

FORM L-41 GREIVANCE DISPOSAL

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING March 2014

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	Complaints made by the customers							
a)	Death Claims	3	6	3		2	4	29
b)	Policy Servicing	15	101	56		54	6	500
c)	Proposal Processing	24	176	77		113	10	1,031
d)	Survival Claims	3	53	12		39	5	219
e)	ULIP Related	10	33	14		24	5	224
f)	Unfair Business Practices	172	1,344	762		692	62	5,449
g)	Others	-					-	-
	Total Number of complaints:	227	1,713	924	-	927	89	7,452

2	Total No. of policies during the previous year:	112,019
3	Total No. of claims during the previous year:	1,042
4	Total No. of policies during the current year:	112,119
5	Total No. of claims during the current year:	1,092
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	662
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	266

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	59	-	59
b)	7 - 15 days	5	-	5
c)	15- 30 days	11	-	11
d)	30 - 90 days	14	-	14
e)	90 days & beyond	-	-	-
	Total Number of complaints:	89	-	89

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

* Only IRDA token numbers are reported in Additions