

GRIEVANCE DISPOSAL

S. No.	Particulars	Opening Balance	Additions **	Fully Accepted	Partially Accepted	Rejected	Complaints Pending
1	Complaints made by customers	216	4593	1793	233	2578	205
	a) Sales Related	58	2002	229	130	1644	57
	b) New Busines Related	111	1785	1298	24	464	110
	c) Policy Servicing related	17	270	94	31	141	21
	d) Claim Servicing related	7	263	38	30	190	12
	e) Others	23	273	134	18	139	5
	Total Number	216	4593	1793	233	2578	205

S. No.	Particulars	Complaints made by customers	Complaints made by intermediaries	Total
2	Duration wise Pending Status			
	a) Less than 15 days	205	-	205
	b) Greater than 15 days	-	-	-
	Total Number	205	-	205

** Additions includes all the complaints received during the period July 2012 to September 2012