

**FORM L-41 GRIEVANCE DISPOSAL**Name of the Insurer : **SBI Life Insurance Co.Ltd.****GRIEVANCE DISPOSAL FOR THE QUARTER ENDING 31/03/2017**

Sl No.	Particulars	Opening Balance * As on beginning of the quarter	Reopen at the end of Quarter	Additions during the quarter	Complaints Resolved/Settled during the quarter			Complaints pending at the end of the quarter	Total Complaints registered upto the quarter during Financial Year
					Fully Accepted	Partially Accepted	Rejected		
<b>1</b>	<b>Complaints made by the customers</b>	<b>94</b>	<b>-</b>	<b>1851</b>	<b>852</b>	<b>170</b>	<b>920</b>	<b>3</b>	<b>7806</b>
a)	Death Claims	2	-	41	7	5	31	0	161
b)	Policy Servicing	12	-	333	124	63	156	2	1275
c)	Proposal Processing	30	-	698	572	36	120	0	2683
d)	Survival Claims	7	-	164	42	28	101	0	958
e)	Ulip Related	0	-	16	4	2	10	0	61
f)	Unfair Business Practices	40	-	569	96	26	486	1	2518
g)	Others	3	-	30	7	10	16	0	150
<b>Total Number of complaints :</b>		<b>94</b>	<b>-</b>	<b>1851</b>	<b>852</b>	<b>170</b>	<b>920</b>	<b>3</b>	<b>7806</b>

2	Total No. of policies during previous period :	12,73,515
3	Total No. of claims during previous period :	5,62,312
4	Total No. of policies during current period :	12,75,550
5	Total No. of claims during current period :	8,06,112
6	Total No. of Policy Complaints (current period) per 10,000 policies (current period) :	52.42
7	Total No. of Claim Complaints (current period) per 10,000 claims registered (current period) :	13.88

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
(a)	Upto 7 days	3	-	-
(b)	7- 15 days	-	-	-
(c)	15 - 30 days	-	-	-
(d)	30 - 90 days	-	-	-
(e)	90 days & Beyond	-	-	-
<b>Total No. of complaints</b>		<b>3</b>	<b>-</b>	<b>-</b>