

PERIODIC DISCLOSURES

GRIEVANCE DISPOSAL

Insurer: The Oriental Insurance Co Ltd.  
up to 30-06-2021

1 st 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	3	0	0	0
b)	Policy Administration related	0	214	155	18	37	4
c)	Insurance Policy Coverage related	0	18	6	1	5	6
d)	Claims related	0	594	230	39	221	104
e)	Others	0	255	157	16	68	14
	Total Number	0	1084	551	74	331	128

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
b)	Greater than 15 days	19		
	Total Number	128		

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