

GRIEVANCE DISPOSAL FOR THE PERIOD 01.10.2014 to 30.12.2014 DURING THE FINANCIAL YEAR 2014-15

Sl.No.	Particulars	Opening Balance* as on 01.10.2014	Additions during the quarter (III Qtr)	Complaints Resolved / settled during the quarter			Complaints pending at the end of the quarter	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by the customers							
a)	Proposal related	0	3	0	1	1	1	10
b)	Claim	332	710	202	315	171	354	2330
c)	Policy related	51	253	25	186	50	43	736
d)	Premium	13	32	2	4	39	0	124
e)	Refund	5	12	4	7	5	1	45
f)	Coverage	6	22	7	7	14	0	59
g)	Cover Note related	0	0	0	0	0	0	0
h)	Product	4	3	1	3	3	0	28
i)	Others	87	180	38	64	138	27	579
	Total Number of complaints	498	1215	279	587	421	426	3911

2	Total No. of Policies during III Qtr. of Previous Year	7438957
3	Total No. of claims during III Qtr. Previous Year	289342
4	Total No. of policies during III Qtr of Current Year	7900181
5	Total No. of claims during III Qtr of Current Year	305937
6	No. of Policy complaints (current year) per 10,000 policies (current year)	0.64
7	No. of Claim Complaints (current year) per 10000 claims registered (current year)	21.93

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a)	Upto 7 days	90	0	90
b)	7 - 15 days	68	0	68
c)	15-30 days	65	0	65
d)	30-90 days	104	1	105
e)	90 days & beyond	98	0	98
	Total no. of complaints	425	1	426

* Opening balance should tally with the closing balance of the previous Quarter