

## FORM L-41 GREIVANCE DISPOSAL

## GRIEVANCE DISPOSAL FOR THE QUARTER ENDING September 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	7			7	2	38
b)	Policy Servicing	0	50	27		21	2	377
c)	Proposal Processing	0	76	36		38	2	520
d)	Survival Claims	2	37	7		30	2	277
e)	ULIP Related	6	13	11		8	-	108
f)	Unfair Business Practices	23	1072	397		665	33	6555
g)	Others	0					-	0
	<b>Total Number of complaints:</b>	<b>33</b>	<b>1255</b>	<b>478</b>	<b>0</b>	<b>769</b>	<b>41</b>	<b>7875</b>

2	Total No. of policies during the previous year:	29,637
3	Total No. of claims during the previous year:	408
4	Total No. of policies during the current year:	29,143
5	Total No. of claims during the current year:	346
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	2689
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	1098

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	39	-	39
b)	7 - 15 days	1	-	1
c)	15- 30 days		-	-
d)	30 - 90 days	1	-	1
e)	90 days & beyond		-	-
	<b>Total Number of complaints:</b>	<b>41</b>	<b>-</b>	<b>41</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

