

PERIODIC DISCLOSURES

FORM NL- GRIEVANCE DISPOSAL

4th Quarter

Insurer: **The Oriental Insurance Co Ltd.**
up to **31-03-2017**

		GRIEVANCE DISPOSAL					
SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved		Complaints Pending	
				Fully Accepted	Partial Accepted		Rejected
1	Complaints made by customers	0	0	0	0	0	
a)	Sales Related	49	526	189	91	295	
b)	Policy Administration related	0	11	7	2	0	
c)	Insurance Policy Coverage related	11	1708	807	283	624	
d)	Claims related	2	499	311	127	59	
e)	Others	62	2744	1314	503	980	
d)	Total Number						

		Complaints made by customers	Complaints made by intermediaries	Total
2	Duration wise Pending Status			
a)	Less than 15 days	5	0	5
b)	Greater than 15 days	4	0	4
	Total Number	9	0	9

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