

PERIODIC DISCLOSURES

GRIEVANCE DISPOSAL

Insurer: The Oriental Insurance Co Ltd.  
up to 30-09-2020

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	11	8	1	2	0
b)	Policy Administration related	0	550	458	40	49	3
c)	Insurance Policy Coverage related	0	27	19	1	7	0
d)	Claims related	0	605	234	72	275	24
e)	Others	0	494	327	43	119	5
	Total Number	0	1687	1046	157	452	32

Sl No.	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	23	0	23
b)	Greater than 15 days	9	0	9
	Total Number	32	0	32

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