

FORM L-41 GREIVANCE DISPOSAL

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING June 2020

SI No.	Particulars	Opening Balance * As on beginning 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	3
b)	Policy Servicing	0	40	25	1	11	3	40
c)	Proposal Processing	0	6	3	1	1	1	6
d)	Survival Claims	0	7	3	1	2	1	7
e)	ULIP Related	0	0				0	0
f)	Unfair Business Practices	1	1343	392	221	533	198	1343
g)	Others	0	0				0	0
	Total Number of complaints:	1	1399	423	224	550	203	1399

2	Total No. of policies during the previous year:	62722	
3	Total No. of claims during the previous year:	274	
4	Total No. of policies during the current year:	21474	
5	Total No. of claims during the current year:	241	
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	650	
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	124	

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	194		194
b)	7 - 15 days	9		9
c)	15- 30 days	-		-
d)	30 - 90 days	-		-
e)	90 days & beyond	-		-
	Total Number of complaints:	203	-	203

*Opening balance should tally with the closing of the previous quarter of current financial year

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

*Total No. of Claims during the Previous & current year : Individual policies