

PERIODIC DISCLOSURES

FORM NL-41 GREIVANCE DISPOSAL

Insurer: **The Oriental Insurance Co Ltd.** Date: **31-12-2013**

GRIEVANCE DISPOSAL							
Sl No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related	1	2	2	0	0	0
b)	Policy Administration related	25	493	423	23	83	29
c)	Insurance Policy Coverage related	11	16	11	1	5	0
d)	Claims related	334	1399	482	83	906	213
e)	Others	9	279	184	15	83	27
d)	Total Number	380	2190	1102	122	1077	269

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	118	0	118
b)	Greater than 15 days	151	0	151
	Total Number	269	0	269

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