

FORM - NL 43 GRIEVANCE DISPOSAL				Date: 01.04.2021				
Insurer : ECGC LTD				GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 31.03.2021, DURING THE FINANCIAL YEAR 2020-21				
Sr.No	Particulars	Opening balance as on beginning of the quarter	Additions during the quarter	Complaints Resolved/Settled during the quarter			Complaints pending at the end of quarter	Total complaints registered.
				Fully accepted	Partially accepted	Rejected		
1	Complaints made by customers							
a)	Proposals related							
b)	Claim "	24	15	4	0	8	27	39
c)	Policy related							
d)	Premium							
e)	Refund							
f)	Coverage							
g)	Cover note related							
h)	Products							
i)	Others							
	Total no of complaints	24	15	4	0	8	27	39
2	Total no of policies during previous year	11598						
3	Total no of claims during previous year	1414						
4	Total no of policies during current year	11280						
5	Total no of claims during current year	1231						
6	Total no of policies Complaints(current year) per 10000 policies(current year)	0						
7	Total of claim complaints(current year) per 10000 claims registered(current year) upto quarter.	44						
8	Duration wise pending status	complaints made by customers	complaints made by intermediaries	Total				
a)	Upto 7 days	1		1				
b)	7- 15 days	2		2				
c)	15- 30 days	8		8				
d)	30- 90 days	4		4				
e)	90 days and beyond	12		12				
	Total no. of complaints	27		27				

(Sanjay Kiri)
AGM(Grievances)

(Nirdosh Chopra)
GM(Grievances)

8/4/21

Website: www.ecgc.in