

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer:

Date:

(Rs in Lakhs)
GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance * As on beginning 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	24	480	309	44	106	45	947
	a) Death Claims	0	12	1	2	6	3	19
	b) Policy Servicing	1	40	27	4	4	6	95
	c) Proposal Processing	2	17	13	4	1	1	30
	d) Survival Claims	1	55	31	3	19	3	124
	e) ULIP Related	0	5	1	1	1	2	10
	f) Unfair Business Practices	20	348	235	29	75	29	664
	g) Others	0	3	1	1		1	5
	Total Number	24	480	309	44	106	45	947

2	Total No of policies during previous year	23046
3	Total No of claims during previous year	5674
4	Total No of policies during current year	18767
5	Total No of claims during current year	3536
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	505
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)	99

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Upto 7 Days	42	-	42
	b) 7 - 15 Days	3	-	3
	c) 15-30 Days	-	-	-
	d) 30-90 Days	-	-	-
	e) 90 Days & Beyond	-	-	-
	Total Number	45	-	45

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