

PERIODIC DISCLOSURES

Form NL- 41 GRIEVANCE DISPOSAL

Insurer: Export Credit Guarantee Corporation of India Ltd.

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 30.09.2013 DURING THE FINANCIAL YEAR 2013-14

SI No.	Particulars	Opening Balance * as on being of the quarter	Additions during the Quarter	Complaints Resolved/Settled during the quarter			Complaints Pending at the end of the quarter	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	0	0	0	0	0	0
b)	Claim	52	65	9	0	55	53	110
c)	Policy Related	0	0	0	0	0	0	0
d)	Premium	0	0	0	0	0	0	0
e)	Refund	0	0	0	0	0	0	0
f)	Coverage	0	0	0	0	0	0	0
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product	0	0	0	0	0	0	0
i)	Others	0	0	0	0	0	0	0
	Total Number of complaints:	52	65	9	0	55	53	110

2	Total No. of policies during previous year:	12473
3	Total No. of claims during previous year:	251
4	Total No. of policies during current year:	11113
5	Total No. of claims during current year:	241
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year):	0
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	2199

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	4	0	4
b)	7- 15 days	0	0	0
c)	15- 30 days	15	0	15
d)	30 - 90 days	15	0	15
e)	90 days & beyond	19	0	19
	Total Number of complaints	53	0	53

* Opening balance should tally with the closing balance of the previous financial year