

FORM : L41 - Grievance Disposal

SI No.	Particulars	Opening Balance as on 1 April 2016	Additions during the quarter	Complaints Resolved / settled during the quarter				Complaints Pending at as on 30 June 2016	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected	Duplicate		
1	Complaints made by customers								
a)	Death Claims	-	7	2	-	4	-	1	7
b)	Policy Servicing	11	117	56	22	26	1	23	117
c)	Proposal Processing	1	83	27	17	24	-	16	83
d)	Survival Claims	-	90	48	12	10	1	19	90
e)	ULIP Related	1	12	6	-	4	-	3	12
f)	Unfair Buisness Practices	102	1,339	276	89	921	15	140	1,339
g)	Others	-	51	19	6	22	-	4	51
	Total Number of complaints	115	1,699	434	146	1,011	17	206	1,699

2	Total No. of policies during previous year	29,903
3	Total No. of claims during previous year	905
4	Total No. of policies during current year	32,676
5	Total No. of claims during current year	843
6	Total No. of Policy Complaints (Current Year) per 10,000 policies (Current Year)	36
7	Total No. of Claim Complaints (Current Year) per 10,000 claims registered (Current Year)	83

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Up to 7 Days	146	-	146
b)	7-15 Days	60	-	60
c)	15 - 30 Days	-	-	-
d)	30 - 90 Days	-	-	-
e)	90 Days & above	-	-	-
	Total Number of complaints	206	-	206