

FORM NL - 41 - GRIEVANCE DISPOSAL

Registration No. 102

Date of Registration with the IRDA: 23.10.2000



Insurer: ROYAL SUNDARAM GENERAL INSURANCE CO. LIMITED

Date: 31-Dec-16

Grievance Disposal for the quarter ended 31st Dec 2016 During the Financial Year 2016-17

Sl No.	Particulars	Opening Balance * As on beginning of the Q3	Additions during Q3	Complaints Resolved/ Settled during the Q3			Complaints Pending at the end of the Q3	Total complaints registered upto Q3
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
	a) Proposal Related	0	1	0	1	0	0	1
	b) Claim	3	97	26	13	56	5	97
	c) Policy Related	2	35	22	2	8	5	35
	d) Premium	0	7	1	2	3	1	7
	e) Refund	0	1	0	0	0	1	1
	f) Coverage	0	0	0	0	0	0	0
	g) Cover Note Related	0	0	0	0	0	0	0
	h) Product	0	2	0	0	1	1	2
	i) Others	1	49	21	9	14	6	49
	Total Number of Complaints	6	192	70	27	82	19	192

2	Total No. of Policies during previous year:	4,17,071
3	Total No. of Claims during previous year:	85,661
4	Total No. of Policies during current year:	4,65,999
5	Total No. of Claims during current year:	89,118
6	Total No. of Complaints (current year) per 10,000 policies (current year):	2.04
7	Total No. of Complaints (current year) per 10,000 claims registered(current year):	10.88

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Upto 7 days	9	0	9
	b) 7 - 15 days	10	0	10
	c) 15 - 30 days	0	0	0
	d) 30 - 90 days	0	0	0
	e) 90 days & Beyond	0	0	0
	Total Number of Complaints	19	0	19

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