

FORM L-41 GREIVANCE DISPOSAL

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING September 2017

Sl No.	Particulars	Opening Balance * As on begining of the quarter	Additions during the quarter	Complaints Resolved/ Settled during the			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	11	3		11	7	18
b)	Policy Servicing	1	21	14		8	0	37
c)	Proposal Processing	1	19	11		9	1	39
d)	Survival Claims	0	8	4		3	1	13
e)	ULIP Related	0	7	4		3	1	13
f)	Unfair Business Practices	36	825	330		537	38	1587
g)	Others		1					1
	Total Number of complaints:	40	892	366	0	571	48	1708

2	Total No. of policies during the previous year:	111380	
3	Total No. of claims during the previous year:	1,003	
4	Total No. of policies during the current year:	39534	
5	Total No. of claims during the current year:	500	
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	427	
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	360	

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	4		4
b)	7 - 15 days	28		28
c)	15- 30 days	4		4
d)	30 - 90 days	10		10
e)	90 days & beyond	2		2
	Total Number of complaints:	48	-	48

*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