

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-18

Grievance Disposal for the Period Upto 30th June 2018 During the Financial Year 2018-19

Sl No.	Particulars	Opening Balance * As on beginning of the Financial Year	Additions during the Quarter- Q1	Complaints Resolved/ Settled during the Quarter- Q1			Complaints Pending at the end of the Quarter - Q1	Total complaints registered upto the quarter - Q1
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	0	0	0	0	0	0
b)	Claim	4	73	29	10	32	6	73
c)	Policy Related	1	30	16	4	10	1	30
d)	Premium	0	6	1	0	5	0	6
e)	Refund	0	1	0	0	1	0	1
f)	Coverage	0	4	0	0	3	1	4
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product	0	0	0	0	0	0	0
i)	Others	3	17	3	0	16	1	17
	Total Number of Complaints	8	131	49	14	67	9	131

2	Total No. of Policies during previous year:(Upto Q1 2017-2018)	423,561
3	Total No. of Claims during previous year:(Upto Q1 2017-2018)	90,890
4	Total No. of Policies during current year: (Upto Q1 2018-2019)	469,016
5	Total No. of Claims during current year: (Upto Q1 2018-2019)	97,246
6	Total No. of Complaints (current year) per 10,000 policies (current year):	1.24
7	Total No. of Complaints (current year) per 10,000 claims registered(current year):	7.51

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	4	0	4
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	9	0	9

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