

FORM L-41 GREIVANCE DISPOSAL

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING September 2020

Sl 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	6	1		4	1	9
b)	Policy Servicing	3	19	8	4	6	4	59
c)	Proposal Processing	1	11	5	2	4	1	17
d)	Survival Claims	1	21	8	5	4	5	28
e)	ULIP Related	0	0	0	0	0	0	0
f)	Unfair Business Practices	198	1540	370	327	944	97	2883
g)	Others	0	0	0	0	0	0	0
	Total Number of complaints:	203	1597	392	338	962	108	2996

2	Total No. of policies during the previous year:	207628	
3	Total No. of claims during the previous year:	1726	
4	Total No. of policies during the current year:	48101	
5	Total No. of claims during the current year:	1084	
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	621	
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	83	

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	102		102
b)	7 - 15 days	6		9
c)	15- 30 days	-		-
d)	30 - 90 days	-		-
e)	90 days & beyond	-		-
	Total Number of complaints:	108	-	108

*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 Issued

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