

**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-Jun-21
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**Grievance Disposal for the Period Upto 30th June 2021 During the Financial Year 2021-22**

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		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Proposal Related	0	1	0	0	1	0	1
b)	Claim	16	96	50	6	49	7	96
c)	Policy Related	6	38	32	0	11	1	38
d)	Premium	2	30	5	0	27	0	30
e)	Refund	0	4	3	0	1	0	4
f)	Coverage	0	1	1	0	0	0	1
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product	0	0	0	0	0	0	0
i)	Others	0	9	4	0	5	0	9
	<b>Total Number of Complaints</b>	<b>24</b>	<b>179</b>	<b>95</b>	<b>6</b>	<b>94</b>	<b>8</b>	<b>179</b>

2	Total No. of Policies during previous year: (upto Q1 2020-2021)	363,464
3	Total No. of Claims during previous year: (upto Q1 2020-2021)	67,787
4	Total No. of Policies during current year: (upto Q1 2021-2022)	383,974
5	Total No. of Claims during current year: (upto Q1 2021-2022)	102,352
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):	9.38

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	7	0	7
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>8</b>	<b>0</b>	<b>8</b>

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