

FORM L-41 GREIVANCE DISPOSAL

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING March 2017

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	1	6	1		5	1	33
b)	Policy Servicing	0	21	11		10	0	81
c)	Proposal Processing	1	18	15		4	0	92
d)	Survival Claims	1	7	2		6	0	42
e)	ULIP Related	1	10	2		7	2	34
f)	Unfair Business Practices	47	1007	352		686	16	3866
g)	Others							
	Total Number of complaints:	51	1069	383	0	718	19	4148

2	Total No. of policies during the previous year:	96755
3	Total No. of claims during the previous year:	1,691
4	Total No. of policies during the current year:	111,380
5	Total No. of claims during the current year:	1003
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	369
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	329

8	Duration wise Pending Status	Complain ts made by customer s	Complain ts made by intermedi aries	Total
a)	Upto 7 days	-	-	-
b)	7 - 15 days	-	-	-
c)	15- 30 days	1	-	1
d)	30 - 90 days	-	-	-
e)	90 days & beyond	1	-	1
	Total Number of complaints:	2	-	2

*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

