

PERIODIC DISCLOSURES

FORM NL-41 GRIEVANCE DISPOSAL

Insurer: The Oriental Insurance Co Ltd.
up to 30-09-2019

2nd 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	5	2	1	2	0
b)	Policy Administration related	0	318	258	13	43	4
c)	Insurance Policy Coverage related	0	10	1	1	7	1
d)	Claims related	0	898	307	104	391	96
e)	Others	0	393	210	32	115	36
	Total Number	0	1624	778	151	558	137

2	Duration wise Pending Status	Complaints r	Complaints	Total
a)	Less than 15 days	53	0	53
b)	Greater than 15 days	84	0	84
	Total Number	137	0	137

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