

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING SEPTEMBER, 2022

Sl No.	Particulars	Opening Balance at the beginning of the Quarter	Additions during the Quarter (net of duplicate complaints)	Complaints Resolved/Settled during the Quarter			Complaints Pending at the end of the Quarter	Total complaints registered upto the Quarter during the F. Y
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by the customers (ICMS)							
a)	Death Claims	33	1135	988	104	29	47	2280
b)	Policy Servicing	72	6243	5801	361	53	100	12833
c)	Proposal Processing	50	1475	1392	88	6	39	3360
d)	Survival Claims	95	5021	4756	261	47	52	11658
e)	ULIP Related	1	60	52	7	1	1	110
f)	Unfair Business Practices	11	748	676	55	14	14	1486
g)	Others	15	4673	4308	269	60	51	9634
	<b>Total Number of Complaints</b>	<b>277</b>	<b>19355</b>	<b>17973</b>	<b>1145</b>	<b>210</b>	<b>304</b>	<b>41361</b>

2	Total no. of Policies upto corresponding period of previous year	7,374,125
3	Total no. of Claims upto corresponding period of previous year	13,264,720
4	Total no. of Policies during current year	8,374,748
5	Total no. of Claims during current year	25,956,672
6	Total no. of Policy Complaints (current year) per 10000 policies (current year)	32.74
7	Total no. of Claim Complaints (current year) per 10000 claims registered (current year)	5.37

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)	Upto 15 days	278	91.45%	0	0	278	91.45%
b)	15-30 days	20	6.58%	0	0	20	6.58%
c)	30-90 days	5	1.64%	0	0	5	1.64%
d)	90 days and Beyond	1	0.33%	0	0	1	0.33%
	<b>Total Number of Complaints</b>	<b>304</b>		<b>0</b>	<b>0</b>	<b>304</b>	

Executive Director (CRM/PS)