

FORM NL-45-GRIEVANCE DISPOSAL

APRIL - JUNE 2023

Name of the Insurer:

Date:

SI No.	Particulars	Opening Balance *	GRIEVANCE DISPOSAL			Complaints Pending at the end of the quarter	Total Complaints registered up to the quarter during the financial year
			Additions during the quarter (net of duplicate complaints)	Fully Accepted	Partial Accepted		
<b>1</b>	<b>Complaints made by customers</b>						
a)	Proposal Related	1	0	0	1	0	0
b)	Claims Related	791	313	59	419	0	0
c)	Policy Related	99	77	4	18	0	0
d)	Premium Related	17	12	0	5	0	0
e)	Refund Related	31	16	2	13	0	0
f)	Coverage Related	17	7	0	10	0	0
g)	Cover Note Related	2	1	0	1	0	0
h)	Product Related	3	0	3	0	0	0
i)	Others (to be specified)	124	71	12	41	0	0
	(i)						
	(ii)						
	<b>Total</b>	1085	497	80	508	0	0
<b>2</b>	<b>Total No. of policies during previous year:</b>						
<b>3</b>	<b>Total No. of claims during previous year:</b>						
<b>4</b>	<b>Total No. of policies during current year:</b>						
<b>5</b>	<b>Total No. of claims during current year:</b>						
<b>6</b>	<b>Total No. of Policy Complaints (current year) per 10,000 policies (current year):</b>						
<b>7</b>	<b>Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):</b>						

8	Duration wise Pending Status	Complaints made by customers		Complaints made by Intermediaries		Total	
		Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Number	Percentage to Pending complaints
a)	Up to 15 days	0					
b)	15 - 30 days	0					
c)	30 - 90 days	0					
d)	90 days & Beyond	0					
	<b>Total Number of Complaints</b>	<b>0</b>					

- Note :- (a) Opening balance should tally with the closing balance of the previous quarter.  
 (b) Complaints reported should be net of duplicate complaints  
 (c) No. of policies should be new policies (both individual and group) net of cancellations  
 (d) Claims should be no. of claims reported during the period  
 (e) For 1 to 7 Similar break-up to be given for the complaints made by intermediaries.