



FORM NL-45-GREIVANCE DISPOSAL

Statement as on September 30, 2021

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	1	18	5	3	9	2	25
b)	Claims Related	31	1,068	217	148	676	58	1,693
c)	Policy Related	9	217	110	30	79	7	406
d)	Premium Related	2	48	3	-	47	-	91
e)	Refund Related	-	19	7	-	11	1	41
f)	Coverage Related	2	10	1	-	11	-	20
g)	Cover Note Related	-	-	-	-	-	-	-
h)	Product Related	1	8	3	2	4	-	12
i)	Others	1	11	6	-	6	-	38
	Total	47	1,399	352	183	843	68	2,326
2	Total No. of policies during previous year:	4,187,870						
3	Total No. of claims during previous year:	1,289,030						
4	Total No. of policies during current year:	4,176,015						
5	Total No. of claims during current year:	2,073,004						
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)#:	1.42						
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	8.17						

Total number of policy complaints includes all complaints other than those reported under "Claims" and "Others"

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	62	91%	-	-	62	91%
b)	15 - 30 days	6	9%	-	-	6	9%
c)	30 - 90 days	-	0%	-	-	-	0%
d)	90 days & Beyond	-	0%	-	-	-	0%
	Total Number of Complaints	68	100%	-	-	68	100%