

FORM -NL 41 GRIEVANCE DISPOSAL				Date:05/02/2018				
Insurer : ECGC Ltd		GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 31/12/2017 DURING THE FINANCIAL YEAR 2017-18						
Sr.No	Particulars	Opening balance as on beginning of the quarter	Additions during the quarter	complaints Resolved/settled during the quarter				Total complaints registered.
				Fully accepted	Partially accepted	Rejected	Complaints pending at the end of quarter	
1	Complaints made by customers							
a)	Proposals related							
b)	Claim *	14	14	4	1	12	11	14
c)	Policy related							
d)	Premium							
e)	Refund							
f)	Coverage							
g)	Cover note related							
h)	Products							
i)	Others							
	<b>Total no of complaints</b>							
2	Total no of policies during previous year	11330						
3	Total no of claims during previous year	786						
4	Total no of policies during current year	11515						
5	Total no of claims during current year	1179						
6	Total no of policies Complaints(current year) per 10000 policies(current year)	0						
7	Total of claim complaints(current year) per 10000 claims registered(current year) upto quarter.	119						
8	Duration wise pending status	Complaints made by customers	Complaints made by intermediaries	Total				
a)	Upto 7 days	0	0	0				
b)	7- 15 days	0	0	0				
c)	15- 30 days	1	0	1				
d)	30- 90 days	7	0	7				
e)	90 days and beyond	3	0	3				
	<b>Total no. of complaints</b>	11	0	11				

*Rosemary Hutten*  
08/2/18  
(Rosemary Hutten)  
AGM(Grievances)

*Shivaji M Narvekar*  
08/02/18  
(Shivaji M Narvekar)  
GM(Grievances)

\* The Corporation is in process of integrating its Grievance Management System electronically with IGMS. At present, all grievances received received by ECGC are separately updated in IGMS by Grievance Dept. at Head Office of the Corporation. In terms of guidelines, claims not for payment can be represented twice by the exporters for review. Representations filed beyond the permitted number of times or claims filed directly under IGMS/CPGRAMS/Ministry etc are considered as grievances and are handled directly by Grievance Department.