

FORM L-41 GREIVANCE DISPOSAL

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING December 2018

SI 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	Complaints made by the customers							
a)	Death Claims	1	2	2		1	-	11
b)	Policy Servicing	-	38	27	4	7	-	84
c)	Proposal Processing	-	16	12	3	1	-	45
d)	Survival Claims	-	14	9	1	4	-	34
e)	ULIP Related	-	7	3	1	3	-	14
f)	Unfair Business Practices	22	1,192	364	106	739	5	3,431
g)	Others	-					-	-
	Total Number of complaints:	23	1,269	417	115	755	5	3,619

2	Total No. of policies during the previous year:	111,225
3	Total No. of claims during the previous year:	298
4	Total No. of policies during the current year:	159,869
5	Total No. of claims during the current year:	337
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	226
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	326

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days			-
b)	7 - 15 days	5		5
c)	15- 30 days			-
d)	30 - 90 days	-		-
e)	90 days & beyond	-		-
	Total Number of complaints:	5	-	5

*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