

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-17

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

Sl No.	Particulars	Opening Balance * As on beginning of the Half Year - H1	Additions during the Half Year - H1	Complaints Resolved/ Settled during the Half Year			Complaints Pending at the end of the Half Year - H1	Total complaints registered upto the quarter during the Financial Year
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
	a) Proposal Related	2	6	5	0	2	1	6
	b) Claim	5	231	100	19	108	9	231
	c) Policy Related	1	94	73	2	17	3	94
	d) Premium	0	35	14	2	18	1	35
	e) Refund	0	4	3	0	1	0	4
	f) Coverage	0	3	2	0	1	0	3
	g) Cover Note Related	0	0	0	0	0	0	0
	h) Product	0	6	4	0	1	1	6
	i) Others	4	91	56	2	34	3	91
	Total Number of Complaints	12	470	257	25	182	18	470

2	Total No. of Policies during previous year:	8,57,186
3	Total No. of Claims during previous year:	1,76,852
4	Total No. of Policies during current year:	8,24,072
5	Total No. of Claims during current year:	1,77,185
6	Total No. of Complaints (current year) per 10,000 policies (current year):	2.90
7	Total No. of Complaints (current year) per 10,000 claims registered(current year):	13.04

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Upto 7 days	8	0	8
	b) 7 - 15 days	10	0	10
	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	18	0	18

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