

**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-18

**Grievance Disposal for the Period Upto 31st Mar 2018 During the Financial Year 2017-18**

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 upto the during the Financial Year
				Fully Accepted	Partially Accepted	Rejected		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Proposal Related	2	8	6	0	4	0	8
b)	Claim	5	423	171	36	217	4	423
c)	Policy Related	1	164	124	4	36	1	164
d)	Premium	0	46	21	2	23	0	46
e)	Refund	0	12	7	0	5	0	12
f)	Coverage	0	12	4	0	8	0	12
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product	0	6	5	0	1	0	6
i)	Others	4	164	105	4	56	3	164
	<b>Total Number of Complaints</b>	<b>12</b>	<b>835</b>	<b>443</b>	<b>46</b>	<b>350</b>	<b>8</b>	<b>835</b>

2	Total No. of Policies during previous year: 2016-17	17,84,980
3	Total No. of Claims during previous year : 2016-17	3,60,274
4	Total No. of Policies during current year : 2017-18	17,71,180
5	Total No. of Claims during current year: 2017-18	3,57,338
6	Total No. of Complaints (current year) per 10,000 policies (current year):	2.33
7	Total No. of Complaints (current year) per 10,000 claims registered(current year):	11.84

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	4	0	4
b)	7 - 15 days	4	0	4
c)	15 - 30 days	0	0	0
d)	30 - 90 days	0	0	0
e)	90 days & Beyond	0	0	0
	<b>Total Number of Complaints</b>	<b>8</b>	<b>0</b>	<b>8</b>

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