

FORM NL - 41 - GRIEVANCE DISPOSAL

Registration No. 102



Date of Registration with the IRDA: 23.10.2000

Insurer: ROYAL SUNDARAM GENERAL INSURANCE CO. LIMITED

Date: 30-Jun-16

Grievance Disposal for the Period Upto 30th Jun 2016 During the Financial Year 2016-17

Sl No.	Particulars	Opening Balance * As on beginning of the Quarter- Q1	Additions during the Quarter- Q1	Complaints Resolved/ Settled during the Quarter			Complaints Pending at the end of the Quarter - Q1	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
	a) Proposal Related	0	1	0	0	1	0	1
	b) Claim	13	118	44	32	42	13	118
	c) Policy Related	6	41	33	4	5	5	41
	d) Premium	0	3	1	0	2	0	3
	e) Refund	0	1	1	0	0	0	1
	f) Coverage	0	0	0	0	0	0	0
	g) Cover Note Related	0	0	0	0	0	0	0
	h) Product	0	0	0	0	0	0	0
	i) Others	4	61	32	10	20	3	61
	Total Number of Complaints	23	225	111	46	70	21	225

2	Total No. of Policies during previous year:	381667
3	Total No. of Claims during previous year:	90166
4	Total No. of Policies during current year:	429928
5	Total No. of Claims during current year:	87718
6	Total No. of Complaints (current year) per 10,000 policies (current year):	2.49
7	Total No. of Complaints (current year) per 10,000 claims registered(current year):	13.45

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Upto 7 days	10	0	10
	b) 7 - 15 days	11	0	11
	c) 15 - 30 days	0	0	0
	d) 30 - 90 days	0	0	0
	e) 90 days & Beyond	0	0	0
	Total Number of Complaints	21	0	21

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