

Sl No.	Particulars	Opening Balance *	Additions	Complaints Resolved	
				Fully Accepted	Partial Accepted
1	Complaints made by customers				
a)	Sales Related (7)	0			
b)	Policy Administration related (9)	0			
c)	Insurance Policy Coverage related (11)	0			
d)	Claims related (14)	0			
e)	Others (8,10,12,13,15)	0			
	Total Number	0	0	0	0

AA,AG and BM

PERIODIC DISCLOSURES

GREIVANCE DISPOSAL

Insurer: The Oriental Insurance Co Ltd.
up to 31-03-2021

4 th Quarter

GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related	0	7	2	1	4	0
b)	Policy Administration related	0	190	159	4	27	0
c)	Insurance Policy Coverage related	0	17	6	1	10	0
d)	Claims related	0	595	240	51	304	0
e)	Others	0	262	145	18	99	0
	Total Number	0	1071	552	75	444	0

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

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