

## **CITIZENS CHARTER OF ECGC**

### **OUR VISION**

The vision of ECGC LTD. is To “excel in providing export credit insurance and trade related services”.

### **OUR MISSION**

The mission of ECGC LTD is "To support the Indian Export Industry by providing cost effective insurance and trade related services to meet the growing needs of Indian export market through the optimal utilisation of available resources".

### **OUR OBJECTIVES**

In furtherance of the Mission, the Corporation has set before itself the following objectives:

1. To encourage and facilitate globalisation of India's trade.
2. To assist Indian exporters in managing their credit risks by providing timely information on worthiness of the buyers, banks and the countries.
3. To protect the Indian exporters against unforeseen losses, which may arise due to failure of the buyer, bank or problems faced by the country of the buyer by providing cost effective credit insurance covers in the form of Policy, Factoring and Investment Insurance services comparable to similar covers available to exporters in other countries.
4. To facilitate availability of adequate bank finance to the Indian exporters by providing export credit insurance to banks at competitive rates.
5. To achieve improved performance in terms of profitability, financial and operational efficiency indicators and achieve optimum return on investment.

6. To develop world class expertise in credit insurance among employees and ensure continuous innovation and achieve highest customer satisfaction by delivering top quality service
7. To educate the customer by continuous publicity and effective marketing.

### **OUR CLIENTS**

Our clients are:  
Exporters in India and their Branches / Subsidiary & Joint Venture abroad.  
Banks in India

### **OUR SERVICES TO EXPORTERS AND BANKS**

- (a) ECGC offers the following covers to exporters:
1. Standard Policy, Small Exporters Policy , Specific Shipment Policy, Exports (Specific Buyer) Policy, Exports Turnover Policy, Buyer Exposure Policy, Multi-Buyer Exposure Policy, Consignment Exports Policy (Stockholding Agent) , Consignment Exports Policy (Global Entity), Services Policy, IT-Enabled Services Policy, Software Projects Policy, to protect them against payment risks involved in exports on short term credit.
  2. Specific policies designed to protect Indian firms against payment risks involved in (a) exports on deferred terms of payment (b) services rendered to foreign parties and (c) construction works and turn-key projects undertaken abroad;
  3. Insurance cover for Overseas Investment Insurance.

(b) Covers to Banks:

ECGC issues various types of export credit insurance cover to banks in India to protect them from risks of loss involved in their extending support (fund and non fund based) to exporters at the pre-shipment as well as post-shipment stages; and export credit insurance for banks (Transfer Risk) to protect banks which add confirmation to Letters of Credit opened by foreign banks. Buyers Credit Line of Credit covers are also issued

to banks in respect of deferred payment term exports.

**Service Commitments**

<b>GENERAL</b>	
Issue/Renewal of policy	Within 15 days from receipt of all required details/information/documents.
Issue of Credit limit	Within 7 working days from receipt of all required detail information, documents and latest report for existing buyers on ECGC record.  Within 45 days for other buyers.
Approval for loss minimization requests	Within 10 working days from receipt of all required details/information/documents..
Report of Default (ROD) received response	Within 3 working days on receipt of ROD.
Refund of premium	Within 15 working days.
Claim Settlement	Call for required essential documents / information within 15 working days of claim lodgment and settle or reject the claim within 30 working days from receipt of all the required data/information / documents.
<b>GRIEVANCE</b>	
Acknowledgement of grievance	Within 3 working days.
Grievance Resolution	Within 15 working days.

**OUR COMMITMENT TO  
CLIENTS WITH GRIEVANCES**

The clients seeking redressal of the grievances with Branches under various Regional Offices can expect

- That grievances shall be acknowledged and forwarded to concerned higher authority within 15 days

- Visitors to our office will be treated with courtesy and heard patiently to facilitate solving of their problems.
- Grievance will be disposed off within three months from the date of receipt of grievance with necessary documents by the Corporation.

### **OUR ACTIVITIES**

The organization structure of the ECGC has eight sectors (three business and five control, support and administrative sectors) as under:

1. ECIB (Underwriting and Claims).
2. Policy Underwriting, Factoring, Claims and BUD.
3. Project Export, NEIA, IWG.
4. HRD including Training and Rajbasha, Administration including Andheri property, PPD and IRDA.
5. Internal Audit, Vigilance, CUD & International Relations, Information Technology.
6. NMD, Corporate Social Responsibility, Legal, RTI, Investment, Grievance.
7. Accounts & Finance, Reinsurance, Recovery and MOU.
8. Actuary

We request exporters and banks to

- Contact nearest branch of ECGC for submission of proposals / applications for obtaining covers, declarations, lodgment of defaults & claims under ST business.
- Contact Project Exports Branch of ECGC at Mumbai for all information / transactions under Medium & Long term covers.
- Contact the Division Heads as per details given for follow up and discussions / decision on policy matters.
- Send proposals for our schemes in the prescribed format to the nearest branch.
- Visit our website (<https://www.ecgc.in>) for further details.

**WE REQUEST THE CLIENTS WITH GRIEVANCES TO:**

Approach concerned Branch Manager / Regional Manager of ECGC

- Provide a clear statement of grievance giving the background of Officials previously approached for redress.
- Understand that some grievances take some time to redress.
- Visit our website <https://www.ecgc.in> for details.

If customer is not satisfied, they may write with details to:

General Manager  
Grievance Department,  
ECGC Ltd.  
5<sup>th</sup> floor, Nirmal Building  
Nariman Point, Mumbai – 400 021.  
Tel: (022) 66590713  
E-mail: [grievances@ecgc.in](mailto:grievances@ecgc.in)

To serve our clients in a better way and look into their repeated representations, an Apex Customer Grievance Committee (ACGC), under the Chairmanship of the Chairman-cum-Managing Director (CMD) is set up to determine the merits of representations made. Further, the last appeal may be made by the aggrieved Policyholder to an Independent Review Committee (IRC) which consists of external officials / experts.