

FORM L-41 GREIVANCE DISPOSAL

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING December 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	1	3	2		1	1	11
b)	Policy Servicing	0	39	27	4	7	1	84
c)	Proposal Processing	0	16	12	3	1	0	45
d)	Survival Claims	0	14	9	1	4	0	36
e)	ULIP Related	0	3	1	0	2	0	10
f)	Unfair Business Practices	22	1194	364	106	739	7	3433
g)	Others	0					0	0
	Total Number of complaints:	23	1269	415	114	754	9	3619

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:	100,838
5	Total No. of claims during the current year:	1008
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	358
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	109

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days			-
b)	7 - 15 days	5		5
c)	15- 30 days			-
d)	30 - 90 days	-		-
e)	90 days & beyond	-		-
	Total Number of complaints:	5	-	5

*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

