

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-Sep-19

Grievance Disposal for the Period Upto 30th Sep 2019 During the Financial Year 2019-20

SI No.	Particulars	Opening Balance * As on beginning of the quarter	Additions during the quarter	Complaints Resolved/ Settled during the quarter			Complaints Pending at the end of the quarter	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	5
b)	Claim	3	80	39	6	32	6	158
c)	Policy Related	0	17	10	0	5	2	37
d)	Premium	0	3	1	0	2	0	4
e)	Refund	0	0	0	0	0	0	4
f)	Coverage	0	2	1	0	1	0	4
g)	Cover Note Related	0	2	0	0	0	2	2
h)	Product	0	0	0	0	0	0	0
i)	Others	0	2	2	0	0	0	3
	Total Number of Complaints	3	107	53	6	41	10	217

2	Total No. of Policies during previous year:(Upto Q2 2018-2019)	920,481
3	Total No. of Claims during previous year:(Upto Q2 2018-2019)	194,724
4	Total No. of Policies during current year:(Upto Q2 2019-2020)	927,868
5	Total No. of Claims during current year: (Upto Q2 2019-2020)	395,083
6	Total No. of Complaints (current year) per 10,000 policies (current year):	0.64
7	Total No. of Complaints (current year) per 10,000 claims registered(current year):	4.00

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	5	0	5
b)	7 - 15 days	5	0	5
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	10	0	10