

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-Sep-21
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Grievance Disposal for the Period Upto 30th September 2021 During the Financial Year 2021-22

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	1	0	0	1	0	2
b)	Claim	7	161	79	14	64	11	257
c)	Policy Related	1	59	33	0	19	8	97
d)	Premium	0	30	2	0	27	1	60
e)	Refund	0	3	2	0	1	0	7
f)	Coverage	0	1	0	0	1	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	11	8	0	3	0	20
	Total Number of Complaints	8	266	124	14	116	20	445

2	Total No. of Policies during previous year: (upto Q2 2020-2021)	8,20,525
3	Total No. of Claims during previous year: (upto Q2 2020-2021)	3,67,043
4	Total No. of Policies during current year: (upto Q2 2021-2022)	9,57,340
5	Total No. of Claims during current year: (upto Q2 2021-2022)	1,95,298
6	Total No. of Complaints (current year) per 10,000 policies (current year):	1.96
7	Total No. of Complaints (current year) per 10,000 claims registered(current year):	13.16

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	11	0	11
b)	7 - 15 days	9	0	9
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	20	0	20

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