

GRIEVANCE DISPOSAL FOR THE PERIOD ENDED DECEMBER 31, 2020

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
				Full Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	1	0	0	1	0	3
b)	Claim	3	299	123	67	104	8	593
c)	Policy Related	5	139	100	26	16	2	363
d)	Premium	0	7	3	1	3	0	12
e)	Refund	0	19	14	2	3	0	48
f)	Coverage	0	15	2	1	11	1	25
g)	Cover Note Related	0	0	0	0	0	0	2
h)	Product	0	4	0	1	3	0	4
i)	Others	3	72	44	7	24	0	179
	Total Number of complaints:	11	556	286	105	165	11	1229

2	Total No. of policies during previous year (FY 2019-20):	11,093,063
3	Total No. of claims during previous year (FY 2019-20):	1,220,302
4	Total No. of policies during current year (FY 2020-21):	7,078,162
5	Total No. of claims during current year (FY 2020-21):	730,760
6	Total No. of Policy complaints (current year) per 10,000 policies (current year) ;	0.90
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)	8.11

8	Duration wise Pending Status	Complaints made by Customers	Complaints made by Intermediaries	Total
(a)	Upto 7 days	11	-	11
(b)	7 - 15 Days	-	-	-
(c)	15 - 30 Days	-	-	-
(d)	30 - 90 Days	-	-	-
(e)	90 days & Beyond	-	-	-
	Total No. of Complaints	11	-	11

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

Note :