

FORM NL-45-GREIVANCE DISPOSAL

Name of the Insurer: ROYAL SUNDARAM GENERAL INSURANCE CO. LIMITED

Registration No. 102

Date of Registration with the IRDA: 23.10.2000

Date:

31-Dec-21

GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions during the quarter (net of duplicate complaints)	Complaints Resolved			Complaints Pending at the end of the quarter	Total Complaints registered up to the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	0	0	0	0	0	2
b)	Claims Related	11	191	94	25	66	17	448
c)	Policy Related	8	42	31	0	17	2	139
d)	Premium Related	1	10	0	0	10	1	70
e)	Refund Related	0	2	2	0	0	0	9
f)	Coverage Related	0	0	0	0	0	0	2
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product Related	0	0	0	0	0	0	0
i)	Others	0	27	15	0	11	1	47
	Total	20	272	142	25	104	21	717
2	Total No. of Policies during previous year:(upto Q3 2020-2021)		14,21,929					
3	Total No. of Claims during previous year:(upto Q3 2020-2021)		4,60,596					
4	Total No. of Policies during current year: (upto Q3 2021-2022)		16,43,142					
5	Total No. of Claims during current year: (upto Q3 2021-2022)		2,96,449					
6	Total No. of Complaints (current year) per 10,000 policies (current year):		1.64					
7	Total No. of Complaints (current year) per 10,000 claims registered(current year):		15.11					
8	Duration wise Pending Status	Complaints made by customers		Complaints made by Intermediaries		Total		
		Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	
a)	Up to 15 days	21	100%	0	0%	21	100%	
b)	15 - 30 days	0	0%	0	0%	0	0%	
c)	30 - 90 days	0	0%	0	0%	0	0%	
d)	90 days & Beyond	0	0%	0	0%	0	0%	
	Total Number of Complaints	21	100%	0	0%	21	100%	

Note :- (a) Opening balance should tally with the closing balance of the previous quarter.

(b) Complaints reported should be net of duplicate complaints

(c) No. of policies should be new policies (both individual and group) net of cancellations

(d) Claims should be no. of claims reported during the period

(e) For 1 to 7 Similar break-up to be given for the complaints made by intermediaries.