

## FORM L-41 GREIVANCE DISPOSAL

## GRIEVANCE DISPOSAL FOR THE QUARTER ENDING SEPTEMBER 2018

SI No.	Particulars	Opening Balance * As on beginning of	Additions during the quarter	Complaints Resolved/ Settled during the quarter			Complaints Pending at the end of the	Total Complaints registered upto the
				Fully Accepted	Partial Accepted	Rejected		
<b>1</b>	<b>Complaints made by the customers</b>							
a)	Death Claims	-	6	1		4	1	9
b)	Policy Servicing	-	29	16	3	10	-	46
c)	Proposal Processing	-	17	13	1	3	-	29
d)	Survival Claims	-	13	11		2	-	20
e)	ULIP Related	-	5	3		2	-	7
f)	Unfair Business Practices	13	1,184	314	73	788	22	2,239
g)	Others	-					-	-
	<b>Total Number of complaints:</b>	<b>13</b>	<b>1,254</b>	<b>358</b>	<b>77</b>	<b>809</b>	<b>23</b>	<b>2,350</b>

2	Total No. of policies during the previous year:	61,306
3	Total No. of claims during the previous year:	369
4	Total No. of policies during the current year:	95,978
5	Total No. of claims during the current year:	503
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	244
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	179

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	20		20
b)	7 - 15 days	1		1
c)	15- 30 days	2		2
d)	30 - 90 days	-		-
e)	90 days & beyond	-		-
	<b>Total Number of complaints:</b>	<b>23</b>	<b>-</b>	<b>23</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

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

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