

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-20

Grievance Disposal for the Period Upto 30th June 2020 During the Financial Year 2020-21

Sl No.	Particulars	Opening Balance * As on beginning of the quarter	Additions during the quarter	Complaints Resolved/ Settled during the quarter			Complaints Pending at the end of the quarter	Total complaints registered upto the quarter during the Financial Year
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	2	0	0	2	0	2
b)	Claim	2	54	28	3	24	1	54
c)	Policy Related	0	24	12	1	10	1	24
d)	Premium	0	18	3	1	14	0	18
e)	Refund	0	0	0	0	0	0	0
f)	Coverage	0	0	0	0	0	0	0
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product	0	0	0	0	0	0	0
i)	Others	0	35	14	0	19	2	35
	Total Number of Complaints	2	133	57	5	69	4	133

2	Total No. of Policies during previous year: (upto Q1 2019-2020)	419,059
3	Total No. of Claims during previous year: (upto Q1 2019-2020)	267,381
4	Total No. of Policies during current year: (upto Q1 2020-2021)	363,464
5	Total No. of Claims during current year: (upto Q1 2020-2021)	67,787
6	Total No. of Complaints (current year) per 10,000 policies (current year):	2.17
7	Total No. of Complaints (current year) per 10,000 claims registered(current year):	7.97

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	2	0	2
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	4	0	4