

PERIODIC DISCLOSURES

GRIEVANCE DISPOSAL

Insurer: The Oriental Insurance Co Ltd.

up to 30-06-2020

GRIEVANCE DISPOSAL

1st Quarter

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	5			0
b)	Policy Administration related	0	199	173	12	13	1
c)	Insurance Policy Coverage related	0	11	6	0	5	0
d)	Claims related	0	205	88	21	84	12
e)	Others	0	217	144	24	44	5
	Total Number	0	637	416	57	146	18

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
b)	Greater than 15 days	5	0	5
	Total Number	18	0	18

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

