

**FORM : L41 - Grievance Disposal**

SI No.	Particulars	Opening Balance as on 01 July 2014	Additions during the quarter	Complaints Resolved / settled during the quarter			Complaints Pending at as on 30 September 2014	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Death Claims	-	4	2		2	-	19
b)	Policy Servicing	14	150	102	44	3	15	430
c)	Proposal Processing	8	109	80	27	1	9	284
d)	Survival Claims	41	317	212	92	7	47	842
e)	ULIP Related	1	16	8	6	2	1	49
f)	Unfair Buisness Practices	101	666	345	243	76	103	1,668
g)	Others	3	26	19	7	-	3	67
	<b>Total Number of complaints</b>	<b>168</b>	<b>1,288</b>	<b>768</b>	<b>419</b>	<b>91</b>	<b>178</b>	<b>3,359</b>

<b>2</b>	Total No. of policies during previous year	85,518
<b>3</b>	Total No. of claims during previous year	1,595
<b>4</b>	Total No. of policies during current year	69,612
<b>5</b>	Total No. of claims during current year	1,579
<b>6</b>	Total No. of Policy Complaints (Current Year) per 10,000 policies (Current Year)	62
<b>7</b>	Total No. of Claim Complaints (Current Year) per 10,000 claims registered (Current Year)	120

<b>8</b>	<b>Duration wise Pending Status</b>	<b>Complaints made by customers</b>	<b>Complaints made by intermediaries</b>	<b>Total</b>
a)	Up to 7 Days	147	-	147
b)	7-15 Days	29	-	29
c)	15 - 30 Days	2	-	2
d)	30 - 90 Days	-	-	-
e)	90 Days & above	-	-	-
	<b>Total Number of complaints</b>	<b>178</b>	<b>-</b>	<b>178</b>