

**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-17
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**Grievance Disposal for the Quarter ended 31st Dec 2017 during the Financial Year 2017-18**

Sl No.	Particulars	Opening Balance * As on beginning of the Q3	Additions during the 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		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Proposal Related	1	2	1	0	2	0	2
b)	Claim	9	108	48	2	63	4	108
c)	Policy Related	3	46	35	2	10	2	46
d)	Premium	1	9	5	0	5	0	9
e)	Refund	0	7	3	0	4	0	7
f)	Coverage	0	4	1	0	2	1	4
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product	1	0	1	0	0	0	0
i)	Others	3	45	34	2	11	1	45
	<b>Total Number of Complaints</b>	<b>18</b>	<b>221</b>	<b>128</b>	<b>6</b>	<b>97</b>	<b>8</b>	<b>221</b>

2	Total No. of Policies during previous year:(Upto Q3 2016-2017)	13,23,185
3	Total No. of Claims during previous year :(Upto Q3 2016-2017)	2,65,970
4	Total No. of Policies during current year :(Upto Q3 2017-2018)	12,90,001
5	Total No. of Claims during current year: (Upto Q3 2017-2018)	2,67,249
6	Total No. of Complaints (current year) per 10,000 policies (current year):	0.88
7	Total No. of Complaints (current year) per 10,000 claims registered(current year):	4.04

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	3	0	3
b)	7 - 15 days	5	0	5
c)	15 - 30 days	0	0	0
d)	30 - 90 days	0	0	0
e)	90 days & Beyond	0	0	0
	<b>Total Number of Complaints</b>	<b>8</b>	<b>0</b>	<b>8</b>

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