

**PERIODIC DISCLOSURES**

Form NL- 41 GRIEVANCE DISPOSAL

Insurer: Export Credit Guarantee Corporation of India Ltd.

**GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 31.12.2013 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		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Proposal Related	0	3	2	0	1	1	0
b)	Claim	53	54	15	1	45	45	141
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
	<b>Total Number of complaints:</b>	<b>53</b>	<b>57</b>	<b>17</b>	<b>1</b>	<b>46</b>	<b>46</b>	<b>141</b>

<b>2</b>	Total No. of policies during previous year:	<b>13200</b>
<b>3</b>	Total No. of claims during previous year:	<b>808</b>
<b>4</b>	Total No. of policies during current year:	<b>10983</b>
<b>5</b>	Total No. of claims during current year:	<b>718</b>
<b>6</b>	<b>Total No. of Policy Complaints (current year) per 10,000 policies (current year):</b>	<b>0</b>
<b>7</b>	<b>Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):</b>	<b>627</b>

	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	3	0	3
b)	7- 15 days	1	0	1
c)	15- 30 days	5	0	5
d)	30 - 90 days	29	0	29
e)	90 days & beyond	8	0	8
	<b>Total Number of complaints</b>	<b>46</b>	<b>0</b>	<b>46</b>

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