

Go Digit General Insurance Limited

IRDAI Registration No. 158 dated 20 Sep 2017

FORM NL-45-GREIVANCE DISPOSAL

For the quarter and period ending 31 Dec 2023

CIN - U66010PN2016PLC167410



SI No.	Particulars	Opening Balance *	Additions during the quarter (net of duplicate complaints)	Complaints Resolved			Complaints Pending at the end of the quarter	Total Complaints registered up to the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	-	5	2	1	2	-	6
b)	Claims Related	11	411	62	154	186	20	897
c)	Policy Related	5	123	68	28	26	6	251
d)	Premium Related	-	3	-	2	1	-	5
e)	Refund Related	-	15	8	2	5	-	33
f)	Coverage Related	-	4	1	-	3	-	9
g)	Cover Note Related	-	-	-	-	-	-	-
h)	Product Related	-	4	1	-	3	-	11
i)	Others (to be specified) (i)Insurer failed to clarify the queries raised by Insured. (ii)Insurer not given no claim bonus	3	35	20	8	8	2	94
	Total	19	600	162	195	234	28	1,306
2	Total No. of policies during previous year:	30,29,314						
3	Total No. of claims during previous year:	1,45,141						
4	Total No. of policies during current year:	29,14,657						
5	Total No. of claims during current year:	2,21,275						
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year):	0.65						
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	18.57						
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)	Up to 15 days	28	100%	0		28	100%	
b)	15 - 30 days							
c)	30 - 90 days							
d)	90 days & Beyond							
	Total Number of Complaints	28	100%	-	-	28	100%	

Note :- (a) Opening balance should tally with the closing balance of the previous quarter.
 (b) Complaints reported should be net of duplicate complaints
 (c) No. of policies should be new policies (both individual and group) net of cancellations
 (d) Claims should be no. of claims reported during the period
 (e) For 1 to 7 Similar break-ups to be given for the complaints made by intermediaries.