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FORM -NL 41 GRIEVANCE DISPOSAL

Insurer : ECGC Ltd Date:24/04/2019
GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 31/03/2019 DURING THE FINANCIAL YEAR 2018-19

Sr.No	Particulars	Opening balance as on beginning of the quarter	Additions during the quarter	complaints Resolved/settled during the quarter			Complaints pending at the end of quarter	Total complaints registered.
				Fully accepted	Partially accepted	Rejected		
1	Complaints made by customers							
a)	Proposals related							
b)	Claim *	25	18	7	0	28	10	45
c)	Policy related		1					
d)	Premium							
e)	Refund							
f)	Coverage							
g)	Cover note related							
h)	Products							
i)	Others		1					
	Total no of complaints	25	20	7	0	28	10	45
2	Total no of policies during previous year	11946						
3	Total no of claims during previous year	1543						
4	Total no of policies during current year	12325						
5	Total no of claims during current year	1558						
6	Total no of policies Complaints(current year) per 10000 policies(current year)							
7	Total of claim complaints(current year) per 10000 claims registered(current year) upto quarter.	289						
8	Duration wise pending status	Complaints made by customers	Complaints made by intermediaries	Total				
a)	Upto 7 days							
b)	7- 15 days							
c)	15- 30 days	10		10				
d)	30- 90 days							
e)	90 days and beyond							
	Total no. of complaints							

Rosemary Hutten
 (Rosemary Hutten)
 AGM(Grievances)
 रोजमरी हुटेन
 Rosemary Hutten
 क्र.सं./Emp. No. 1095

Shivaji M Narvekar
 (Shivaji M Narvekar)
 GM (Grievances)
 शिवाजी एम. नार्वेकर
 Shivaji M. Narvekar
 25/4/19

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 grievance and are handed directly by Grievance Department.