

Form 41 GREIVANCE DISPOSAL

Insurer | EXPORT CREDIT GUARANTEE CORPORATION OF INDIA LTD

DATE | 30/09/2011

GRIEVANCE DISPOSAL

Sl No.	Particulars	Opening Balance *	Additions during the Month	Complaints Resolved			Total Disposal	Complaints Pending at Branch
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Sales Related	0	0	0	0	0	0	0
b)	Policy Administration Related	0	0	0	0	0	0	0
c)	Insurance Policy Coverage related	0	0	0	0	0	0	0
d)	Claims related	23	51	8	1	55	64	10
e)	Others	0	10	0	0	5	0	10
	Total Number	23	61	8	1	60	64	20

		Complaints made by customers	Complaints made by intermediaries	Total
2	Duration wise Pending Status			
a)	Less than 15 days	8	0	8
b)	Greater than 15 days	12	0	12
	Total Number	20	0	20