

Sl. No.	Particulars	Opening Balance at the beginning of quarter	Additions during the quarter	Complaints resolved			Complaints pending at the end of quarter	Total complaints registered up to the period
				Fully accepted	Partially accepted	Rejected		
<b>1</b>	<b>Complaints made by customers</b>							
	a. Sales related	-	1	-	1	-	-	4
	b. Policy administration related	-	7	6	-	1	-	19
	c. Insurance policy coverage related	-	1	-	-	1	-	2
	d. Claims related	3	28	6	6	19	-	87
	e. Others	-	5	1	-	4	-	22
	<b>Total</b>	<b>3</b>	<b>42</b>	<b>13</b>	<b>7</b>	<b>25</b>	<b>-</b>	<b>134</b>

2	Total number of policies during the previous year	2090852
3	Total number of claims during the previous year	32435
4	Total number of policies during the current year	5151681
5	Total number of claims during the current year	163170
6	Total number of policy complaints (current year) per 10,000 policies (current year)	0.03
7	Total number of claim complaints (current year) per 10,000 claims registered (current year)	1.72

**Notes -**

*Total number of claims have been considered as intimated claims*

*Total number of policy complaints includes other than those reported under "Claims" and "Others"*

Sl. No.	Particulars	Complaints made by customers	Complaints made by intermediaries	Total
<b>8</b>	<b>Duration-wise pending status</b>			
	a. Up to 7 days	-	-	-
	b. 7 - 15 days	-	-	-
	c. 15 - 30 days	-	-	-
	d. 30 - 90 days	-	-	-
	e. 90 days and beyond	-	-	-
	<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>