

FORM L-41 GREIVANCE DISPOSAL

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING March 2018

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	0	4	1		3	0	27
b)	Policy Servicing	1	44	30		15	0	105
c)	Proposal Processing	1	7	7		1	0	53
d)	Survival Claims	0	14	7		7	0	29
e)	ULIP Related	0	6	3		3	0	31
f)	Unfair Business Practices	36	930	319		647	0	3264
g)	Others		1	1		0	0	2
	Total Number of complaints:	38	1006	368	0	676	0	3511

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:	123,936	
5	Total No. of claims during the current year:	1152	
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	281	
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	234	

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