

FORM L-41 GREIVANCE DISPOSAL

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING September 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	5	1		4	0	8
b)	Policy Servicing	0	29	16	3	10	0	45
c)	Proposal Processing	0	17	13	1	3	0	29
d)	Survival Claims	0	14	11		2	1	22
e)	ULIP Related	0	5	3		2	0	7
f)	Unfair Business Practices	13	1184	314	73	788	22	2239
g)	Others	0					0	0
	Total Number of complaints:	13	1254	358	77	809	23	2350

2	Total No. of policies during the previous year:	123,936
3	Total No. of claims during the previous year:	1152
4	Total No. of policies during the current year:	64,414
5	Total No. of claims during the current year:	671
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	364
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	119

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	20		20
b)	7 - 15 days	1		1
c)	15- 30 days	2		2
d)	30 - 90 days	-		-
e)	90 days & beyond	-		-
	Total Number of complaints:	23	-	23

*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 & Group policies Login

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

