

FORM : L41 - Grievance Disposal

SI No.	Particulars	Opening Balance as on 1 April 2017	Additions during the quarter	Complaints Resolved / settled during the quarter				Complaints Pending at as on 30 June 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	-	12	2	2	6	2	-	12
b)	Policy Servicing	-	14	8	2	3	1	-	14
c)	Proposal Processing	-	22	6	1	13	2	-	22
d)	Survival Claims	-	23	15	2	5	-	1	23
e)	ULIP Related	-	1	1	-	-	-	-	1
f)	Unfair Business Practices	-	1,103	221	111	724	29	18	1,103
g)	Others	-	39	17	8	13	1	-	39
	Total Number of complaints	-	1,214	270	126	764	35	19	1,214

2	Total No. of policies during previous year	32,676
3	Total No. of claims during previous year	843
4	Total No. of policies during current year	37,126
5	Total No. of claims during current year	1,179
6	Total No. of Policy Complaints (Current Year) per 10,000 policies (Current Year)	4
7	Total No. of Claim Complaints (Current Year) per 10,000 claims registered (Current Year)	102

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Up to 7 Days	18	-	18
b)	7-15 Days	1	-	1
c)	15 - 30 Days	-	-	-
d)	30 - 90 Days	-	-	-
e)	90 Days & above	-	-	-
	Total Number of complaints	19	-	19