

FORM : L41 - Grievance Disposal

SI No.	Particulars	Opening Balance as on 01 Apr 2014	Additions during the quarter	Complaints Resolved / settled during the quarter			Complaints Pending at as on 30 June 2014	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Death Claims	2	15	10	7	-	-	15
b)	Policy Servicing	32	280	211	74	13	14	280
c)	Proposal Processing	13	175	145	29	6	8	175
d)	Survival Claims	34	525	420	90	8	41	525
e)	ULIP Related	4	33	16	19	1	1	33
f)	Unfair Buisness Practices	100	1,002	460	392	149	101	1,002
g)	Others	10	41	26	15	7	3	41
	Total Number of complaints	195	2,071	1,288	626	184	168	2,071

2	Total No. of policies during previous year	33,238
3	Total No. of claims during previous year	819
4	Total No. of policies during current year	32,302
5	Total No. of claims during current year	764
6	Total No. of Policy Complaints (Current Year) per 10,000 policies (Current Year)	87
7	Total No. of Claim Complaints (Current Year) per 10,000 claims registered (Current Year)	196

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Up to 7 Days	139	-	139
b)	7-15 Days	29	-	29
c)	15 - 30 Days	-	-	-
d)	30 - 90 Days	-	-	-
e)	90 Days & above	-	-	-
	Total Number of complaints	168	-	168