

**FORM : L41 - Grievance Disposal**

SI No.	Particulars	Opening Balance as on 01 October 2017	Additions during the quarter	Complaints Resolved / settled during the quarter				Complaints Pending at as on 31 December 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	-	1	-	-	1	-	-	21
b)	Policy Servicing	-	6	3	3	-	-	-	31
c)	Proposal Processing	-	12	1	5	4	2	-	49
d)	Survival Claims	-	17	9	5	2	1	-	66
e)	ULIP Related	-	-	-	-	-	-	-	1
f)	Unfair Business Practices	-	960	113	143	664	40	-	3,086
g)	Others	-	43	11	6	19	7	-	110
	<b>Total Number of complaints</b>	-	<b>1,039</b>	<b>137</b>	<b>162</b>	<b>690</b>	<b>50</b>	-	<b>3,364</b>

<b>2</b>	Total No. of policies during previous year	127,864
<b>3</b>	Total No. of claims during previous year	2,356
<b>4</b>	Total No. of policies during current year	131,298
<b>5</b>	Total No. of claims during current year	2,472
<b>6</b>	Total No. of Policy Complaints (Current Year) per 10,000 policies (Current Year)	2
<b>7</b>	Total No. of Claim Complaints (Current Year) per 10,000 claims registered (Current Year)	85

<b>8</b>	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	-	-	-
	<b>Total Number of complaints</b>	-	-	-