

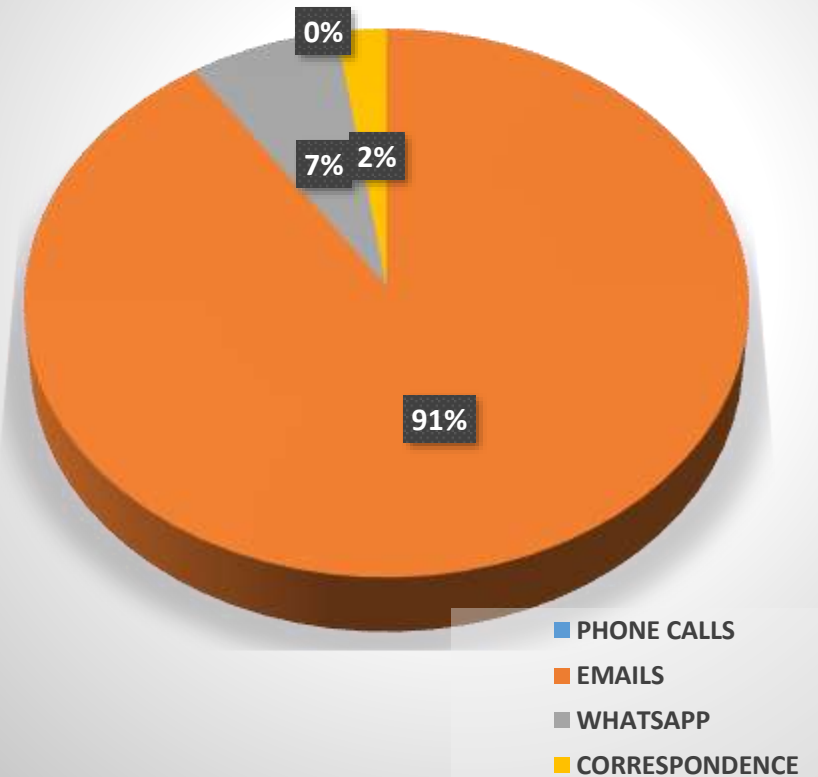
CUSTOMER COMPLAINTS SITUATION ROOM ANALYSIS FOR JUNE 19 – 25, 2020

CHANNELS OF COMPLAINTS

CHANNELS OF COMPLAINTS: JUNE 19 - 25, 2020

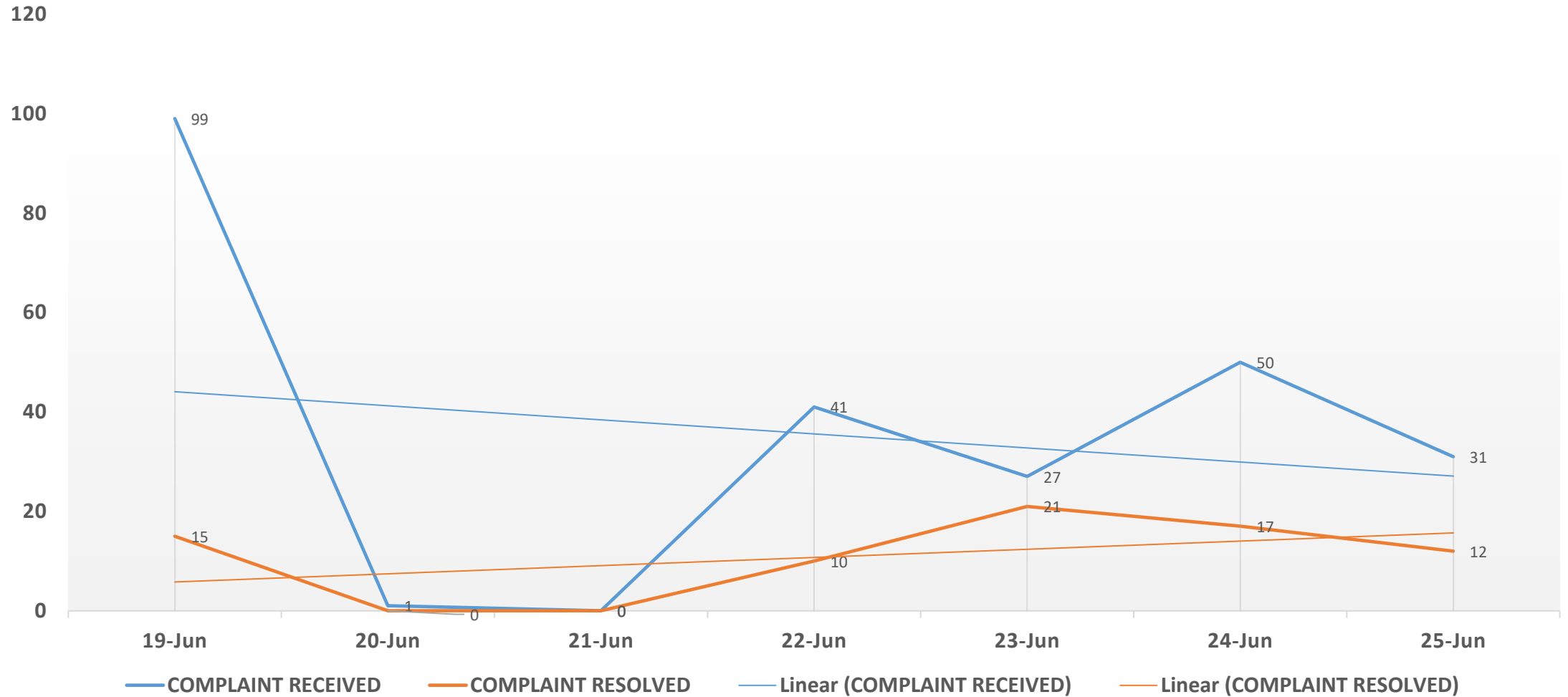
DATE	PHONE CALLS	EMAILS	WHATSAPP	CORRESPONDENCE	TOTAL
19/6/2020	0	97	2	1	100
20/6/2020	0	0	1	0	1
21/6/2020	0	0	0	0	0
22/6/2020	0	38	3	2	43
23/6/2020	0	21	6	3	30
24/6/2020	0	44	6	0	50
25/6/2020	0	31	0	0	31
TOTAL	0	231	18	6	255

