

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING 31/03/2016

Sl No.	Particulars	Opening Balance * As on being 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		
1	Complaints made by the customers	203	-	2953	1045	336	1768	7	9510
a)	Death Claims	3	-	44	9	7	31	0	156
b)	Policy Servicing	22	-	333	140	54	158	3	947
c)	Proposal Processing	20	-	789	478	67	264	0	3087
d)	Survival Claims	30	-	354	106	40	238	0	927
e)	Ulip Related	1	-	20	3	1	17	0	61
f)	Unfair Business Practices	112	-	1194	226	128	948	4	3729
g)	Others	15	-	219	83	39	112	0	603
Total Number of complaints :		203	-	2953	1045	336	1768	7	9510

2	Total No. of policies during previous year :	11,26,211
3	Total No. of claims during previous year :	6,04,305
4	Total No. of policies during current year :	12,73,515
5	Total No. of claims during current year :	5,62,312
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year) :	66.17
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year) :	19.26

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