

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING December, 2022

SI 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	47	1006	856	119	19	59	3286
b)	Policy Servicing	100	6458	6005	384	59	110	19291
c)	Proposal Processing	39	1333	1234	54	8	76	4693
d)	Survival Claims	52	4530	4192	239	52	99	16188
e)	ULIP Related	1	42	41	1	1	0	152
f)	Unfair Business Practices	14	661	594	38	16	27	2147
g)	Others	51	4700	4189	272	47	243	14334
	Total Number of Complaints	304	18730	17111	-1107	202	614	60091

2	Total no. of Policies upto corresponding period of previous year	12,673,354
3	Total no. of Claims upto corresponding period of previous year	21,181,690
4	Total no. of Policies during current year	12,916,422
5	Total no. of Claims during current year	36,453,496
6	Total no. of Policy Complaints (current year) per 10000 policies (current year)	31.45
7	Total no. of Claim Complaints (current year) per 10000 claims registered (current year)	5.34

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	563	91.69%	0	0	563	91.69%
b)	15-30 days	49	7.98%	0	0	49	7.98%
c)	30-90 days	2	0.33%	0	0	2	0.33%
d)	90 days and Beyond	0	0.00%	0	0	0	0.00%
	Total Number of Complaints	614		0		614	

(Signature)
Executive Director (CRM/PS)