

FORM L-41 GREIVANCE DISPOSAL

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING JUNE 2018

SI No.	Particulars	Opening Balance * As on begining 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
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by the customers							
a)	Death Claims	-	3	1	-	2	-	3
b)	Policy Servicing	-	17	9	4	4	-	17
c)	Proposal Processing	-	12	10	-	2	-	12
d)	Survival Claims	-	7	3	1	3	-	7
e)	ULIP Related	-	2	2	-	-	-	2
f)	Unfair Business Practices	-	1,055	235	73	734	13	1,055
g)	Others	-	-	-	-	-	-	-
	Total Number of complaints:	-	1,096	260	78	745	13	1,096

2	Total No. of policies during the previous year:	33,883
3	Total No. of claims during the previous year:	182
4	Total No. of policies during the current year:	46,387
5	Total No. of claims during the current year:	254
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	236
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	118

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	-	-	-
b)	7 - 15 days	12	-	12
c)	15- 30 days	1	-	1
d)	30 - 90 days	-	-	-
e)	90 days & beyond	-	-	-
	Total Number of complaints:	13	-	13

*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

*Total No. of policies during the previous year :Individual & Group policies Login

*Total No. of policies during the current year :Individual & Group policies Login