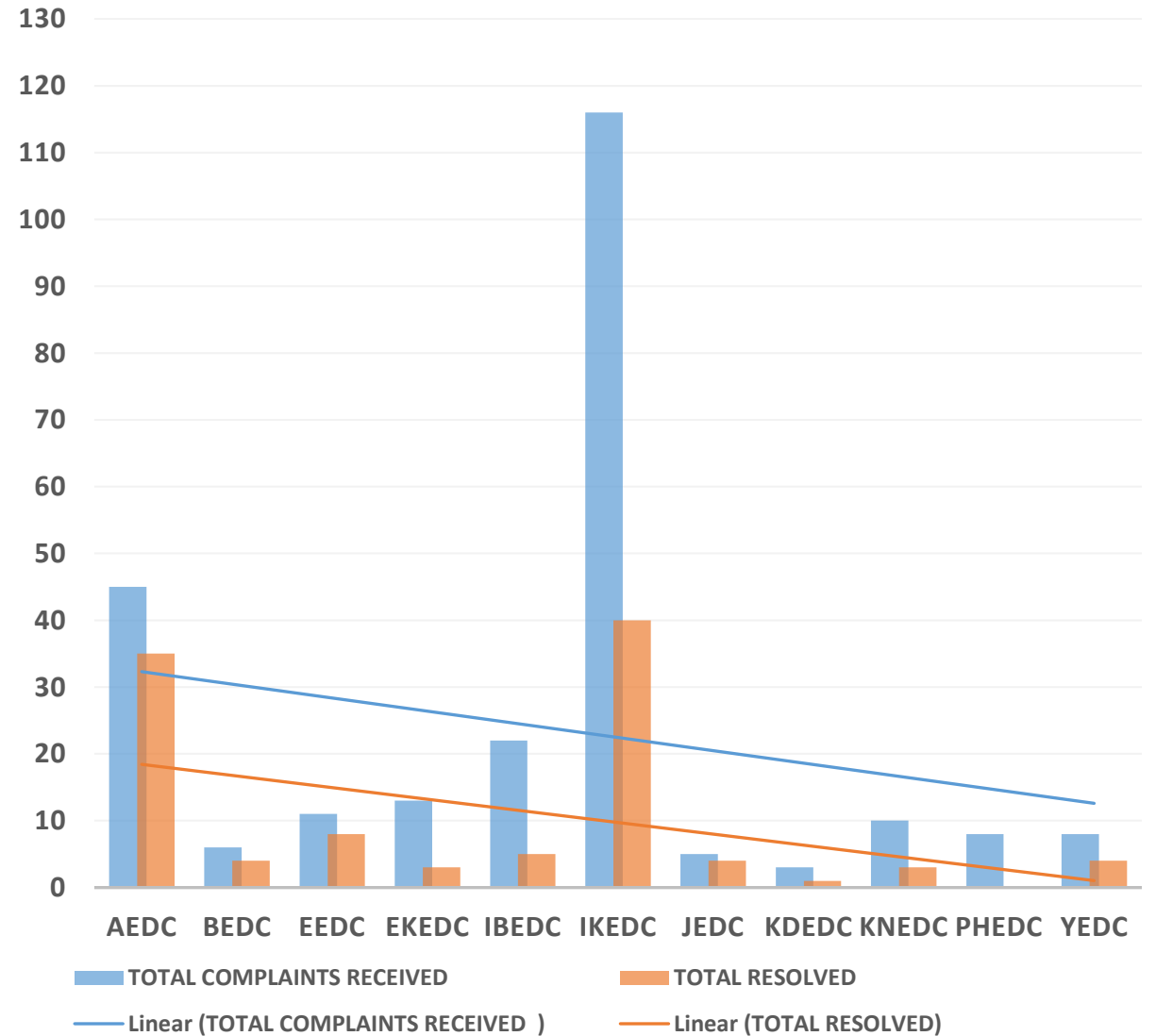
TREND ANALYSIS

DAILY INTERRUPTION ANALYSIS: 22 - 28 MAY, 2020



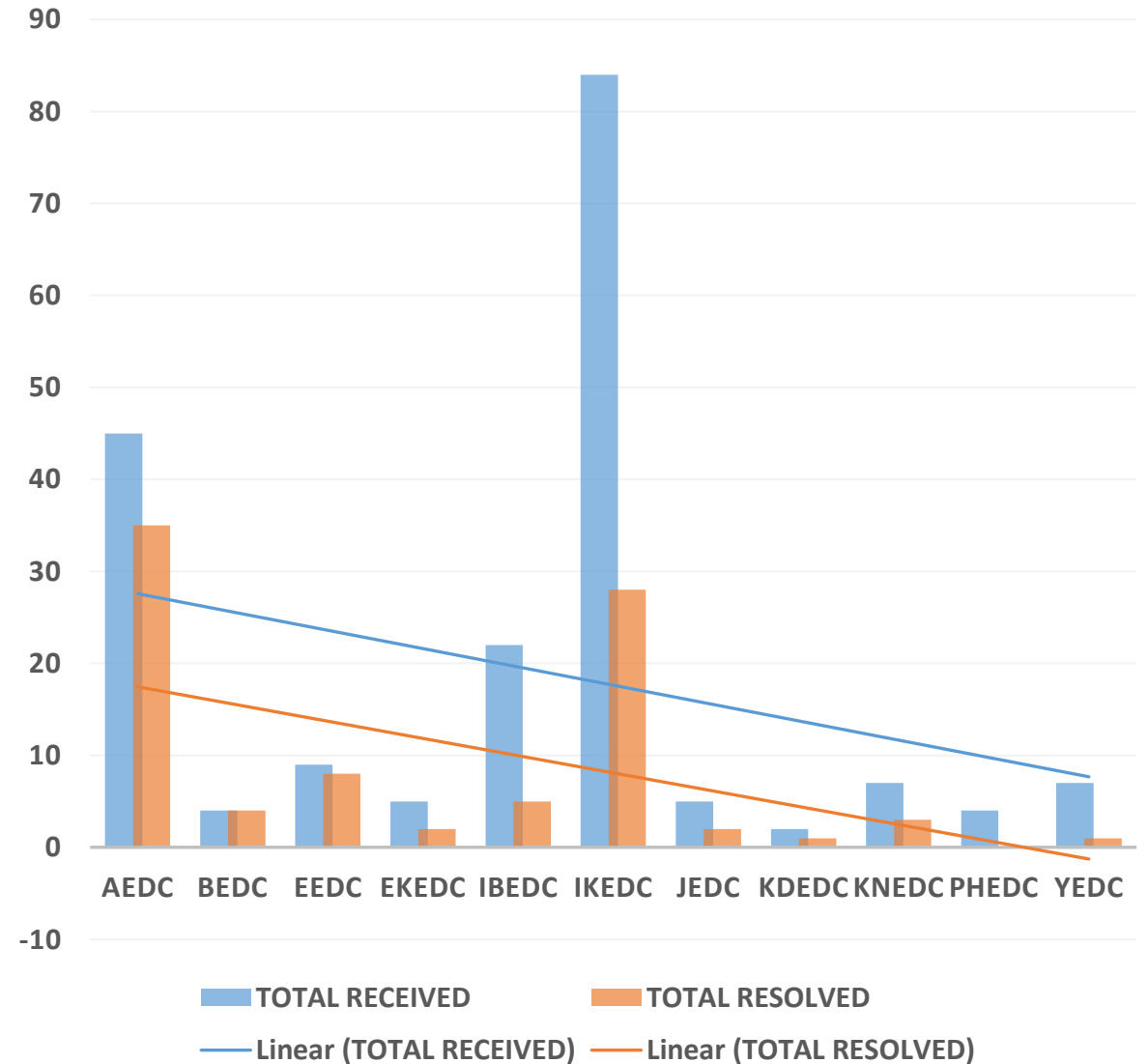
ANALYSIS OF COLLATED COMPLAINTS

COMPLAINTS ANALYSIS: 22 - 28 MAY, 2020		
DISCO	TOTAL COMPLAINTS RECEIVED	TOTAL RESOLVED
AEDC	45	35
BEDC	6	4
EEDC	11	8
EKEDC	13	3
IBEDC	22	5
IKEDC	116	40
JEDC	5	4
KDEDC	3	1
KNEDC	10	3
PHEDC	8	0
YEDC	8	4
TOTAL	247	107



ANALYSIS ON COLLATED COMPLAINTS ON INTERRUPTIONS

COMPLAINTS ON INTERRUPTIONS FOR 22 - 28 MAY, 2020		
DISCO	TOTAL RECEIVED	TOTAL RESOLVED
AEDC	45	35
BEDC	4	4
EEDC	9	8
EKEDC	5	2
IBEDC	22	5
IKEDC	84	28
JEDC	5	2
KDEDC	2	1
KNEDC	7	3
PHEDC	4	0
YEDC	7	1
TOTAL	194	89



CATEGORIES OF COMPLAINTS

