

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING 30/09/2014

SI No.	Particulars	Opening Balance * As on being of the 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>220</b>	<b>3241</b>	<b>1192</b>	<b>240</b>	<b>1814</b>	<b>215</b>	<b>6779</b>
	a) Death Claims	2	35	2	3	26	6	57
	b) Policy Servicing	17	187	61	20	107	16	404
	c) Proposal Processing	22	1036	732	46	223	57	1913
	d) Survival Claims	22	250	49	21	181	21	573
	e) Ulip Related	2	33	5	2	25	3	88
	f) Unfair Business Practices	132	1390	276	110	1049	87	3132
	g) Others	23	310	67	38	203	25	612
	<b>Total Number of complaints :</b>	<b>220</b>	<b>3241</b>	<b>1192</b>	<b>240</b>	<b>1814</b>	<b>215</b>	<b>6779</b>

2	Total No. of policies during previous year :	1041349
3	Total No. of claims during previous year :	605266
4	Total No. of policies during current year :	384877
5	Total No. of claims during current year :	292964
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year) :	159.77
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year) :	21.50

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
(a)	Upto 7 days	176	0	176
(b)	7 - 15 days	39	0	39
(c)	15 - 30 days	0	0	0
(d)	30 - 90 days	0	0	0
(e)	90 days & Beyond	0	0	0
	<b>Total No. of complaints</b>	<b>215</b>	<b>0</b>	<b>215</b>