

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING SEPTEMBER 2021

Date: 30/09/2021

SI No.	Particulars	Opening Balance at the beginning of the quarter	Additions during the quarter (net of duplicate complaints)	Complaints Resolved/ Settled during the quarter			Complaints Pending at the end of the quarter	Total Complaints registered up to the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by the customers							
a)	Death Claims	1	20	4	2	12	3	43
b)	Policy Servicing	0	20	8	6	6	0	31
c)	Proposal Processing	1	8	2	2	5	0	15
d)	Survival Claims	0	14	6	5	3	0	21
e)	ULIP Related	0	1	1	0	0	0	1
f)	Unfair Business Practices	13	690	171	76	433	23	1140
g)	Others	0	0	0	0	0	0	0
	Total Number of Complaints	15	753	192	91	459	26	1251

2	Total No. of Policies upto corresponding period of previous year	48101
3	Total No. of Claims upto corresponding period of previous year	1084
4	Total No. of Policies during current year	50,303
5	Total No. of Claims during current year	1483
6	Total No. of Policy Complaints (current year) per 10000 policies (current year)	240
7	Total No. of Claim Complaints (current year) per 10000 claims registered (current year)	290

8	Duration wise Pending Status	Complaints made by customers		Complaints made by Intermediaries		Total	
		Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Number	Percentage to Pending complaints
a)	Up to 15 days	26	100%	-	-	26	100%
b)	15 - 30 days	0	0%	-	-	0	0%
c)	30 - 90 days	0	0%	-	-	0	0%
d)	90 days & Beyond	0	0%	-	-	0	0%
	Total Number of Complaints	26	100%	-	-	26	100%