Periodic Disclosures			
Insurer: ECGC LTD			
GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 30.06.2016 DURING THE FINANCIAL YEAR 2016-17   SI No.			
SI No.   Particulars   Opening Balance * as on beginning of the quarter   Complaints Resolved/Settled   Rully   Partially   Rejected   Accepted   Accept			
Complaints made by customers			
Complaints made by customers	Complaints Pending		
a)   Proposal Related	at the end of the quarter	ı · · ·	cial
Discription   Claim   Court   Court			
Color   Policy Related   Coverage   Covera	0	0	(
Coverage   Cover Note Related   Coverage   Cover	9 121	121	87
Refund   Focus   Coverage   Focus			
f)   Coverage   g)   Cover Note Related   h)   Product   i)   Others			
g)   Cover Note Related   h)   Product			
No. of policies during previous year:   10,993			
Total Number of complaints:   62   87   9   0   19			
Total Number of complaints:   62   87   9   0   19			
Total No. of policies during previous year:   10,993			
3   Total No. of claims during previous year:   22	9 121	121	87
3   Total No. of claims during previous year:   22			
3   Total No. of claims during previous year:   22			
4 Total No. of policies during current year: 5 Total No. of claims during current year: 87  Total No. of Policy Complaints (current year): 0  Total No. of Claim Complaints (current year): 0  Total No. of Claim Complaints (current year): 0  Complaints made by intermediarie s Total a) Upto 7 days 17 0 17 b) 7-15 days 9 0 9 c) 15-30 days 18 Duration wise Pending Status 19 0 12 d) 30 - 90 days 19 0 days & beyond 46 0 46 Total Number of complaints			
5         Total No. of claims during current year:         87           Total No. of Policy Complaints (current year) per 10,000 policies (current year):           0         Total No. of Claim Complaints (current year) per 10,000 claims registered (current year): up to Quarter         3508.06           8         Duration wise Pending Status         made by intermediarie s			
Total No. of Policy Complaints (current year) per 10,000 policies (current year):  Total No. of Claim Complaints (current year) per 10,000 claims registered 7 (current year): up to Quarter  Solution wise Pending Status  Complaints made by intermediarie s Total  a) Upto 7 days  17 0 17  b) 7- 15 days  9 0 9  c) 15- 30 days  17 0 12  d) 30 - 90 days  17 0 37  e) 90 days & beyond  46 0 46  Total Number of complaints			
year) per 10,000 claims registered           7         (current year): up to Quarter         3508.06           8         Duration wise Pending Status         made by intermediarie s           a)         Upto 7 days         17         0         17           b)         7- 15 days         9         0         9           c)         15- 30 days         12         0         12           d)         30 - 90 days         37         0         37           e)         90 days & beyond         46         0         46           Total Number of complaints         121         0         121			
8         Duration wise Pending Status         Complaints made by customers         made by intermediarie s           a)         Upto 7 days         17         0         17           b)         7- 15 days         9         0         9           c)         15- 30 days         12         0         12           d)         30 - 90 days         37         0         37           e)         90 days & beyond         46         0         46           Total Number of complaints         121         0         121			
8         Duration wise Pending Status         Complaints made by customers         intermediarie s           a)         Upto 7 days         17         0         17           b)         7- 15 days         9         0         9           c)         15- 30 days         12         0         12           d)         30 - 90 days         37         0         37           e)         90 days & beyond         46         0         46           Total Number of complaints         121         0         121			
8         Duration wise Pending Status         customers         s         Total           a)         Upto 7 days         17         0         17           b)         7- 15 days         9         0         9           c)         15- 30 days         12         0         12           d)         30 - 90 days         37         0         37           e)         90 days & beyond         46         0         46           Total Number of complaints         121         0         121			
a) Upto 7 days       17       0       17         b) 7- 15 days       9       0       9         c) 15- 30 days       12       0       12         d) 30 - 90 days       37       0       37         e) 90 days & beyond       46       0       46         Total Number of complaints       121       0       121			
c) 15- 30 days     12     0     12       d) 30 - 90 days     37     0     37       e) 90 days & beyond     46     0     46       Total Number of complaints     121     0     121			
d) 30 - 90 days     37     0     37       e) 90 days & beyond     46     0     46       Total Number of complaints     121     0     121			
d) 30 - 90 days     37     0     37       e) 90 days & beyond     46     0     46       Total Number of complaints     121     0     121			
Total Number of complaints 121 0 121			
* Opening belongs should tally with the electing belongs of the gravitage figures in gravitage			
* Opening balance should tally with the closing balance of the previous fianancial quarter			