

Name of the Insurer:

Date:

SI No.	Particulars	Opening Balance *	GRIEVANCE DISPOSAL Additions during the quarter (net of duplicate complaints)				Complaints Pending at the end of the quarter	Total Complaints registered up to the quarter during the financial year
			Fully Accepted	Partial Accepted	Rejected			
1	Complaints made by customers							
a)	Proposal Related	0	0	0	0	0	0	
b)	Claims Related	692	269	88	315	20		
c)	Policy Related	125	90	18	16	8		
d)	Premium Related	26	19	4	3	0		
e)	Refund Related	39	6	2	2	0		
f)	Coverage Related	8	3	0	5	0		
g)	Cover Note Related	2	1	0	1	0		
h)	Product Related	4	1	0	3	0		
i)	Others (to be specified)	93	57	11	47	16		
	(i) _____							
	(ii) _____							
	Total	989	446	123	392	28		

2	Total No. of policies during previous year:	
3	Total No. of claims during previous year:	
4	Total No. of policies during current year:	
5	Total No. of claims during current year:	
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year):	
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	

SI No.	Duration wise Pending Status	Complaints made by customers		Complaints made by Intermediaries		Total	
		Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Number	Percentage to Pending complaints
a)	Up to 15 days	19					
b)	15 - 30 days	9					
c)	30 - 90 days	0					
d)	90 days & Beyond	0					
	Total Number of Complaints	28					

Note :- (a) Opening balance should tally with the closing balance of the previous quarter.

(b) Complaints reported should be net of duplicate complaints

(c) No. of policies should be new policies (both individual and group) net of cancellations

(d) Claims should be no. of claims reported during the period

(e) For 1 to 7 Similar break-up to be given for the complaints made by intermediaries.