

FORM NL-45-GREIVANCE DISPOSAL



GRIEVANCE DISPOSAL FOR THE PERIOD BETWEEN 01.07.2022 to 30.09.2022

Sl No.	Particulars	Opening Balance * as on 01.07.2022	Additions during the quarter (net of duplicate complaints)	Complaints Resolved			Complaints Pending at the end of the quarter	Total Complaints registered up to the quarter during the financial year 2022-23
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	2	1	0	1	0	3
b)	Claims Related	338	1588	846	97	715	268	3481
c)	Policy Related	11	85	64	13	15	4	118
d)	Premium Related	6	15	9	3	8	1	30
e)	Refund Related	0	5	3	0	2	0	7
f)	Coverage Related	2	2	2	0	2	0	10
g)	Cover Note Related	0	2	1	0	1	0	2
h)	Product Related	0	6	4	2	0	0	13
i)	Others (to be specified) (i) HR related (ii) Office Maintainance related	20	232	128	15	67	42	382
	Total	377	1937	1058	130	811	315	4046

2	Total No. of policies during previous year:	33,79,934
3	Total No. of claims during previous year:	6,78,410
4	Total No. of policies during current year:	3364569
5	Total No. of claims during current year:	629373
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year):	0.25
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	25.23

8	Duration wise Pending Status	Complaints made by customers		Complaints made by Intermediaries		Total	
		Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Number	Percentage to Pending complaints
a)	Up to 15 days	162	51.43	0	0	162	51.43
b)	15 - 30 days	83	26.35	2	0.63	85	26.98
c)	30 - 90 days	62	19.68	0	0	62	19.68
d)	90 days & Beyond	6	1.90	0	0	6	1.90
	Total Number of Complaints	313		2		315	

Note :- (a) Opening balance should tally with the closing balance of the previous quarter.