

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-Dec-19

Grievance Disposal for the Period Upto 31st December 2019 During the Financial Year 2019-20

Sl No.	Particulars	Opening Balance * As on beginning of the quarter	Additions during the quarter	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	Partially Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	2	0	0	1	1	7
b)	Claim	6	125	61	7	48	15	283
c)	Policy Related	2	33	23	0	11	1	70
d)	Premium	0	18	4	0	12	2	22
e)	Refund	0	4	2	0	2	0	8
f)	Coverage	0	0	0	0	0	0	4
g)	Cover Note Related	2	0	2	0	0	0	2
h)	Product	0	0	0	0	0	0	0
i)	Others	0	7	3	0	4	0	10
	Total Number of Complaints	10	189	95	7	78	19	406

2	Total No. of Policies during previous year:(Up to Q3 2018-2019)	1,374,886
3	Total No. of Claims during previous year:(Up to Q3 2018-2019)	296,820
4	Total No. of Policies during current year:(Up to Q3 2019-2020)	1,468,324
5	Total No. of Claims during current year: (Up to Q3 2019-2020)	500,661
6	Total No. of Complaints (current year) per 10,000 policies (current year):	0.84
7	Total No. of Complaints (current year) per 10,000 claims registered(current year):	5.65

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	13	0	13
b)	7 - 15 days	6	0	6
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	19	0	19

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