


FORM -NL 41 GRIEVANCE DISPOSAL

Date: 15/09/2017

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 30/06/2017 DURING THE FINANCIAL YEAR 2017-18

Insurer : ECGC Ltd

Sr.No	Particulars	Opening balance as on beginning of the quarter	Additions during the quarter	Complaints Resolved/settled during the quarter			Total complaints registered.
				Fully accepted	Partially accepted	Rejected	
1	Complaints made by customers						
a)	Proposals related						
b)	Claim *	9	11	0	0	12	8
c)	Policy related						
d)	Premium						
e)	Refund						
f)	Coverage						
g)	Cover note related						
h)	Products						
i)	Others						
	Total no of complaints						
2	Total no of policies during previous year	10933					
3	Total no of claims during previous year	249					
4	Total no of policies during current year	11504					
5	Total no of claims during current year	345					
6	Total no of policies Complaints(current year) per 10000 policies(current year)	0					
7	Total of claim complaints(current year) per 10000 claims registered(current year) upto quarter.	318					
8	Duration wise pending status	Complaints made by customers	Complaints made by intermediaries	Total			
a)	Upto 7 days	0	0	0			
b)	7- 15 days	0	0	0			
c)	15- 30 days	0	0	0			
d)	30- 90 days	1	0	1			
e)	90 days and beyond	7	0	7			
	Total no. of complaints	8	0	8			


 (Rosemary Hutten)
 AGM(Grievances)


 (C.N.A Anbarasan)
 GM(Grievances)

* The Corporation is in process of integrating its Grievance Management System electronically with IGMS. At present, all grievances received by ECGC are separately updated in IGMS by Grievance Dept. at Head Office of the Corporation. In terms of guidelines, claims not considered for payment can be represented twice by the exporters for review. Representations filed beyond the permitted number of times or claims filed directly under IGMS/CPGRAMS/Ministry etc are considered as grievances and are handled directly by Grievance Department. Based on the above, earlier, the opening balance was not reconciled. Now it is being reconciled and the opening balance shown is correct.