

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-18
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Grievance Disposal for the Period Upto 30th Sep 2018 During the Financial Year 2018-19

Sl No.	Particulars	Opening Balance * As on beginning of the Financial Year	Additions during upto the Q2	Complaints Resolved/ Settled during upto the Q2			Complaints Pending at the end of the Q2	Total complaints registered upto the Q2
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	3	0	0	3	0	3
b)	Claim	4	169	64	21	87	1	169
c)	Policy Related	1	72	43	5	24	1	72
d)	Premium	0	8	2	0	6	0	8
e)	Refund	0	6	2	0	4	0	6
f)	Coverage	0	5	0	0	4	1	5
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product	0	1	1	0	0	0	1
i)	Others	3	27	11	0	19	0	27
	Total Number of Complaints	8	291	123	26	147	3	291

2	Total No. of Policies during previous year:(Upto Q2 2017-2018)	824,072
3	Total No. of Claims during previous year:(Upto Q2 2017-2018)	177,185
4	Total No. of Policies during current year:(Upto Q2 2018-2019)	920,481
5	Total No. of Claims during current year: (Upto Q2 2018-2019)	194,724
6	Total No. of Complaints (current year) per 10,000 policies (current year):	1.33
7	Total No. of Complaints (current year) per 10,000 claims registered(current year):	8.68

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	1	0	1
b)	7 - 15 days	2	0	2
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	3	0	3

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