

FORM : L41 - Grievance Disposal

SI No.	Particulars	Opening Balance as on 1 April 2015	Additions during the quarter	Complaints Resolved / settled during the quarter			Complaints Pending at as on 30 June 2015	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Death Claims	1	28	15	4	5	5	28
b)	Policy Servicing	35	321	161	141	34	20	321
c)	Proposal Processing	16	328	127	170	32	15	328
d)	Survival Claims	53	553	339	181	60	26	553
e)	ULIP Related	5	82	43	28	9	7	82
f)	Unfair Buisness Practices	124	1,751	354	808	512	201	1,751
g)	Others	12	135	33	65	31	18	135
	Total Number of complaints	246	3,198	1,072	1,397	683	292	3,198

2	Total No. of policies during previous year	32,302
3	Total No. of claims during previous year	764
4	Total No. of policies during current year	29,903
5	Total No. of claims during current year	905
6	Total No. of Policy Complaints (Current Year) per 10,000 policies (Current Year)	107
7	Total No. of Claim Complaints (Current Year) per 10,000 claims registered (Current Year)	309

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Up to 7 Days	212	-	212
b)	7-15 Days	79	-	79
c)	15 - 30 Days	1	-	1
d)	30 - 90 Days	-	-	-
e)	90 Days & above	-	-	-
	Total Number of complaints	292	-	292