

Form NL- 41 GRIEVANCE DISPOSAL								
Insurer: ECGC LTD				Date: 10.04.2017				
GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 31.03.2017 DURING THE FINANCIAL YEAR 2016-17								
SI No.	Particulars	Opening Balance * as on	Additions during the	Complaints Resolved/Settled			Complaints Pending	Total complaints
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
	a) Proposal Related							
	b) Claim	91	141	64		105	63	387
	c) Policy Related							
	d) Premium							
	e) Refund							
	f) Coverage							
	g) Cover Note Related							
	h) Product							
	i) Others							
	Total Number of complaints:	91	141	64		105	63	387
2	Total No. of policies during previous year:	11,525						
3	Total No. of claims during previous year:	942						
4	Total No. of policies during current year:	12,035						
5	Total No. of claims during current year:	1106						
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): up to Quarter	3499.09						
8	Duration wise Pending Status	ts made by customer	s made by intermediaries					
	a) Upto 7 days	4	0	4				
	b) 7- 15 days	6	0	6				
	c) 15- 30 days	7	0	7				
	d) 30 - 90 days	18	0	18				
	e) 90 days & beyond	28	0	28				
	Total Number of complaints	63	0	63				