

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING JUNE, 2023

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	0	936	738	122	27	49	936
b)	Policy Servicing	0	6609	6151	317	38	103	6609
c)	Proposal Processing	0	1071	985	43	14	29	1071
d)	Survival Claims	0	5344	4883	298	65	98	5344
e)	ULIP Related	0	81	78	1	0	2	81
f)	Unfair Business Practices	0	727	660	32	17	18	727
g)	Others	0	5192	4798	265	48	81	5192
	Total Number of Complaints	0	19960	18293	1078	209	380	19960

2	Total no. of Policies upto corresponding period of previous year	3,687,386
3	Total no. of Claims upto corresponding period of previous year	5,259,293
4	Total no. of Policies during current year	3,222,557
5	Total no. of Claims during current year	13,345,041
6	Total no. of Policy Complaints (current year) per 10000 policies (current year)	42.45
7	Total no. of Claim Complaints (current year) per 10000 claims registered (current year)	4.71

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	365	96.05%	0	0	365	96.05%
b)	15-30 days	10	2.63%	0	0	10	2.63%
c)	30-90 days	5	1.32%	0	0	5	1.32%
d)	90 days and Beyond	0	N/A	0	0	0	N/A
	Total Number of Complaints	380		0		380	

Executive Director (CRM/PS)