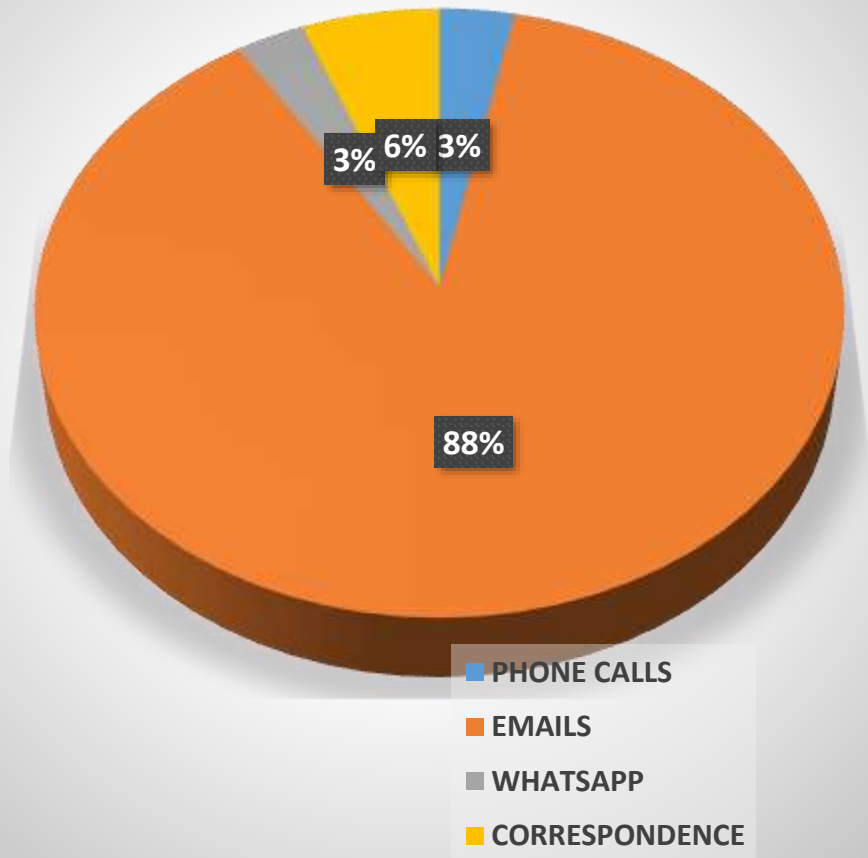


# **CUSTOMER COMPLAINTS SITUATION ROOM ANALYSIS FOR JUNE 12 – 18, 2020**

# CHANNELS OF COMPLAINTS

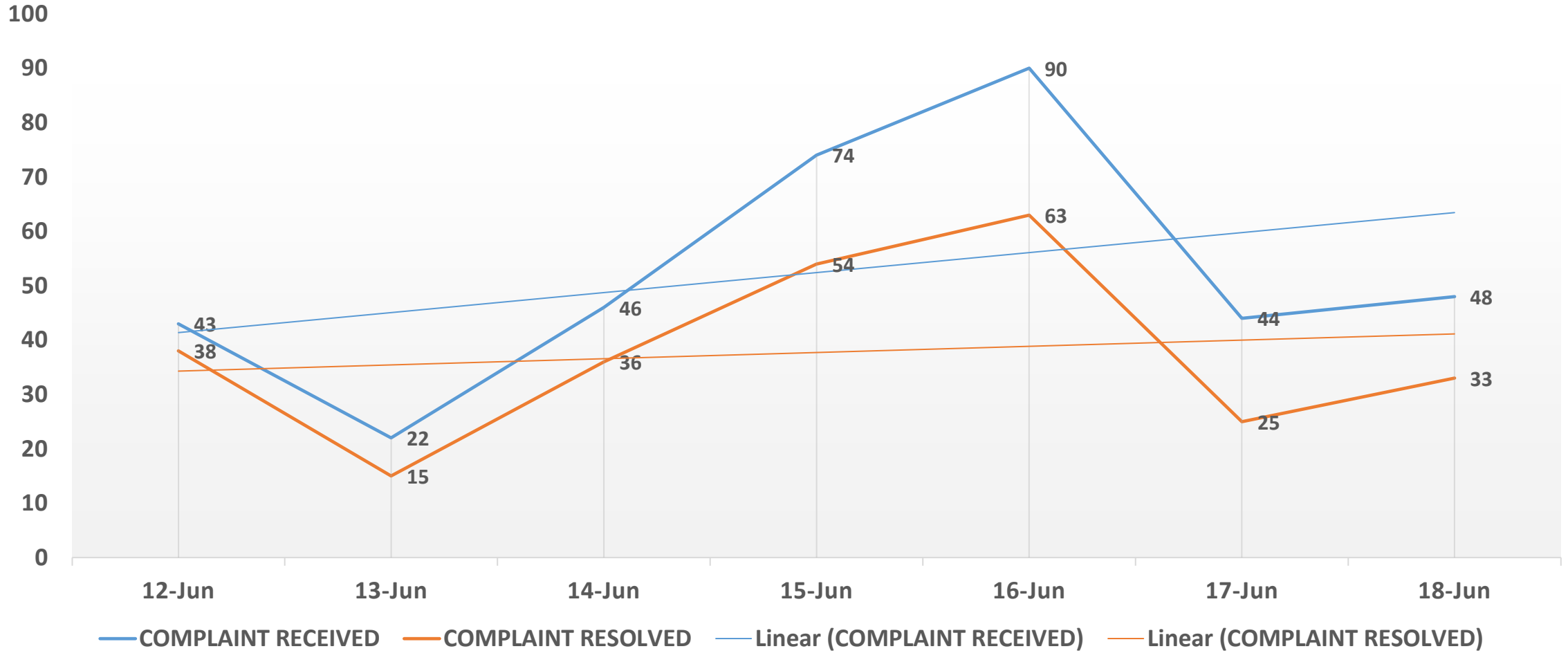
CHANNELS OF COMPLAINTS: JUNE 12 -18, 2020					
DATE	PHONE CALLS	EMAILS	WHATSAPP	CORRESPONDENCE	TOTAL
12/6/2020	1	40	0	2	43
13/6/2020	2	14	1	5	22
14/6/2020	2	38	1	5	46
15/6/2020	2	68	3	1	74
16/6/2020	5	78	6	1	90
17/6/2020	0	39	0	5	44
18/6/2020	0	45	0	3	48
<b>TOTAL</b>	<b>12</b>	<b>322</b>	<b>11</b>	<b>22</b>	<b>367</b>

