

FORM NL - 41 - GRIEVANCE DISPOSAL

Registration No. 102



Date of Registration with the IRDA: 23.10.2000

Insurer: ROYAL SUNDARAM GENERAL INSURANCE CO. LIMITED	Date: 31-Mar-16
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Grievance Disposal for the Period Upto : March 2016 During the Financial Year 2015-16

Sl No.	Particulars	Opening Balance * As on beginning of the Financial Year	Additions during the Financial Year	Complaints Resolved/ Settled during the Financial Year			Complaints Pending at the end of the Financial Year	Total complaints registered during the Financial Year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
	a) Proposal Related	0	4	2	1	1	0	4
	b) Claim	12	940	546	130	263	13	940
	c) Policy Related	12	1236	1195	30	17	6	1236
	d) Premium	1	50	43	3	5	0	50
	e) Refund	0	23	17	1	5	0	23
	f) Coverage	1	6	3	2	2	0	6
	g) Cover Note Related	0	0	0	0	0	0	0
	h) Product	1	23	9	3	12	0	23
	i) Others	10	341	261	42	44	4	341
	Total Number of Complaints	37	2623	2076	212	349	23	2623

2	Total No. of Policies during previous year:	16,41,392
3	Total No. of Claims during previous year:	3,64,347
4	Total No. of Policies during current year:	16,26,663
5	Total No. of Claims during current year:	3,29,667
6	Total No. of Complaints (current year) per 10,000 policies (current year):	10.35
7	Total No. of Complaints (current year) per 10,000 claims registered(current year):	28.51

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Upto 7 days	3	0	3
	b) 7 - 15 days	20	0	20
	c) 15 - 30 days	0	0	0
	d) 30 - 90 days	0	0	0
	e) 90 days & Beyond	0	0	0
	Total Number of Complaints	23	0	23

* Opening balance should tally with the closing balance of the previous financial year