

FORM L-41 GREIVANCE DISPOSAL

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING September 2016

SI 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	11	1	0	9	1	15
b)	Policy Servicing	1	24	6	0	18	1	47
c)	Proposal Processing	0	15	9	0	5	1	36
d)	Survival Claims	1	8	4	0	5	0	26
e)	ULIP Related	1	9	5	0	1	4	20
f)	Unfair Business Practices	27	880	256	0	608	43	1939
g)	Others	0	0	0	0	0	0	0
	Total Number of complaints:	30	947	281	0	646	50	2083

2	Total No. of policies during the previous year:	96,755
3	Total No. of claims during the previous year:	1691
4	Total No. of policies during the current year:	41307
5	Total No. of claims during the current year:	427
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	501
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	351

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	40	-	40
b)	7 - 15 days	6	-	6
c)	15- 30 days	2	-	2
d)	30 - 90 days	2	-	2
e)	90 days & beyond	-	-	-
	Total Number of complaints:	50	-	50

*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

