

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-Dec-20
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Grievance Disposal for the Period Upto 31st December 2020 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	Complaints made by customers							
a)	Proposal Related	0	0	0	0	0	0	3
b)	Claim	5	136	62	18	50	11	313
c)	Policy Related	4	18	18	0	2	2	72
d)	Premium	0	49	4	0	43	2	96
e)	Refund	0	2	1	0	1	0	4
f)	Coverage	0	0	0	0	0	0	0
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product	0	0	0	0	0	0	0
i)	Others	2	40	16	1	23	2	103
	Total Number of Complaints	11	245	101	19	119	17	591

2	Total No. of Policies during previous year: (upto Q3 2019-2020)	1,468,324
3	Total No. of Claims during previous year: (upto Q3 2019-2020)	500,661
4	Total No. of Policies during current year: (upto Q3 2020-2021)	1,421,929
5	Total No. of Claims during current year: (upto Q3 2020-2021)	460,596
6	Total No. of Complaints (current year) per 10,000 policies (current year):	1.96
7	Total No. of Complaints (current year) per 10,000 claims registered(current year):	6.80

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	5	0	5
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
	Total Number of Complaints	17	0	17

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