

Form NL- 41 GRIEVANCE DISPOSAL

Insurer: ECGC LTD

Date: 06.01.2017 ✓

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 31.12.2016 DURING THE FINANCIAL YEAR 2016-17 ✓

Sl No.	Particulars	Opening Balance * as on beginning of the quarter	Additions during the Quarter	Complaints Resolved/Settled during quarter			Complaints Pending at the end of the quarter	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related							
b)	Claim	131	69	39		70	91	246
c)	Policy Related							
d)	Premium							
e)	Refund							
f)	Coverage							
g)	Cover Note Related							
h)	Product							
i)	Others							
	Total Number of complaints:	131	69	39		70	91	246
2	Total No. of policies during previous year:	10,848						
3	Total No. of claims during previous year:	630						
4	Total No. of policies during current year:	11,330						
5	Total No. of claims during current year:	786						
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): up to Quarter	3129.77						
8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries					
a)	Upto 7 days	8	0	8				
b)	7- 15 days	7	0	7				
c)	15- 30 days	8	0	8				
d)	30 - 90 days	20	0	20				
e)	90 days & beyond	48	0	48				
	Total Number of complaints	91	0	91				

(P D Mokashi)
AGM (Grievance)

(M. Kumar)
GM (Grievance)