CHANNELS OF COMPLAINTS: June 19 - 25, 2020



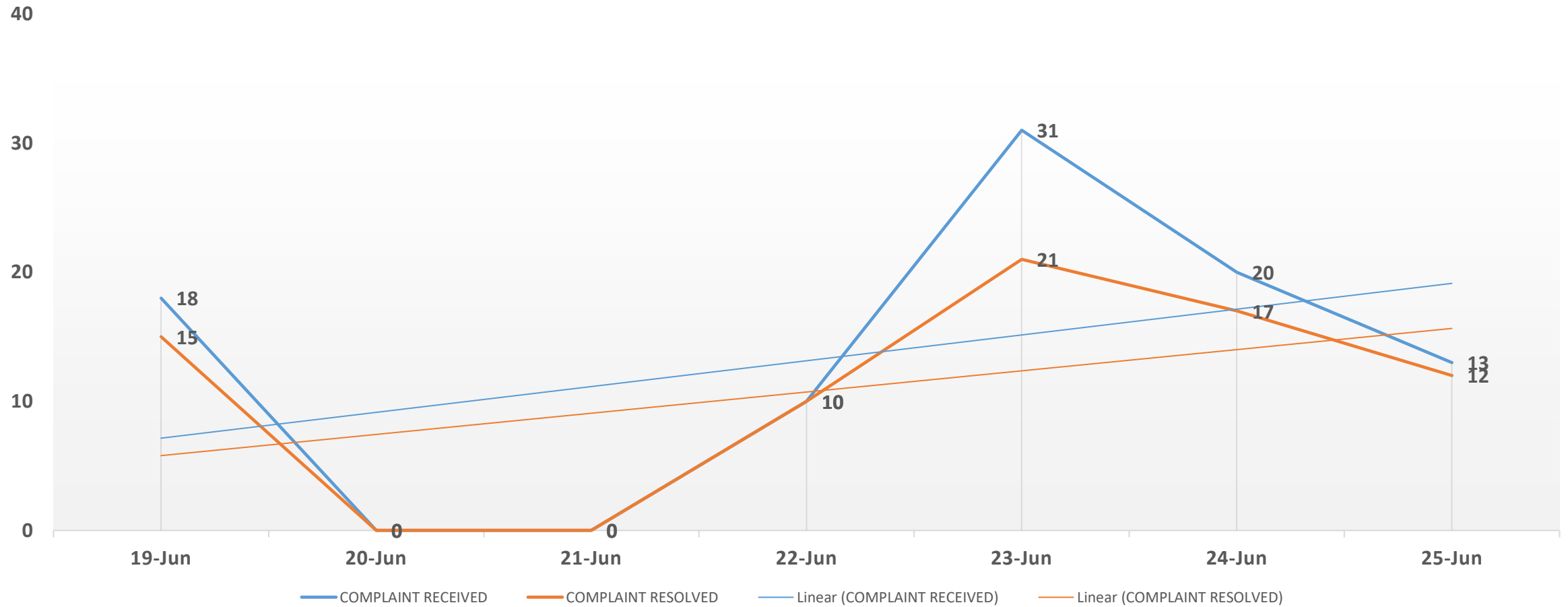
TREND ANALYSIS

DAILY COMPLAINTS ANALYSIS: JUNE 19 -25, 2020



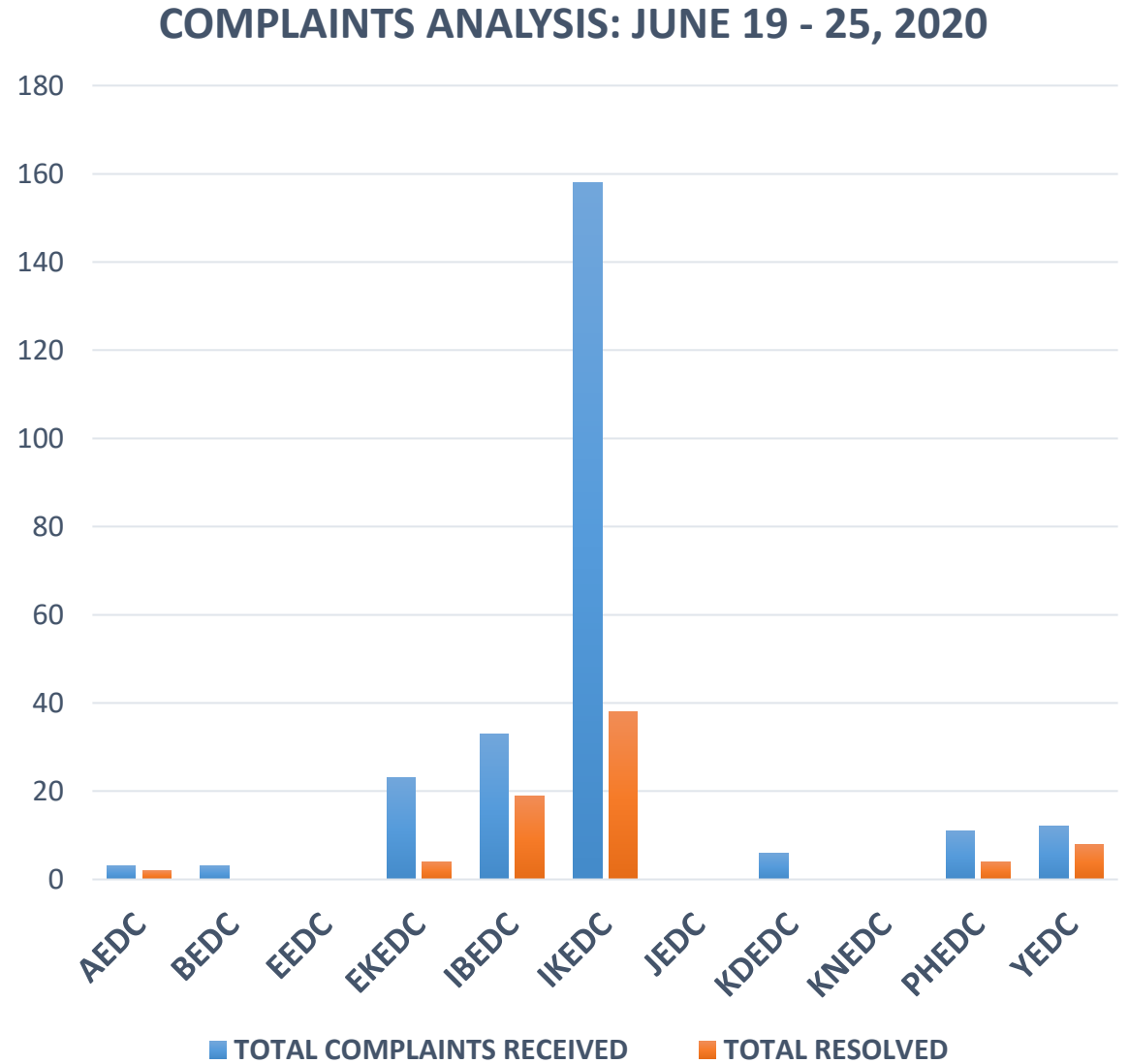
TREND ANALYSIS

DAILY INTERRUPTION ANALYSIS: JUNE 19 - 25, 2020



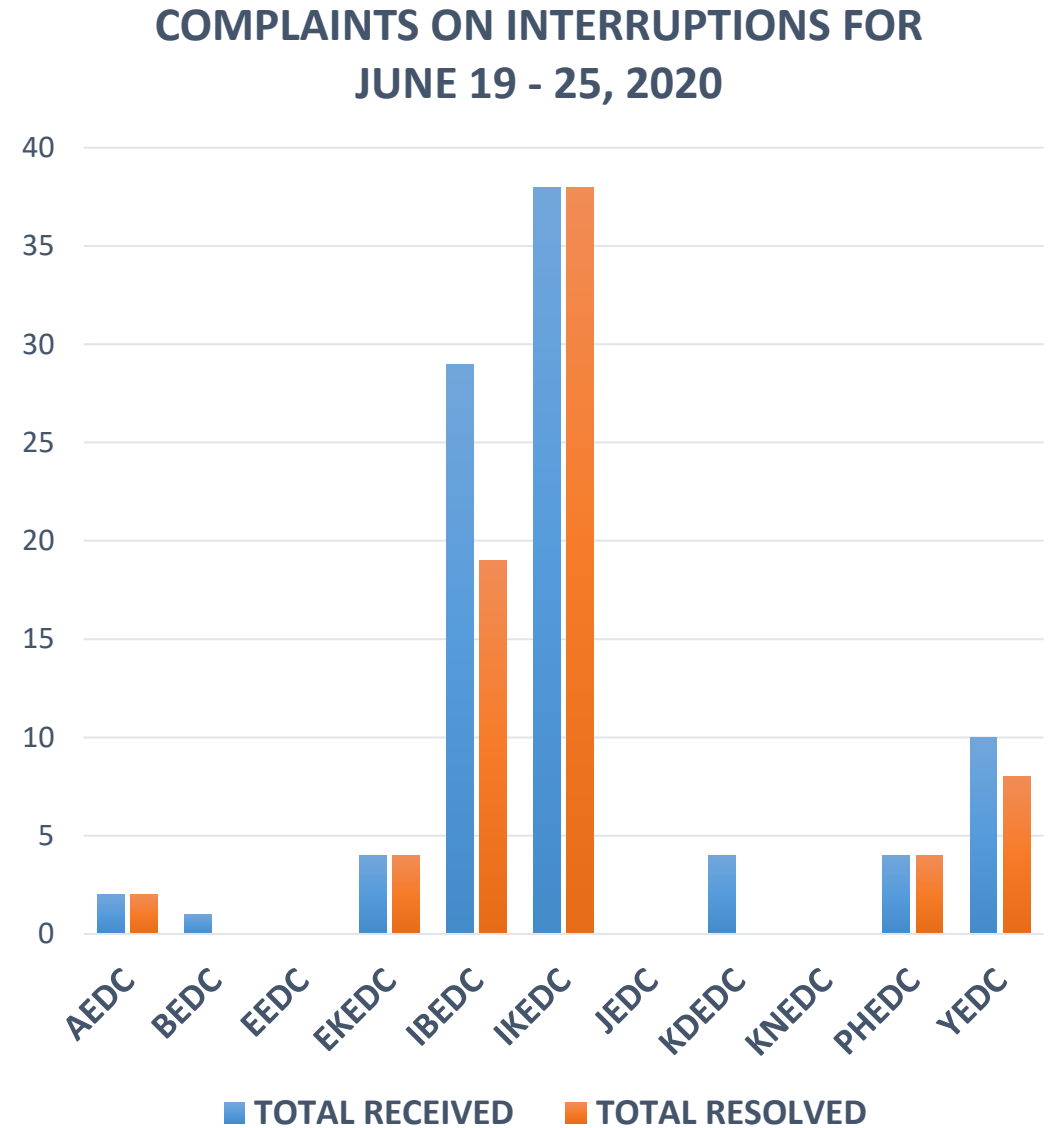
ANALYSIS OF COLLATED COMPLAINTS

COMPLAINTS ANALYSIS: JUNE 19 - 25, 2020		
DISCO	TOTAL COMPLAINTS RECEIVED	TOTAL RESOLVED
AEDC	3	2
BEDC	3	0
EEDC	0	0
EKEDC	23	4
IBEDC	33	19
IKEDC	158	38
JEDC	0	0
KDEDc	6	0
KNEDC	0	0
PHEDC	11	4
YEDC	12	8
TOTAL	249	75



ANALYSIS ON COLLATED COMPLAINTS ON INTERRUPTIONS

COMPLAINTS ON INTERRUPTIONS FOR JUNE 19 - 25, 2020		
DISCO	TOTAL RECEIVED	TOTAL RESOLVED
AEDC	2	2
BEDC	1	0
EEDC	0	0
EKEDC	4	4
IBEDC	29	19
IKEDC	38	38
JEDC	0	0
KDEDC	4	0
KNEDC	0	0
PHEDC	4	4
YEDC	10	8
TOTAL	92	75



CATEGORIES OF COMPLAINTS

