

PERIODIC DISCLOSURES								
Form NL- 41 GRIEVANCE DISPOSAL								
Insurer: ECGC LTD				Date: 10.10.2016				
GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 30.09.2016 DURING THE FINANCIAL YEAR 2016-17								
SI No.	Particulars	Opening Balance * as on beginning of	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
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
	a) Proposal Related	121	90	21	0	59	131	177
	b) Claim							
	c) Policy Related							
	d) Premium							
	e) Refund							
	f) Coverage							
	g) Cover Note Related							
	h) Product							
	i) Others							
	Total Number of complain	121	90	21	0	59	131	177
2	Total No. of policies during	10,954						
3	Total No. of claims during p	430						
4	Total No. of policies during	11,253						
5	Total No. of claims during c	535						
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	3308.41						
8	Duration wise Pending Sta	Complaints made by customers	Complaints made by intermediaries					
	a) Upto 7 days	5	0	5				
	b) 7- 15 days	16	0	16				
	c) 15- 30 days	11	0	11				
	d) 30 - 90 days	37	0	37				
	e) 90 days & beyond	62	0	62				
	Total Number of complain	131	0	131				