

Date : 05/Mar/2016

**Complaint Response Time Other Than MS and CS and Regeneration calls**

Location : INDIA-SOUTH-TAMIL NADU-CHENNAI-UNIQUE ENTERPRISES-UNIQUE ENTERPRISES

Period : For the period 01/02/2016 To 29/02/2016

Product Description	Service Type	Call Due Pertain To Earlierb Period	Call Due For The Period	Total Calls Due	Complaint Attended Previous Period	Complaint Forcefully Closed Previous Period	Complaint Forcefully Closed Current Period	Complaint Attended Current Period	Total Calls Attended Till Date	Complaint Pending Previous Period	Complaint Pending Current Period	Total Calls Pending Till Date	< 24 Hrs	> 24 Hrs & < 48 Hrs	Above > 48 Hrs	Total Calls Attended
PRISTINE	NORMAL CALI	0	48	48	0	0	0	38	38	0	10	10	5	6	27	38
PRISTINE 10L	NORMAL CALI	0	18	18	0	0	0	14	14	0	4	4	2	5	7	14
UNDER THE SINK RO	NORMAL CALI	0	13	13	0	0	0	11	11	0	2	2	0	3	8	11
ECO RO	NORMAL CALI	0	4	4	0	0	0	1	1	0	3	3	0	1	0	1
RO 15L	NORMAL CALI	0	3	3	0	0	0	3	3	0	0	0	0	1	2	3
ULTIMATE RO 10L	NORMAL CALI	0	5	5	0	0	0	2	2	0	3	3	0	1	1	2
NGIF 20	NORMAL CALI	0	1	1	0	0	0	1	1	0	0	0	0	1	0	1
WAVE	NORMAL CALI	0	1	1	0	0	0	1	1	0	0	0	0	0	1	1
NEW GEN MULTIGRADE FILTER 135	NORMAL CALI	0	1	1	0	0	0	0	0	0	1	1	0	0	0	0
INTELO 25LPH	NORMAL CALI	0	3	3	0	0	0	2	2	0	1	1	0	2	0	2
SOLAR	NORMAL CALI	0	1	1	0	0	0	1	1	0	0	0	0	0	1	1
SF1000	NORMAL CALI	0	1	1	0	0	0	0	0	0	1	1	0	0	0	0
SAPPHIRE	NORMAL CALI	0	12	12	0	0	0	7	7	0	5	5	1	3	3	7
UV GRANDE	NORMAL CALI	0	1	1	0	0	0	1	1	0	0	0	0	1	0	1
EMERALD	NORMAL CALI	0	10	10	0	0	0	8	8	0	2	2	3	0	5	8
UNDER THE COUNTER RO	NORMAL CALI	0	3	3	0	0	0	3	3	0	0	0	1	1	1	3
SOFTNER 500L	NORMAL CALI	0	1	1	0	0	0	0	0	0	1	1	0	0	0	0
PRISTINE	NORMAL CALI	1785	0	1785	1752	33	0	0	1785	33	0	33	0	0	0	0
PRISTINE 10L	NORMAL CALI	788	0	788	780	8	0	0	788	8	0	8	0	0	0	0
ECO RO	NORMAL CALI	140	0	140	140	0	0	0	140	0	0	0	0	0	0	0
UNDER THE SINK RO	NORMAL CALI	446	0	446	443	3	0	0	446	3	0	3	0	0	0	0
POINT OF USE SOFTNER	NORMAL CALI	4	0	4	4	0	0	0	4	0	0	0	0	0	0	0
XSOFTENISER 500	NORMAL CALI	2	0	2	2	0	0	0	2	0	0	0	0	0	0	0
XWALL MOUNTED RO	NORMAL CALI	3	0	3	3	0	0	0	3	0	0	0	0	0	0	0
NGMA 20	NORMAL CALI	3	0	3	3	0	0	0	3	0	0	0	0	0	0	0
XSOFTENISER 1000	NORMAL CALI	1	0	1	1	0	0	0	1	0	0	0	0	0	0	0
ULTIMATE RO 10L	NORMAL CALI	124	0	124	122	2	0	0	124	2	0	2	0	0	0	0
RO 15L	NORMAL CALI	28	0	28	28	0	0	0	28	0	0	0	0	0	0	0
NEW GEN MULTIGRADE FILTER 195	NORMAL CALI	2	0	2	2	0	0	0	2	0	0	0	0	0	0	0
KENT ECO	NORMAL CALI	1	0	1	1	0	0	0	1	0	0	0	0	0	0	0
NGS 6B SOFTENISER	NORMAL CALI	1	0	1	1	0	0	0	1	0	0	0	0	0	0	0
NGIF 20	NORMAL CALI	3	0	3	3	0	0	0	3	0	0	0	0	0	0	0
WAVE	NORMAL CALI	9	0	9	9	0	0	0	9	0	0	0	0	0	0	0
PURILINE 2L	NORMAL CALI	1	0	1	1	0	0	0	1	0	0	0	0	0	0	0
AUTO SOFTNER	NORMAL CALI	3	0	3	3	0	0	0	3	0	0	0	0	0	0	0
NEW GEN MULTIGRADE FILTER 40	NORMAL CALI	1	0	1	1	0	0	0	1	0	0	0	0	0	0	0
INTELO 25LPH	NORMAL CALI	29	0	29	29	0	0	0	29	0	0	0	0	0	0	0
SOLAR	NORMAL CALI	10	0	10	10	0	0	0	10	0	0	0	0	0	0	0
SF1000	NORMAL CALI	3	0	3	2	1	0	0	3	1	0	1	0	0	0	0
RO 60L	NORMAL CALI	2	0	2	2	0	0	0	2	0	0	0	0	0	0	0
SAPPHIRE	NORMAL CALI	376	0	376	367	9	0	0	376	9	0	9	0	0	0	0

