

**GRIEVANCE DISPOSAL**

S. No.	Particulars	Opening Balance	Additions **	Fully Accepted	Partially Accepted	Rejected	Complaints Pending
<b>1</b>	<b>Complaints made by customers</b>	<b>707</b>	<b>4693</b>	<b>2414</b>	<b>288</b>	<b>2281</b>	<b>417</b>
	a) Sales Related	442	1525	292	171	1254	250
	b) New Busines Related	166	2551	1849	55	696	117
	c) Policy Servicing related	73	384	194	31	196	36
	d) Claim Servicing related	10	88	28	15	51	4
	e) Others	16	145	51	16	84	10
	<b>Total Number</b>	<b>707</b>	<b>4693</b>	<b>2414</b>	<b>288</b>	<b>2281</b>	<b>417</b>

S. No.	Particulars	Complaints made by customers	Complaints made by intermediaries	Total
<b>2</b>	<b>Duration wise Pending Status</b>			
	a) Less than 15 days	194	4	198
	b) Greater than 15 days	219	0	219
	<b>Total Number</b>	<b>413</b>	<b>4</b>	<b>417</b>

*\*\* Additions includes all the complaints received during the period April 2011 to September 2011*