

FORM L-41 GREIVANCE DISPOSAL

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING March 2015

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	2	7	5		2	2	26
b)	Policy Servicing	5	68	42		29	2	285
c)	Proposal Processing	11	68	35		43	1	382
d)	Survival Claims	1	57	17		41	-	212
e)	ULIP Related	9	24	6		21	6	77
f)	Unfair Business Practices	98	1241	529		786	24	4419
g)	Others	0					-	-
	Total Number of complaints:	126	1465	634	0	922	35	5,401

2	Total No. of policies during the previous year:	94,134
3	Total No. of claims during the previous year:	1257
4	Total No. of policies during the current year:	104633
5	Total No. of claims during the current year:	1353
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	514
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	192

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	29	-	29
b)	7 - 15 days	3	-	15
c)	15- 30 days	2	-	2
d)	30 - 90 days	1	-	1
e)	90 days & beyond		-	-
	Total Number of complaints:	35	-	35

*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 : Apr-Mar'14

*Total No. of policies during the current year : Apr-Mar'15

