

PERIODIC DISCLOSURES

GRIEVANCE DISPOSAL

Insurer: The Oriental Insurance Co Ltd.

up to 31-12-2020

GRIEVANCE DISPOSAL

3rd 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	14	10	1	3	0
b)	Policy Administration related	0	761	619	48	86	8
c)	Insurance Policy Coverage related	0	36	21	2	11	2
d)	Claims related	0	1053	390	102	481	80
e)	Others	0	719	444	63	194	18
	Total Number	0	2583	1484	216	775	108

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
b)	Greater than 15 days	55		55
	Total Number	108	0	108

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