

Sr.No	Particulars	Opening balance as on the 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 *	18	4	1	0	1	20	22
c)	Policy related							
d)	Premium							
e)	Refund							
f)	Coverage							
g)	Cover note related							
h)	Products							
i)	Others							
	Total no of complaints	18	4	1	0	1	20	22
2	Total no of policies during previous year	11822						
3	Total no of claims during previous year	405						
4	Total no of policies during current year	9947						
5	Total no of claims during current year	187						
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.	1176						
8	Duration wise pending status	complaints made by customers	complaints made by intermediaries					
a)	Upto 7 days	0						
b)	7- 15 days	1						
c)	15- 30 days	0						
d)	30- 90 days	3						
e)	90 days and beyond	16						
	Total no. of complaints	20						

Sanjay Kimi
AGM(Grievances)

Anil V. Chavan
AGM(Grievances)

Niridosh Choppa
GM(Grievances)

Joshi Chopra
AGM(Grievances)

The Corporation is in process of integrating its Grievance Management System electronically with ICMIS. At present, the opening balance as on 30.06.2020 is 84. The Corporation is in process of integrating its Grievance Management System electronically with ICMIS. In terms of guidelines, claims by ECGC are separately updated in ICMIS by Grievance Dept. at Head Office of the Corporation. Representations filed beyond the permitted number of times or claims for payment can be represented twice by the exporters for review. Representations 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.