

FORM : L41 - Grievance Disposal

SI No.	Particulars	Opening Balance as on 1 July 2016	Additions during the quarter	Complaints Resolved / settled during the quarter				Complaints Pending at as on 30 September 2016	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected	Rejected		
1	Complaints made by customers								
a)	Death Claims	1	18	4	3	10	1	1	25
b)	Policy Servicing	23	175	108	31	51	2	6	292
c)	Proposal Processing	16	93	49	16	35	3	6	176
d)	Survival Claims	19	131	88	26	21	9	6	221
e)	ULIP Related	3	12	9	2	3	-	1	24
f)	Unfair Business Practices	140	1,595	327	68	1,115	107	118	2,934
g)	Others	4	38	7	2	21	10	2	89
	Total Number of complaints	206	2,062	592	148	1,256	132	140	3,761

2	Total No. of policies during previous year	83,040
3	Total No. of claims during previous year	1,656
4	Total No. of policies during current year	81,853
5	Total No. of claims during current year	1,541
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)	162

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Up to 7 Days	113	-	113
b)	7-15 Days	27	-	27
c)	15 - 30 Days	-	-	-
d)	30 - 90 Days	-	-	-
e)	90 Days & above	-	-	-
	Total Number of complaints	140	-	140