

PERIODIC DISCLOSURES

Form NL- 41 GRIEVANCE DISPOSAL

Insurer: Export Credit Guarantee Corporation of India Ltd.

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 31.03.2014 DURING THE FINANCIAL YEAR 2013-14

SI No.	Particulars	Opening Balance * as on being of the quarter	Additions during the Quarter	Complaints Resolved/Settled			Complaints Pending at the end of	Total complaints registered
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	0	0	0	0	0	0
b)	Claim	46	65	13	3	50	45	208
c)	Policy Related	0	0	0	0	0	0	0
d)	Premium	0	0	0	0	0	0	0
e)	Refund	0	0	0	0	0	0	0
f)	Coverage	0	0	0	0	0	0	0
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product	0	0	0	0	0	0	0
i)	Others	0	0	0	0	0	0	0
	Total Number of complaints:	46	65	13	3	50	45	208

2	Total No. of policies during previous year:	11720
3	Total No. of claims during previous year:	1289
4	Total No. of policies during current year:	11109
5	Total No. of claims during current year:	1005
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year):	0
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	448

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	9	0	9
b)	7- 15 days	6	0	6
c)	15- 30 days	6	0	6
d)	30 - 90 days	17	0	17
e)	90 days & beyond	7	0	7
	Total Number of complaints	45	0	45

* Opening balance should tally with the closing balance of the previous financial year