Name of the Insurer : ECGC Limited

Date : 25/04/2023

GRIEVANCE DISPOSAL
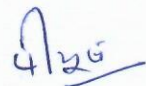
SI No.	Particulars	Opening Balance *	Additions during the quarter (net of duplicate complaints)	Complaints Resolved			Complaints Pending at the end of the quarter	Total Complaints registered up to the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	**Complaints made by customers**							
a)	Proposal Related							
b)	Claims Related	36	19	5	0	19	31	107
c)	Policy Related							
d)	Premium Related							
e)	Refund Related							
f)	Coverage Related							
g)	Cover Note Related							
h)	Product Related							
i)	Others (to be specified) (i)_____ (ii)							
	Total	36	19	5	0	19	31	107
2	**Total No. of policies during previous year:**	10,311						
3	**Total No. of claims during previous year:**	800						
4	**Total No. of policies during current year:**	11,312						
5	**Total No. of claims during current year:**	1,076						
6	**Total No. of Policy Complaints (current year) per 10,000 policies (current year):**	0						
7	**Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):**	107						

8	Duration wise Pending Status	Complaints made by customers		Complaints made by Intermediaries		Total	
		Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Number	Percentage to Pending complaints
a)	Up to 15 days	5	16.13	0	0	5	16.13
b)	15 - 30 days	2	6.45	0	0	2	6.45
c)	30 - 90 days	10	32.26	0	0	10	32.26
d)	90 days & Beyond	14	45.16	0	0	14	45.16
	Total Number of Complaints	31				31	

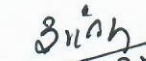Date of Upload:25/04/2023   Version : 1.1   https://www.ecgc.in

Note :- (a) Opening balance should tally with the closing balance of the previous quarter.
      (b) Complaints reported should be net of duplicate complaints
      (c) No. of policies should be new policies (both individual and group) net of cancellations
      (d) Claims should be no. of claims reported during the period
      (e) For 1 to 7 Similar break-up to be given for the complaints made by intermediaries.

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SM
Prepared By:

Sanjay Kumar Singh
AGM
Checked By:

Anand Singh   25/04/2023
GM-Grievance