

## PERIODIC DISCLOSURES

**FORM NL-41 GREIVANCE DISPOSAL**

<b>Insurer:-</b>	Royal Sundaram	<b>Date:-</b>	31-Mar-06
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*(Rs in Lakhs)*

### GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
<b>1</b>	<b>Complaints made by customers</b>						
	a) Sales Related						0
	b) Policy Administration Related	345	11454	10863			936
	c) Insurance Policy Coverage related						
	d) Claims related	30	552				30
	e) Others						
	<b>d) Total Number</b>	<b>375</b>	<b>12006</b>	<b>10863</b>			<b>966</b>

2	Duration wise Pending Status ^^	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	497		497
	b) Greater than 15 days	469		469
	<b>Total Number</b>	<b>966</b>	<b>0</b>	<b>966</b>

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

^^ Pending as on 31-Mar-06