

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING 31/12/2013

Sl 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	105	3755	1141	119	2525	75	11451
	a) Death Claims	0	13	1	0	11	1	42
	b) Policy Servicing	9	241	115	15	111	9	654
	c) Proposal Processing	10	811	409	5	400	7	3083
	d) Survival Claims	9	289	53	5	234	6	1013
	e) Ulip Related	0	47	8	1	38	0	164
	f) Unfair Business Practices	58	2029	421	79	1541	46	5674
	g) Others	19	325	134	14	190	6	821
	<b>Total Number of complaints :</b>	<b>105</b>	<b>3755</b>	<b>1141</b>	<b>119</b>	<b>2525</b>	<b>75</b>	<b>11451</b>

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 :	682330
5	Total No. of claims during current year :	327434
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year) :	152.36
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year) :	32.22

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
(a)	Upto 7 days	60	0	60
(b)	7 - 15 days	14	0	14
(c)	15 - 30 days	1	0	1
(d)	30 - 90 days	0	0	0
(e)	90 days & Beyond	0	0	0
	<b>Total No. of complaints</b>	<b>75</b>	<b>0</b>	<b>75</b>