Product Description	Service Type	<u>Call Due</u> <u>Pertain To</u> <u>Earlier</u> <u>Period</u>	<u>Call Due</u> <u>For The</u> <u>Period</u>	<u>Total</u> <u>Calls Due</u>	Complaint Attended Previous Period	Complaint Forcefully Closed Previous Period	Complaint Forcefully Closed Current Period	Complaint Attended Current Period	Total Calls Attended Till Date	Complaint Pending Previous Period	Complaint Pending Current Period	Total Calls Pending Till Date	< 24 Hrs	> 24 Hrs & < 48 Hrs	Above > 48 Hrs	Total Calls Attended
NEW GEN MULTIGRADE FILTER 30	NORMAL CALI	3	0	3	3	0	0	0	3	0	0	0	0	0	0	0
INTELO 15LPH	NORMAL CALI	7	0	7	7	0	0	0	7	0	0	0	0	0	0	0
UV GRANDE	NORMAL CALI	6	0	6	6	0	0	0	6	0	0	0	0	0	0	0
ULTIMATE DEFERROUS 1000	NORMAL CALI	6	0	6	6	0	0	0	6	0	0	0	0	0	0	0
XDEFERROUS 1000	NORMAL CALI	1	0	1	1	0	0	0	1	0	0	0	0	0	0	0
NGS 3A SOFTENISER	NORMAL CALI	19	0	19	19	0	0	0	19	0	0	0	0	0	0	0
RO 25L	NORMAL CALI	62	0	62	61	1	0	0	62	1	0	1	0	0	0	0
NGS 3B SOFTENISER	NORMAL CALI	19	0	19	17	2	0	0	19	2	0	2	0	0	0	0
NEW GEN MULTIGRADE FILTER 20	NORMAL CALI	25	0	25	25	0	0	0	25	0	0	0	0	0	0	0
NGMA 30	NORMAL CALI	3	0	3	3	0	0	0	3	0	0	0	0	0	0	0
NGS 3A SOFTENER A	NORMAL CALI	1	0	1	1	0	0	0	1	0	0	0	0	0	0	0
NGMA 110	NORMAL CALI	1	0	1	1	0	0	0	1	0	0	0	0	0	0	0
EMERALD	NORMAL CALI	546	0	546	543	3	0	0	546	3	0	3	0	0	0	0
UNDER THE COUNTER RO	NORMAL CALI	23	0	23	23	0	0	0	23	0	0	0	0	0	0	0
NGS 9B SOFTENISER	NORMAL CALI	1	0	1	1	0	0	0	1	0	0	0	0	0	0	0
PURILINE 4L	NORMAL CALI	6	0	6	6	0	0	0	6	0	0	0	0	0	0	0
DEFERROUS POINT OF USE I/R	NORMAL CALI	2	0	2	2	0	0	0	2	0	0	0	0	0	0	0
<b>Grand Total :---</b>		<b>4496</b>	<b>126</b>	<b>4622</b>	<b>4434</b>	<b>62</b>	<b>0</b>	<b>93</b>	<b>4589</b>	<b>62</b>	<b>33</b>	<b>95</b>	<b>12</b>	<b>25</b>	<b>56</b>	<b>93</b>