

FORM L-41 GREIVANCE DISPOSAL

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING March 2019

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	2			2	0	13
b)	Policy Servicing	0	22	14	2	6	0	106
c)	Proposal Processing	0	8	4		4	0	53
d)	Survival Claims	0	10	4		6	0	46
e)	ULIP Related	0	12	9	2	1	0	22
f)	Unfair Business Practices	5	1592	471	148	978	0	5025
g)	Others	0	0				0	0
	Total Number of complaints:	5	1646	502	152	997	0	5265

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:	167,711
5	Total No. of claims during the current year:	1409
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	313
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	92

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 & Group policies Login

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