CHANNELS OF COMPLAINTS:  
June 12 - 18, 2020



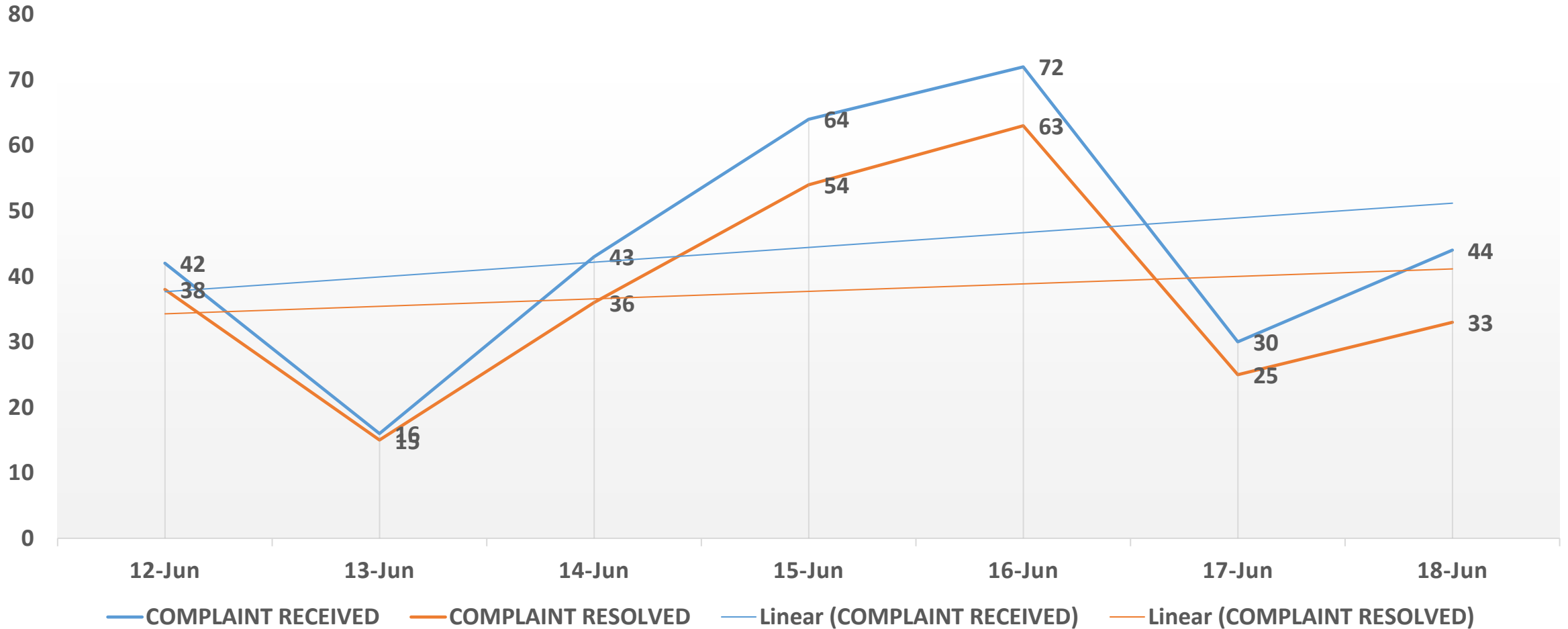
# TREND ANALYSIS

## DAILY COMPLAINTS ANALYSIS: JUNE 12 - 18, 2020



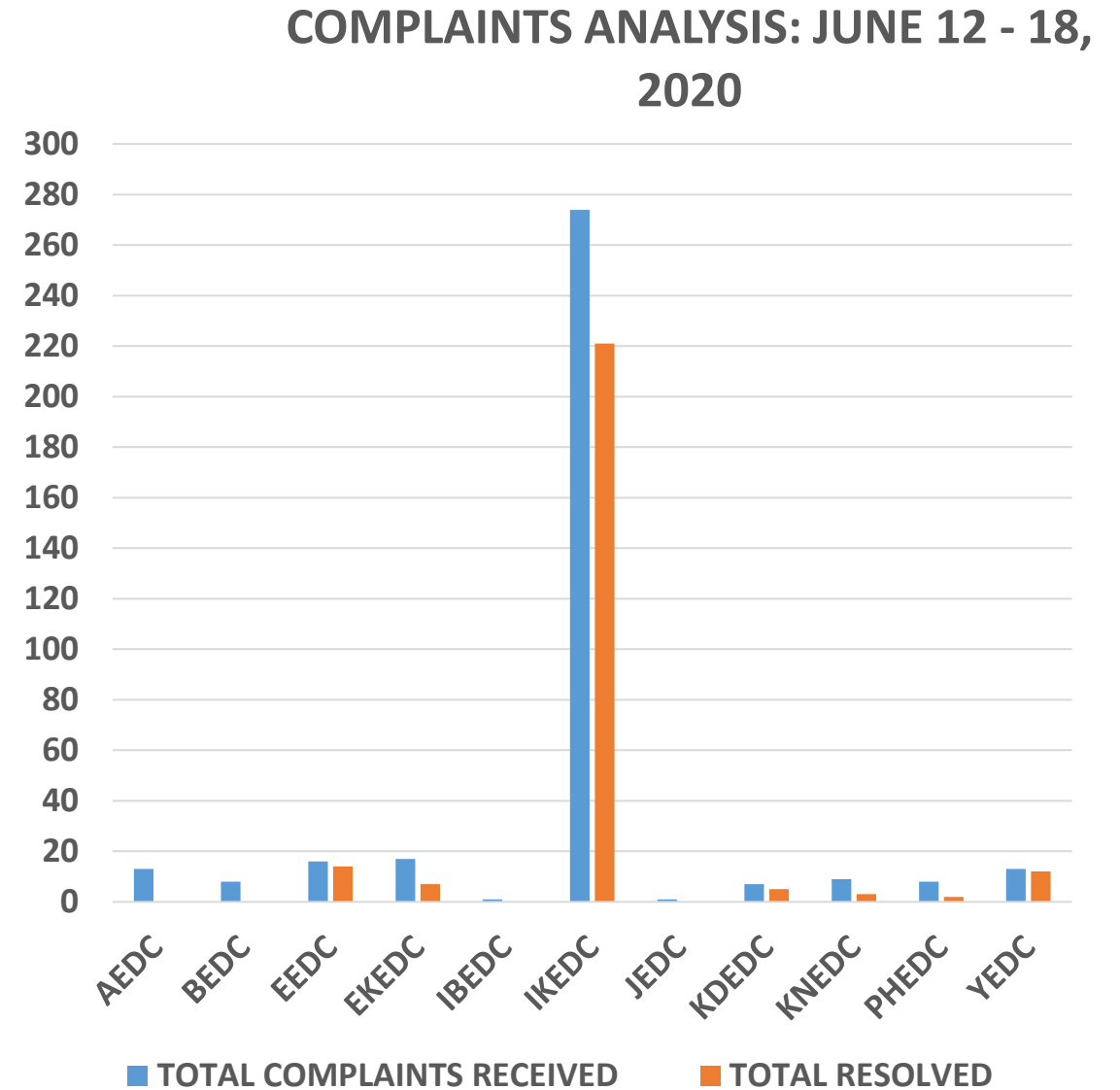
# TREND ANALYSIS

## DAILY INTERRUPTION ANALYSIS: JUNE 12 - 18, 2020



# ANALYSIS OF COLLATED COMPLAINTS

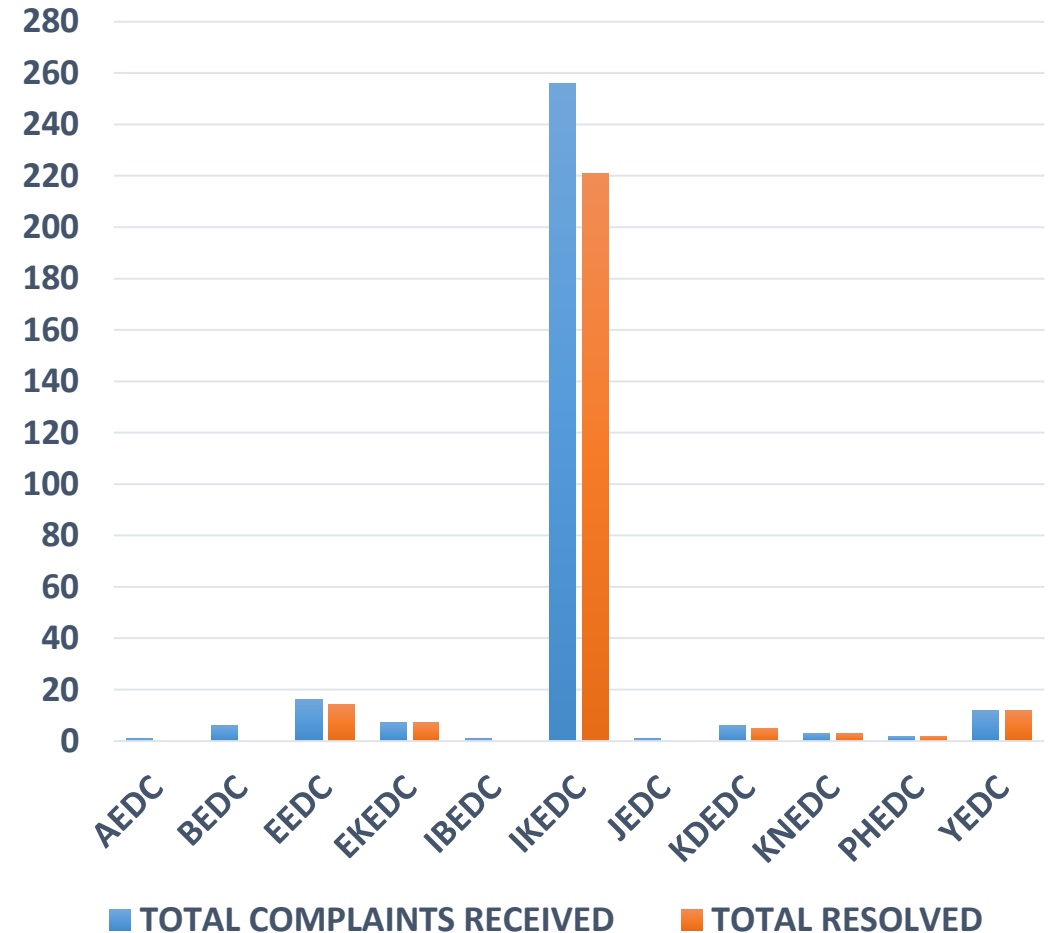
COMPLAINTS ANALYSIS: JUNE 12 - 18, 2020		
DISCO	TOTAL COMPLAINTS RECEIVED	TOTAL RESOLVED
AEDC	13	0
BEDC	8	0
EEDC	16	14
EKEDC	17	7
IBEDC	1	0
IKEDC	274	221
JEDC	1	0
KDEDC	7	5
KNEDC	9	3
PHEDC	8	2
YEDC	13	12
<b>TOTAL</b>	<b>367</b>	<b>264</b>



## ANALYSIS ON COLLATED COMPLAINTS ON INTERRUPTIONS

COMPLAINTS ON INTERRUPTIONS FOR JUNE 12 - 18, 2020		
DISCO	TOTAL RECEIVED	TOTAL RESOLVED
AEDC	1	0
BEDC	6	0
EEDC	16	14
EKEDC	7	7
IBEDC	1	0
IKEDC	256	221
JEDC	1	0
KDEDC	6	5
KNEDC	3	3
PHEDC	2	2
YEDC	12	12
<b>TOTAL</b>	<b>311</b>	<b>264</b>

### COMPLAINTS ON INTERRUPTIONS FOR JUNE 12 - 18, 2020



# CATEGORIES OF COMPLAINTS

