

GRIEVANCE DISPOSAL FOR THE PERIOD ENDED JUNE 30, 2021

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	2	0	0	2	0	2
b)	Claim	12	299	104	90	98	19	299
c)	Policy Related	5	121	77	19	24	6	121
d)	Premium	0	2	0	0	2	0	2
e)	Refund	0	19	10	5	3	1	19
f)	Coverage	1	19	6	2	10	2	19
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product	0	0	0	0	0	0	0
i)	Others	3	54	27	9	18	3	54
	Total Number of complaints:	21	516	224	125	157	31	516

2	Total No. of policies during previous year (FY 2020-21):	7,648,746
3	Total No. of claims during previous year (FY 2020-21):	1,097,449
4	Total No. of policies during current year (FY 2021-22):	1,529,923
5	Total No. of claims during current year (FY 2021-22):	268,076
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)	11.15

8	Duration wise Pending Status	Complaints made by Customers	Complaints made by Intermediaries	Total
(a)	Upto 7 days	24	-	24
(b)	7 - 15 Days	7	-	7
(c)	15 - 30 Days	-	-	-
(d)	30 - 90 Days	-	-	-
(e)	90 days & Beyond	-	-	-
	Total No. of Complaints	31	-	31

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

Note :

- 1) Complaints received in Escalated Status from IRDA are not included in this report
- 2) Type of disposal for duplicate cases is selected as per original token number