

FORM L-41 GREIVANCE DISPOSAL

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING Dec 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	1			1	0	6
b)	Policy Servicing	1	5	6	2		-2	32
c)	Proposal Processing	1	9	4		5	1	29
d)	Survival Claims	1	5	4		2	0	21
e)	ULIP Related	0	10				10	20
f)	Unfair Business Practices	26	2001	990	173	682	182	5673
g)	Others	0	1				1	1
	Total Number of complaints:	29	2032	1004	175	690	192	5782

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:	165,628	
5	Total No. of claims during the current year:	1229	
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	349	
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	49	

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	192		192
b)	7 - 15 days	-	-	-
c)	15- 30 days	-		-
d)	30 - 90 days	-		-
e)	90 days & beyond	-		-
	Total Number of complaints:	192	-	192

*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

