

GRIEVANCE DISPOSAL							
Sl No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	182	10881	10308	-	-	755
	a) Received through IRDA	0	33	28	-	-	5
	b) Others	182	10848	10280	-	-	750
	Complaints made by intermediaries	1	0	1	-	-	0
	a) Received through IRDA	-	-	-	-	-	0
	b) Others	1	-	1	-	-	0
	Total Number	183	10881	10309	0	0	755

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	479	0	479
b)	Greater than 15 days	274	2	276
	Total Number	753	2	755

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