

## GRIEVANCE DISPOSAL FOR THE QUARTER ENDING JUNE, 2022

SINo.	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	1145	1005	96	11	33	1145
b)	Policy Servicing	0	6590	6135	343	40	72	6590
c)	Proposal Processing	0	1885	1733	101	1	50	1885
d)	Survival Claims	0	6637	6142	350	50	95	6637
e)	ULIP Related	0	50	43	5	1	1	50
f)	Unfair Business Practices	0	738	660	57	10	11	738
g)	Others	0	4961	4603	293	50	15	4961
	<b>Total Number of Complaints</b>	<b>0</b>	<b>22006</b>	<b>20321</b>	<b>1245</b>	<b>163</b>	<b>277</b>	<b>22006</b>

2	Total no. of Policies upto corresponding period of previous year	2,311,806
3	Total no. of Claims upto corresponding period of previous year	5,125,154
4	Total no. of Policies during current year	3,687,386
5	Total no. of Claims during current year	5,259,293
6	Total no. of Policy Complaints (current year) per 10000 policies (current year)	38.57
7	Total no. of Claim Complaints (current year) per 10000 claims registered (current year)	14.80

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	245	88.45%	0	0	245	88.45%
b)	15-30 days	16	5.78%	0	0	16	5.78%
c)	30-90 days	16	5.78%	0	0	16	5.78%
d)	90 days and Beyond	0	NA	0	0	0	NA
	<b>Total Number of Complaints</b>	<b>277</b>		<b>0</b>		<b>277</b>	

Executive Director (CRM/PS)