

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING 31/12/2014

SI 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		
<b>1</b>	<b>Complaints made by the customers</b>	<b>215</b>	<b>5</b>	<b>2838</b>	<b>1150</b>	<b>244</b>	<b>1569</b>	<b>95</b>	<b>9617</b>
	a) Death Claims	6	1	19	2	1	21	2	76
	b) Policy Servicing	16	0	231	71	38	137	1	635
	c) Proposal Processing	57	0	881	706	31	187	14	2794
	d) Survival Claims	21	0	221	55	23	157	7	794
	e) Ulip Related	3	0	32	7	6	21	1	120
	f) Unfair Business Practices	87	3	1222	247	118	888	59	4354
	g) Others	25	1	232	62	27	158	11	844
	<b>Total Number of complaints :</b>	<b>215</b>	<b>5</b>	<b>2838</b>	<b>1150</b>	<b>244</b>	<b>1569</b>	<b>95</b>	<b>9617</b>

2	Total No. of policies during previous year :	6,82,330
3	Total No. of claims during previous year :	3,27,434
4	Total No. of policies during current year :	7,28,607
5	Total No. of claims during current year :	4,41,463
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year) :	120.05
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year) :	19.71

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
(a)	Upto 7 days	76	0	76
(b)	7 - 15 days	18	0	18
(c)	15 - 30 days	0	0	0
(d)	30 - 90 days	0	1	1
(e)	90 days & Beyond	0	0	0
	<b>Total No. of complaints</b>	<b>94</b>	<b>1</b>	<b>95</b>