

FORM NL - 41 - GRIEVANCE DISPOSAL

Registration No. 102			
Date of Registration with the IRDA: 23.10.2000			
Insurer:		Date:	30-Sep-20

Grievance Disposal for the Period Upto 30th September 2020 During the Financial Year 2020-21

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	1	0	0	1	0	3
b)	Claim	1	123	76	8	35	5	177
c)	Policy Related	1	30	15	0	12	4	54
d)	Premium	0	29	1	0	28	0	47
e)	Refund	0	2	2	0	0	0	2
f)	Coverage	0	0	0	0	0	0	0
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product	0	0	0	0	0	0	0
i)	Others	2	28	16	0	12	2	63
	Total Number of Complaints	4	213	110	8	88	11	346

2	Total No. of Policies during previous year: (upto Q2 2019-2020)	927,868
3	Total No. of Claims during previous year: (upto Q2 2019-2020)	395,083
4	Total No. of Policies during current year: (upto Q2 2020-2021)	820,525
5	Total No. of Claims during current year: (upto Q2 2020-2021)	367,043
6	Total No. of Complaints (current year) per 10,000 policies (current year):	2.06
7	Total No. of Complaints (current year) per 10,000 claims registered(current year):	4.82

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	9	0	9
b)	7 - 15 days	2	0	2
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	11	0	11

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