|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |
| **Insurer:** | **NATIONAL INSURANCE CO. LTD.** | **Grievance Status up to Sept 2012** |  |  |  |  |  |
| **GRIEVANCE DISPOSAL** | | | | | | | |
| **Sl No.** | **Particulars** | **O/B as on 01-04-2012** | **Gr. Reported between 1/4/12 to 30/09/12** | **Complaints Resolved between 1/4/12 to 30/9/12** | | | **Complaints Pending**  **as on 30/09/2012** |
| **1** | **Complaints made by customers** |  |  | **Fully Accepted** | **Partial Accepted** | **Rejected** |  |
| a) | Sales Related | **82** | 520 | 346 | 105 | 74 | **77** |
| b) | Policy Administration Related | **247** | 1559 | 1039 | 314 | 221 | **232** |
| c) | Insurance Policy Coverage related | **161** | 1039 | 692 | 209 | 148 | **151** |
| d) | Claims related | **632** | 4330 | 2887 | 873 | 614 | **588** |
| e) | others | 152 | 1212 | 809 | 244 | 173 | **138** |
| d) | **Total Number** | **1274** | **8660** | **5773** | **1745** | **1230** | **1186** |
|  |  |  |  |  |  |  |  |
| **2** | **Duration wise Pending Status** | **Complaints made by customers** | **Complaints made by intermediaries** | **Total** | ***REDRESSAL RATIO - 88%*** | | |
| a) | Less than 15 days | 316 | 17 | 333 |
| b) | Greater than 15 days | 811 | 42 | 853 |
|  | **Total Number** | **1127** | **59** | **1186** |
| \* Opening balance should tally with the closing balance of the previous financial year. | | | | |
|  | | | | |