

JULY - SEPT 21

Name of the Insurer: *OIC*
CSD

Date:

Sl No.	Particulars	Opening Balance *	GRIEVANCE DISPOSAL Additions during the quarter (net of duplicate complaints)		Complaints Resolved			Complaints Pending at the end of the quarter	Total Complaints registered up to the quarter during the financial year
			Fully Accepted	Partial Accepted	Rejected	Fully Accepted	Partial Accepted		
1	Complaints made by customers								
a)	Proposal Related		5		2	3		0	
b)	Claims Related		901		331	452		42	
c)	Policy Related		160		117	26		4	
d)	Premium Related		39		29	7		1	
e)	Refund Related		10		5	4		0	
f)	Coverage Related		11		6	4		1	
g)	Cover Note Related		1		1	0		0	
h)	Product Related		3		1	2		0	
i)	Others (to be specified)		185		85	69		16	
	(i) _____								
	(ii) _____								
	Total		1315		577	567		64	
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):								
8	Duration wise Pending Status				Complaints made by customers			Complaints made by Intermediaries	
			Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Total
	a) Up to 15 days		49						
	b) 15 - 30 days		13						
	c) 30 - 90 days		2						
	d) 90 days & Beyond		0						
	Total Number of Complaints		64						

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.