

FORM : L41 - Grievance Disposal

SI No.	Particulars	Opening Balance as on 1 January 2016	Additions during the quarter	Complaints Resolved / settled during the quarter			Complaints Pending at as on 31 March 2016	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Death Claims	-	10	2		8	-	59
b)	Policy Servicing	7	149	85	20	40	11	905
c)	Proposal Processing	8	78	35	8	42	1	751
d)	Survival Claims	3	73	39	16	21	-	1,001
e)	ULIP Related	1	13	6	4	3	1	166
f)	Unfair Buisness Practices	174	1,679	461	174	1,116	102	6,432
g)	Others	9	30	9	9	21	-	355
	Total Number of complaints	202	2,032	637	231	1,251	115	9,669

2	Total No. of policies during previous year	161,709
3	Total No. of claims during previous year	3,226
4	Total No. of policies during current year	191,919
5	Total No. of claims during current year	3,185
6	Total No. of Policy Complaints (Current Year) per 10,000 policies (Current Year)	47
7	Total No. of Claim Complaints (Current Year) per 10,000 claims registered (Current Year)	185

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Up to 7 Days	115	-	115
b)	7-15 Days	-	-	-
c)	15 - 30 Days	-	-	-
d)	30 - 90 Days	-	-	-
e)	90 Days & above	-	-	-
	Total Number of complaints	115	-	115