

PERIODIC DISCLOSURES

FORM NL-41 GRIEVANCE DISPOSAL

Insurer: **The Oriental Insurance Co Ltd.**
up to 30-06-2019

1st Quarter

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	0	3	1	1		1
b)	Policy Administration related	0	155	119	6	16	14
c)	Insurance Policy Coverage related	0	2			2	0
d)	Claims related	0	509	150	51	184	124
e)	Others	0	169	99	18	44	8
d)	Total Number	0	838	369	76	246	147

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	100	0	100
b)	Greater than 15 days	47	0	47
	Total Number	147	0	147

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