

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: 30-Jun-19

Grievance Disposal for the Period Upto 30th Jun 2019 During the Financial Year 2019-20

Sl No.	Particulars	Opening Balance * As on beginning of the Financial Year (2019-20)	Additions during the quarter Q1 (2019-20)	Complaints Resolved/ Settled during the Quarter Q1(2019-20)			Complaints Pending at the end of the quarter Q1 (2019-20)	Total complaints registered upto the quarter during the Financial Year(2019-20)
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	4	0	0	4	0	4
b)	Claim	11	78	34	12	40	3	78
c)	Policy Related	4	20	16	0	8	0	20
d)	Premium	0	1	1	0	0	0	1
e)	Refund	0	4	3	0	1	0	4
f)	Coverage	0	2	2	0	0	0	2
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product	0	0	0	0	0	0	0
i)	Others	0	1	0	0	1	0	1
	Total Number of Complaints	15	110	56	12	54	3	110

2	Total No. of Policies during previous year:(Upto Q1 2018-2019)	469,016
3	Total No. of Claims during previous year:(Upto Q1 2018-2019)	97,246
4	Total No. of Policies during current year: (Upto Q1 2019-2020)	419,059
5	Total No. of Claims during current year: (Upto Q1 2019-2020)	267,381
6	Total No. of Complaints (current year) per 10,000 policies (current year):	0.76
7	Total No. of Complaints (current year) per 10,000 claims registered(current year):	2.92

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	2	0	2
b)	7 - 15 days	1	0	1
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	3	0	3

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