

FORM NL-45-GREIVANCE DISPOSAL

Name of the Insurer: SBI General

Date: 01-Jan-22

GRIEVANCE DISPOSAL								
SI No.	Particulars	Opening Balance *	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
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	0	0	0	0	0	3
b)	Claims Related	13	262	92	0	175	8	802
c)	Policy Related	20	172	148	0	34	10	632
d)	Premium Related	1	2	3	0	0	0	18
e)	Refund Related	2	11	11	0	2	0	51
f)	Coverage Related	0	4	4	0	0	0	8
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product Related	0	5	4	0	1	0	10
i)	Others (to be specified)	7	103	69	0	36	5	264
	Total	43	559	331	0	248	23	1788
2	Total No. of policies during previous year:	28,812,960	(including COIs)					
3	Total No. of claims during previous year:	1,600,451						
4	Total No. of policies during current year:	22,559,788	(including COIs)					
5	Total No. of claims during current year:	656,250						
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year):	0.44	(983 Policy related complaints against 22559788 policies issued)					
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	12.27	(805 claim related complaints against 656250 claims)					
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	23**	100%	0	0	23	100%	
b)	15 - 30 days	0	0	0	0	0	0	
c)	30 - 90 days	0	0	0	0	0	0	
d)	90 days & Beyond	0	0	0	0	0	0	
	Total Number of Complaints	23	100%	0	0	23	100%	

** 23 complaints which were pending as on 31-12-21 have been resolved within regulatory TAT