PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE PROPOSAL

GRIEVANCE PROPOSAL UPTO THE QUARTER ENDING: 30-Sep-2020

Date : 30-Sep 2020

SI No	Particulars	Opening Balance *As on beginning of the quarter	Additions during the quarter	Complaints Resolved/Settled during the quarter			Complaints	
				Fully accepted	Partial accepted	Rejected	pending at the end of the quarter	Total complaints registered upto the quarter during the financial yea
1	Complaints made by the customers	5	786	284	110	396	1	1450
a)	Death Claims	1	9	4	1	4	-	10
b)	Policy Servicing	-	80	47	22	11	-	155
c)	Proposal Processing	2	74	60	6	10	-	191
d)	Survival Claims	2	56	41	10	7	-	163
e)	ULIP Related	-	8	4	2	2	-	18
f)	Unfair Business Practices	1	516	121	52	343	1	825
g)	Others	-	43	7	17	19	-	88
	Total Number of complaints:	5	786	284	110	396	1	1450
2	Total No. of policies during previous year: April to Sept 2019	118606						
3	Total No. of claims reported during previous year: April to Sept 2019	94764						
4	Total No. of policies during current year: April to Sept 2020	114115						
5	Total No. of claims reported during current year: April to Sept 2020	83779						
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	111.90						
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)	20.65						
8	Duration wise Pending status	Complaints made by Customers	Complaints made by Intermediaries	Total				
a)	Upto 7 days	1	0	1	•			
b)	7-15 days	0	0	0				
c)	15 - 30 days	0	0	0				
d)	30 - 90 days	0	0	0	•			
e)	90 days & Beyond	0	0	0	•			
	Total Number of complaints:	1	0	1	b.			