

**FORM : L41 - Grievance Disposal**

SI No.	Particulars	Opening Balance as on 1 July 2017	Additions during the quarter	Complaints Resolved / settled during the quarter				Complaints Pending at as on 30 September 2017	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected	Duplicate		
<b>1</b>	<b>Complaints made by customers</b>								
a)	Death Claims	-	8	1	-	6	1	-	20
b)	Policy Servicing	-	11	8	2	1	-	-	25
c)	Proposal Processing	-	15	6	2	7	-	-	37
d)	Survival Claims	1	26	13	3	10	1	-	49
e)	ULIP Related	-	-	-	-	-	-	-	1
f)	Unfair Business Practices	18	1,023	158	167	690	26	-	2,126
g)	Others	-	28	7	5	14	2	-	67
	<b>Total Number of complaints</b>	<b>19</b>	<b>1,111</b>	<b>193</b>	<b>179</b>	<b>728</b>	<b>30</b>	<b>-</b>	<b>2,325</b>

<b>2</b>	Total No. of policies during previous year	81,853
<b>3</b>	Total No. of claims during previous year	1,541
<b>4</b>	Total No. of policies during current year	85,336
<b>5</b>	Total No. of claims during current year	1,701
<b>6</b>	Total No. of Policy Complaints (Current Year) per 10,000 policies (Current Year)	3
<b>7</b>	Total No. of Claim Complaints (Current Year) per 10,000 claims registered (Current Year)	118

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