

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	0	2	1	1	-	-	6
b)	Claims Related	9	487	85	216	181	14	921
c)	Policy Related	4	96	47	32	17	4	180
d)	Premium Related	0	3	1	1	1	-	9
e)	Refund Related	0	12	4	5	2	1	32
f)	Coverage Related	1	2	2	1	-	-	6
g)	Cover Note Related	0	-	-	-	-	-	-
h)	Product Related	1	2	1	1	1	-	4
i)	Others (to be specified) (i)Insurer failed to clarify the queries raised by Insured. (ii)Insurer not given no claim bonus	0	37	12	13	8	4	56
	Total	15	641	153	270	210	23	1,214
2	Total No. of policies during previous year:	1,11,78,028						
3	Total No. of claims during previous year:	8,13,976						
4	Total No. of policies during current period:	57,03,329						
5	Total No. of claims during current period:	4,96,047						
6	Total No. of Policy Complaints (current period) per 10,000 policies (current period):	0.51						
7	Total No. of Claim Complaints (current period) per 10,000 claims registered (current period):	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	23	100%	0	0	23	100%	
b)	15 - 30 days							
c)	30 - 90 days							
d)	90 days & Beyond							
	Total Number of Complaints	23	100%	-	-	23	100%	