

FORM : L41 - Grievance Disposal

SI No.	Particulars	Opening Balance as on 1 Oct 2015	Additions during the quarter	Complaints Resolved / settled during the quarter			Complaints Pending at as on 31 December 2015	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Death Claims	-	3	1		2	-	49
b)	Policy Servicing	16	126	73	37	25	7	756
c)	Proposal Processing	13	111	43	44	29	8	673
d)	Survival Claims	9	91	62	18	17	3	928
e)	ULIP Related	4	16	10	7	2	1	153
f)	Unfair Buisness Practices	166	1,401	375	241	777	174	4,753
g)	Others	13	58	24	12	26	9	325
	Total Number of complaints	221	1,806	588	359	878	202	7,637

2	Total No. of policies during previous year	104,924
3	Total No. of claims during previous year	2,419
4	Total No. of policies during current year	127,884
5	Total No. of claims during current year	2,356
6	Total No. of Policy Complaints (Current Year) per 10,000 policies (Current Year)	59
7	Total No. of Claim Complaints (Current Year) per 10,000 claims registered (Current Year)	208

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Up to 7 Days	125	-	125
b)	7-15 Days	77	-	77
c)	15 - 30 Days	-	-	-
d)	30 - 90 Days	-	-	-
e)	90 Days & above	-	-	-
	Total Number of complaints	202	-	202