

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer:

Date:

(Rs in Lakhs)

GRIEVANCE DISPOSAL

Sl 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	Duplicate		
1	Complaints made by customers	77	725	136	0	543	55	68	1797
	a) Death Claims	0	4	0	0	4	0	0	12
	b) Policy Servicing	2	12	8	0	5	1	0	41
	c) Proposal Processing	1	5	3	0	3	0	0	23
	d) Survival Claims	0	11	3	0	6	1	1	31
	e) ULIP Related	0	5	0	0	5	0	0	9
	f) Unfair Business Practices	73	659	114	0	509	42	67	1613
	g) Others	1	29	8	0	11	11	0	68
	Total Number	77	725	136	0	543	55	68	1797

2	Total No of policies during previous year	118947
3	Total No of claims during previous year	14066
4	Total No of policies during current year	131820
5	Total No of claims during current year	12877
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	121
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)	9.32

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 Days	58		58
b)	7 - 15 Days	10		10
c)	15-30 Days			
d)	30-90 Days			
e)	90 Days & Beyond			
	Total Number	68	0	68

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