

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: Date:

(Rs in Lakhs)

GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	64	2255	389	800	973	157
a)	Sales Related	61	2146	370	761	926	150
b)	New Busines Related	3	109	19	39	47	7
c)	Policy Servcing related	4	134	23	48	58	9
d)	Claim Servicing related	1	23	15	0	0	9
e)	Others	4	131	23	47	56	9
	Total Number	73	2543	450	895	1087	184

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	175	2	177
b)	Greater than 15 days	3	4	7
	Total Number	178	6	184

* Opening balance should tally with the closing balance of the previous financial year.

* Legal Notice / Ombudsman / Consumer cases also included.

* Ombudsman / Consumer Forum cases are consider and included in Intermediaties.

