

GRIEVANCE DISPOSAL FOR THE PERIOD ENDED SEPTEMBER 30, 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	1	0	0	0	2
b)	Claim	4	195	68	61	67	3	294
c)	Policy Related	2	138	103	15	17	5	224
d)	Premium	0	4	2	0	2	0	5
e)	Refund	1	21	12	1	9	0	29
f)	Coverage	0	7	1	1	5	0	10
g)	Cover Note Related	0	0	0	0	0	0	2
h)	Product	0	0	0	0	0	0	0
i)	Others	2	64	37	8	18	3	107
	Total Number of complaints:	9	430	224	86	118	11	673

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):	3,978,590
5	Total No. of claims during current year (FY 2020-21):	402,008
6	Total No. of Policy complaints (current year) per 10,000 policies (current year) ;	0.95
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)	7.31

8	Duration wise Pending Status	Complaints made by Customers	Complaints made by Intermediaries	Total
(a)	Upto 7 days	10	-	10
(b)	7 - 15 Days	1	-	1
(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 :