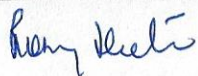
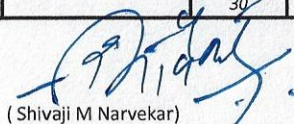


FORM -NL 41 GRIEVANCE DISPOSAL				Date:26.10.2018				
Insurer :	ECGC Ltd							
GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 30/09/2018 DURING THE FINANCIAL YEAR 2018-19								
				complaints Resolved/settled during the quarter				
Sr.No	Particulars	Opening balance as on beginning of the quarter	Additions during the quarter	Fully accepted	Partially accepted	Rejected	Complaints pending at the end of quarter	Total complaints registered.
1	Complaints made by customers							
a)	Proposals related	0	1			1	0	1
b)	Claim *	12	33	6	0	9	30	45
c)	Policy related							
d)	Premium							
e)	Refund							
f)	Coverage							
g)	Cover note related							
h)	Products							
i)	Others							
	Total no of complaints	12	34	6	0	10	30	46
2	Total no of policies during previous year	11419						
3	Total no of claims during previous year	831						
4	Total no of policies during current year	12015						
5	Total no of claims during current year	725						
6	Total no of policies Complaints(current year) per 10000 policies(current year)							
7	Total of claim complaints(current year) per 10000 claims registered(current year) upto quarter.	634						
8	Duration wise pending status	Complaints made by customers	Complaints made by intermediaries	Total				
a)	Upto 7 days	2		2				
b)	7- 15 days	0		0				
c)	15- 30 days	2		2				
d)	30- 90 days	25		25				
e)	90 days and beyond	1		1				
	Total no. of complaints	30		30				



(Rosemary Hutten)
AGM(Grievances)

रोजमेरी हुटेन
Rosemary Hutten
क्र.सं./Emp. No. 1095



(Shivaji M Narvekar)
GM(Grievances)

शिवजी एम. नार्वेकर
Shivaji M. Narvekar
क्र.सं./Emp. No. 1094

* The Corporation is in process of integrating its Grievance Management System electronically with IGMS. At present, all grievances received received by ECGC are separately updated in IGMS by Grievance Dept. at Head Office of the Corporation. In terms of guidelines, claims not for payment can be represented twice by the exporters for review. Representations filed beyond the permitted number of times or claims filed directly under IGMS/CPGRAMS/Ministry etc are considered as grievances and are handled directly by Grievance Department. Based on the above, earlier, the opening balance was not reconciled. Now it is being reconciled and the opening balance shown is correct.