

**Form 41 GRIEVANCE DISPOSAL**

Insurer | EXPORT CREDIT GUARANTEE CORPORATION OF INDIA LTD

DATE | 31/12/2011

Registration No | 124

Date of Registration | 27th Sept. 2002

**GRIEVANCE DISPOSAL**

SI No.	Particulars	Opening Balance *	Additions during the Month	Complaints Resolved			Total Disposal	Complaints Pending at Branch
				Fully Accepted	Partial Accepted	Rejected		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Sales Related	0	2	0	0	1	1	1
b)	Policy Administration Related	0	0	0	0	0	0	0
c)	Insurance Policy Coverage related	0	2	0	0	1	1	1
d)	Claims related	18	30	0	0	37	37	11
e)	Others	2	10	0	0	5	5	7
	Total Number	20	44	0	0	44	44	20

<b>2</b>	<b>Duration wise Pending Status</b>	<b>Complaints made by customers</b>	<b>Complaints made by intermediaries</b>	<b>Total</b>
a)	Less than 15 days	4	0	4
b)	Greater than 15 days	16	0	16
	Total Number	<b>20</b>	<b>0</b>	<b>20</b>