

Form 41 GREIVANCE DISPOSAL

Insurer **EXPORT CREDIT GUARANTEE CORPORATION OF INDIA LTD**

DATE **31/03/2012**

REGISTRATION NO. **124**

DATE OF REGISTRATION **27th Sept.2002**

SI No.	Particulars	Opening Balance *	Additions during the quarter	Complaints Resolved			Total Disposal	Complaint pending
				Fully Accepted	Partial Accepted	Rejected		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Sales Related	1	0	0	0	1	1	0
b)	Policy Administration Related	0	0	0	0	0	0	0
c)	Insurance Policy Coverage related	1	0	0	0	1	1	0
d)	Claims related	11	32	3	0	25	28	15
e)	Others	7	4	0	0	10	10	1
	<b>Total Number</b>	<b>20</b>	<b>36</b>	<b>3</b>	<b>0</b>	<b>37</b>	<b>40</b>	<b>16</b>

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	0	0	0
b)	Greater than 15 days	16	0	16
	<b>Total Number</b>	<b>16</b>	<b>0</b>	<b>16</b>