

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-17

Grievance Disposal for the Period Upto 30th June 2017 During the Financial Year 2017-18

Sl No.	Particulars	Opening Balance * As on beginning of the Quarter- Q1	Additions during the Quarter- Q1	Complaints Resolved/ Settled during the Quarter			Complaints Pending at the end of the Quarter- Q1	Total complaints registered upto the quarter during the Financial Year
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
	a) Proposal Related	2	4	5	0	1	0	4
	b) Claim	5	113	50	11	50	7	113
	c) Policy Related	1	54	41	2	8	4	54
	d) Premium	0	20	7	1	11	1	20
	e) Refund	0	3	3	0	0	0	3
	f) Coverage	0	3	2	0	1	0	3
	g) Cover Note Related	0	0	0	0	0	0	0
	h) Product	0	5	4	0	1	0	5
	i) Others	4	51	33	2	20	0	51
	Total Number of Complaints	12	253	145	16	92	12	253

2	Total No. of Policies during previous year:	4,29,928
3	Total No. of Claims during previous year:	87,718
4	Total No. of Policies during current year:	4,23,561
5	Total No. of Claims during current year:	90,890
6	Total No. of Complaints (current year) per 10,000 policies (current year):	3.31
7	Total No. of Complaints (current year) per 10,000 claims registered(current year):	12.43

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Upto 7 days	6	0	6
	b) 7 - 15 days	6	0	6
	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	12	0	12

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