

## FORM L-41 GREIVANCE DISPOSAL

## GRIEVANCE DISPOSAL FOR THE QUARTER ENDING June 2015

Sl No.	Particulars	Opening Balance * As on beginning of the quarter	Additions during the quarter	Complaints Resolved/ Settled during the quarter			Complaints Pending at the end of the quarter	Total Complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	<b>Complaints made by the customers</b>							
a)	Death Claims	2	5			5	2	31
b)	Policy Servicing	2	42	22		22	-	327
c)	Proposal Processing	1	62	29		34	-	444
d)	Survival Claims	0	28	4		22	2	240
e)	ULIP Related	6	18	6		12	6	95
f)	Unfair Business Practices	24	1064	387		678	23	5483
g)	Others	0					-	0
	<b>Total Number of complaints:</b>	<b>35</b>	<b>1219</b>	<b>448</b>	<b>0</b>	<b>773</b>	<b>33</b>	<b>6620</b>

2	Total No. of policies during the previous year:	
3	Total No. of claims during the previous year:	390
4	Total No. of policies during the current year:	
5	Total No. of claims during the current year:	311
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	997

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	30	-	30
b)	7 - 15 days	1	-	15
c)	15- 30 days	1	-	1
d)	30 - 90 days	1	-	1
e)	90 days & beyond	-	-	-
	<b>Total Number of complaints:</b>	<b>33</b>	<b>-</b>	<b>33</b>

\*Opening balance should tally with the closing of the previous quarter of current financial year

\*Only IRDA token numbers are reported in Additions

\*Additions exclude the complaints that were identified as 'Incorrect Tagging' at the end of respective months

