

FORM L-41 GRIEVANCE DISPOSAL

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING June 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	4	9	2		9	2	9
b)	Policy Servicing	6	91	45		45	7	91
c)	Proposal Processing	10	143	64		84	5	143
d)	Survival Claims	5	81	48		32	6	81
e)	ULIP Related	5	28	6		19	8	28
f)	Unfair Business Practices	59	1,072	513		542	76	1,072
g)	Others	-	-	-	-	-	-	-
	Total Number of complaints:	89	1,424	678	-	731	104	1,424

2	Total No. of policies during the previous year:	23,731
3	Total No. of claims during the previous year:	206
4	Total No. of policies during the current year:	19,365
5	Total No. of claims during the current year:	108
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	731
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	833

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	85	-	85
b)	7 - 15 days	15	-	15
c)	15- 30 days		-	-
d)	30 - 90 days	4	-	4
e)	90 days & beyond	-	-	-
	Total Number of complaints:	104	-	104

* 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'