

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING 30/06/2013

S. 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		
1	Complaints made by the customers	11	3895	1055	240	2468	143	3895
	a) Death Claims	0	14	0	0	13	1	14
	b) Policy Servicing	0	207	65	14	114	14	207
	c) Proposal Processing	9	1234	644	17	556	26	1234
	d) Survival Claims	0	369	59	10	284	16	369
	e) Ulip Related	0	69	8	4	55	2	69
	f) Unfair Business Practices	2	1768	198	165	1331	76	1768
	g) Others	0	234	81	30	115	8	234
	Total Number of complaints :	11	3895	1055	240	2468	143	3895

2	Total No. of policies during previous year :	888887
3	Total No. of claims during previous year :	289573
4	Total No. of policies during current year :	114897
5	Total No. of claims during current year :	94203
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year) :	306
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year) :	41

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
(a)	Upto 7 days	124	0	124
(b)	7 - 15 days	19	0	19
(c)	15 - 30 days	0	0	0
(d)	30 - 90 days	0	0	0
(e)	90 days & Beyond	0	0	0
	Total No. of complaints	143	0	143

Note :

* 7 complaints which were reopened and closed in this Quarter has not been included