

FORM : L41 - Grievance Disposal

SI No.	Particulars	Opening Balance as on 1 January 2015	Additions during the quarter	Complaints Resolved / settled during the quarter			Complaints Pending at as on 31 March 2015	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Death Claims	-	17	3	8	5	1	51
b)	Policy Servicing	34	388	238	131	18	35	1,127
c)	Proposal Processing	20	243	143	89	15	16	716
d)	Survival Claims	58	660	457	186	22	53	2,019
e)	ULIP Related	2	96	55	25	13	5	187
f)	Unfair Buisness Practices	135	1,297	364	518	426	124	4,049
g)	Others	14	127	56	57	16	12	298
	Total Number of complaints	263	2,828	1,316	1,014	515	246	8,447

2	Total No. of policies during previous year	197,380
3	Total No. of claims during previous year	3,623
4	Total No. of policies during current year	161,709
5	Total No. of claims during current year	3,226
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)	158

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Up to 7 Days	195	-	195
b)	7-15 Days	51	-	51
c)	15 - 30 Days	-	-	-
d)	30 - 90 Days	-	-	-
e)	90 Days & above	-	-	-
	Total Number of complaints	246	-	246