


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:	31-Mar-21	
Grievance Disposal for the Period Upto 31st March 2021 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	<b>Complaints made by customers</b>							
a)	Proposal Related	0	0	0	0	0	0	3
b)	Claim	11	174	100	15	54	16	487
c)	Policy Related	2	64	43	0	17	6	136
d)	Premium	2	63	6	0	57	2	159
e)	Refund	0	5	3	0	2	0	9
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	2	21	19	0	4	0	124
<b>Total Number of Complaints</b>		<b>17</b>	<b>329</b>	<b>173</b>	<b>15</b>	<b>134</b>	<b>24</b>	<b>920</b>
2	Total No. of Policies during previous year: (upto Q4 2019-2020)		2,061,015					
3	Total No. of Claims during previous year: (upto Q4 2019-2020)		596,284					
4	Total No. of Policies during current year: (upto Q4 2020-2021)		2,007,325					
5	Total No. of Claims during current year: (upto Q4 2020-2021)		548,996					
6	Total No. of Complaints (current year) per 10,000 policies (current year):		2.16					
7	Total No. of Complaints (current year) per 10,000 claims registered(current year):		8.87					
2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total				
a)	Upto 7 days	12	0	12				
b)	7 - 15 days	12	0	12				
c)	15 - 30 days	0	0	0				
d)	30 - 90 days	0	0	0				
e)	90 days & Beyond	0	0	0				
<b>Total Number of Complaints</b>		<b>24</b>	<b>0</b>	<b>24</b>				

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