

FORM : L41 - Grievance Disposal

SI No.	Particulars	Opening Balance at the beginning of the quarter (01 Jan 2014)	Additions during the quarter	Complaints Resolved / settled during the quarter			Complaints Pending at the end of the quarter (31 Mar 2014)	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Death Claims	-	9	5	1	1	2	40
b)	Policy Servicing	22	322	188	92	32	32	1,104
c)	Proposal Processing	15	157	116	38	5	13	662
d)	Survival Claims	23	377	273	82	11	34	1,519
e)	ULIP Related	4	35	6	14	15	4	190
f)	Unfair Buisness Practices	74	922	243	372	281	100	2,651
g)	Others	11	114	38	48	29	10	462
	Total Number of complaints	149	1,936	869	647	374	195	6,628

2	Total No. of policies during previous year	204,602
3	Total No. of claims during previous year	3,159
4	Total No. of policies during current year	197,380
5	Total No. of claims during current year	3,623
6	Total No. of Policy Complaints (Current Year) per 10,000 policies (Current Year)	56
7	Total No. of Claim Complaints (Current Year) per 10,000 claims registered (Current Year)	110

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Up to 7 Days	159	-	159
b)	7-15 Days	36	-	36
c)	15 - 30 Days	-	-	-
d)	30 - 90 Days	-	-	-
e)	90 Days & above	-	-	-
	Total Number of complaints	195	-	195