

FORM L-41 GREIVANCE DISPOSAL

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING March 2016

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	0	6	0	-	6	0	24
b)	Policy Servicing	0	22	7	-	15	0	136
c)	Proposal Processing	0	14	14	-	-	0	211
d)	Survival Claims	0	21	9	-	12	0	107
e)	ULIP Related	0	10	7	-	3	0	54
f)	Unfair Business Practices	9	937	346	-	600	0	3949
g)	Others	0	-	-	-	-	0	0
	Total Number of complaints:	9	1010	383	-	636	0	4481

2	Total No. of policies during the previous year:	94,134
3	Total No. of claims during the previous year:	1353
4	Total No. of policies during the current year:	96755
5	Total No. of claims during the current year:	1691
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	461
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	142

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

*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 : Individual policies

*Total No. of policies during the current year : Individual policies