

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING 31/12/2012

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	205	3900	1483	218	2261	143	13933
a)	Death Claims	2	16	5	2	8	3	34
b)	Policy Servicing	15	172	53	31	93	10	640
c)	Proposal Processing	108	1479	1110	20	410	47	5167
d)	Survival Claims	12	253	32	16	206	11	720
e)	Ulip Related	1	50	3	5	41	2	170
f)	Unfair Business Practices	60	1715	200	120	1399	56	6258
g)	Others	7	215	80	24	104	14	944
Total Number of complaints :		205	3900	1483	218	2261	143	13933

2	Total No. of policies during previous year :	881928
3	Total No. of claims during previous year :	161537
4	Total No. of policies during current year :	574026
5	Total No. of claims during current year :	183992
Total No. of Policy Complaints (current year) per		
6	10,000 policies (current year) :	230
Total No. of Claim Complaints (current year) per		
7	10,000 claims registered (current year) :	41

Duration wise Pending Status		Complaints made by customers	Complaints made by intermediaries	Total
(a)	Upto 7 days	119	1	120
(b)	7 - 15 days	22	0	22
(c)	15 - 30 days	1 *	0	1
(d)	30 - 90 days	0	0	0
(e)	90 days & Beyond	0	0	0
Total No. of complaints		142	1	143

Note :

* - Complaint was reopened by customer through IGMS Website