

GREIVANCE DISPOSAL

Insurer | EXPORT CREDIT GUARANTEE CORPORATION OF INDIA LTD

DATE | 30/06/2011

GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions during the Month	Complaints Resolved			Total Disposal	Complaints Pending at Branch
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Sales Related	0	0	0	0	0	0	0
b)	Policy Administration Related	0	1	0	1	0	1	0
c)	Insurance Policy Coverage related	1	3	4	0	0	4	0
d)	Claims related	13	31	8	1	12	21	23
e)	Others	0	0	0	0	0	0	0
	Total Number	14	35	12	2	12	26	23

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	6	0	6
b)	Greater than 15 days	16	1	17
	Total Number	22	1	23