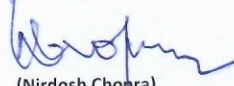


Insurer : ECGC LTD

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 31.12.2020 DURING THE FINANCIAL YEAR 2020-21

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 *	29	8	1	0	12	24	37
c)	Policy related							
d)	Premium							
e)	Refund							
f)	Coverage							
g)	Cover note related							
h)	Products							
i)	Others							
	<b>Total no of complaints</b>	29	8	1	0	12	24	37
2	Total no of policies during previous year	11959						
3	Total no of claims during previous year	1093						
4	Total no of policies during current year	10602						
5	Total no of claims during current year	811						
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.	29						
8	Duration wise pending status	complaints made by customers	complaints made by intermediaries	Total				
a)	Upto 7 days	1		1				
b)	7- 15 days	0		0				
c)	15- 30 days	3		3				
d)	30- 90 days	2		2				
e)	90 days and beyond	18		18				
	<b>Total no. of complaints</b>	24		24				

  
(Sanjay Kini)  
AGM(Grievances)

  
(Nirdosh Chopra)  
GM(Grievances)