

FORM : L41 - Grievance Disposal

SI No.	Particulars	Opening Balance as on 01 Oct 2014	Additions during the quarter	Complaints Resolved / settled during the quarter			Complaints Pending at as on 31 December 2014	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Death Claims	-	15	1	12	2	-	34
b)	Policy Servicing	15	309	158	117	15	34	739
c)	Proposal Processing	9	189	91	79	8	20	473
d)	Survival Claims	47	517	257	231	18	58	1,359
e)	ULIP Related	1	42	20	19	2	2	91
f)	Unfair Buisness Practices	103	1,084	336	486	230	135	2,752
g)	Others	3	104	40	41	12	14	171
	Total Number of complaints	178	2,260	903	985	287	263	5,619

2	Total No. of policies during previous year	131,304
3	Total No. of claims during previous year	2,572
4	Total No. of policies during current year	104,924
5	Total No. of claims during current year	3,386
6	Total No. of Policy Complaints (Current Year) per 10,000 policies (Current Year)	70
7	Total No. of Claim Complaints (Current Year) per 10,000 claims registered (Current Year)	100

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Up to 7 Days	209	-	209
b)	7-15 Days	54	-	54
c)	15 - 30 Days	-	-	-
d)	30 - 90 Days	-	-	-
e)	90 Days & above	-	-	-
	Total Number of complaints	263	-	263