

FORM L-41: GREIVANCE DISPOSAL



[IRDA Registration No.135 dated 19th December 2007]

GREIVANCE DISPOSAL - 2011-2012

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled	
				Fully Accepted	Partial Accepted
1	Complaints made by customers				
a)	Sales Related	4	98	26	NIL
b)	New Busines Related	NIL	6	2	NIL
c)	Policy Servcing related	NIL	13	6	NIL
d)	Claim Servicing related	1	9		NIL
e)	Others	1	4	2	NIL
	Total Number	6			

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	28	NIL	28
b)	Greater than 15 days	10	NIL	10
	Total Number	38	NIL	38

* Opening balance should tally with the closing balance of the previous financial year.



(Rs in Lakhs)

ed	Complaints Pending
Rejected	
49	27
2	2
4	3
6	4
1	2
	38