

FORM : L41 - Grievance Disposal

SI No.	Particulars	Opening Balance as on 1 October 2016	Additions during the quarter	Complaints Resolved / settled during the quarter				Complaints Pending at as on 31 December 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	3		1	3		-	28
b)	Policy Servicing	6	157	96	25	39	3	-	449
c)	Proposal Processing	6	63	27	12	27	3	-	239
d)	Survival Claims	6	66	46	6	14	6	-	287
e)	ULIP Related	1	8	2	1	6		-	32
f)	Unfair Buisness Practices	118	1,186	282	86	803	114	19	4,120
g)	Others	2	36	9	3	12	14	-	125
	Total Number of complaints	140	1,519	462	134	904	140	19	5,280

2	Total No. of policies during previous year	127,884
3	Total No. of claims during previous year	2,356
4	Total No. of policies during current year	121,233
5	Total No. of claims during current year	2,210
6	Total No. of Policy Complaints (Current Year) per 10,000 policies (Current Year)	37
7	Total No. of Claim Complaints (Current Year) per 10,000 claims registered (Current Year)	127

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Up to 7 Days	19	-	19
b)	7-15 Days	-	-	-
c)	15 - 30 Days	-	-	-
d)	30 - 90 Days	-	-	-
e)	90 Days & above	-	-	-
	Total Number of complaints	19	-	19