

FORM L-41 GREIVANCE DISPOSAL

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING Sept 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	3			3	0	5
b)	Policy Servicing	0	11	5	3	2	1	27
c)	Proposal Processing	0	12	4	1	6	1	20
d)	Survival Claims	0	9	6	0	2	1	16
e)	ULIP Related	0	8	2	1	5	0	10
f)	Unfair Business Practices	3	1949	580	455	891	26	3672
g)	Others	0	0				0	
	Total Number of complaints:	3	1992	597	460	909	29	3750

2	Total No. of policies during the previous year:	167,711	
3	Total No. of claims during the previous year:	1409	
4	Total No. of policies during the current year:	117,770	
5	Total No. of claims during the current year:	777	
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	318	
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	64	

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	28		28
b)	7 - 15 days	1		1
c)	15- 30 days	-		-
d)	30 - 90 days	-		-
e)	90 days & beyond	-		-
	Total Number of complaints:	29	-	29

*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 Issuance

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

