

FORM : L41 - Grievance Disposal

SI No.	Particulars	Opening Balance as on 1 January 2017	Additions during the quarter	Complaints Resolved / settled during the quarter				Complaints Pending at as on 31 March 2017	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected	Duplicate		
1	Complaints made by customers								
a)	Death Claims	-	2	2	-	-	-	-	30
b)	Policy Servicing	-	80	40	7	33	-	-	529
c)	Proposal Processing	-	36	17	1	17	1	-	275
d)	Survival Claims	-	29	19	3	6	1	-	316
e)	ULIP Related	-	5	1	2	2	-	-	37
f)	Unfair Buisness Practices	19	1,103	256	68	751	47	-	5,223
g)	Others	-	31	8	2	16	5	-	156
	Total Number of complaints	19	1,286	343	83	825	54	-	6,566

2	Total No. of policies during previous year	191,919
3	Total No. of claims during previous year	3,185
4	Total No. of policies during current year	188,025
5	Total No. of claims during current year	2,866
6	Total No. of Policy Complaints (Current Year) per 10,000 policies (Current Year)	28
7	Total No. of Claim Complaints (Current Year) per 10,000 claims registered (Current Year)	105

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