

FORM L-41 GREIVANCE DISPOSAL

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING September 2014

Sl No.	Particulars	Opening Balance * As on begining 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	2	6	1		4	3	15
b)	Policy Servicing	7	78	25		59	1	169
c)	Proposal Processing	5	95	30		63	7	238
d)	Survival Claims	6	53	10		46	3	134
e)	ULIP Related	8	15	5		12	6	43
f)	Unfair Business Practices	76	1075	309		779	63	2,147
g)	Others							
	Total Number of complaints:	104	1322	380	0	963	83	2,746

2	Total No. of policies during the previous year:	112,119
3	Total No. of claims during the previous year:	1,092
4	Total No. of policies during the current year:	56,172
5	Total No. of claims during the current year:	380
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	486
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	395

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	63	-	63
b)	7 - 15 days	18	-	18
c)	15- 30 days	2	-	2
d)	30 - 90 days		-	-
e)	90 days & beyond		-	-
	Total Number of complaints:	83	-	83

*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