

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: 31-Mar-17

Grievance Disposal for the Period Upto 31st Mar 2017 During the Financial Year 2016-17

Sl No.	Particulars	Opening Balance * As on beginning of the Financial Year	Additions during the Financial Year	Complaints Resolved/ Settled during the Financial Year			Complaints Pending at the end of the Financial Year	Total complaints registered upto the quarter during the Financial Year
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
	a) Proposal Related	0	9	2	1	4	2	9
	b) Claim	13	428	162	72	202	5	428
	c) Policy Related	6	140	104	10	31	1	140
	d) Premium	0	30	10	3	17	0	30
	e) Refund	0	12	9	0	3	0	12
	f) Coverage	0	2	2	0	0	0	2
	g) Cover Note Related	0	0	0	0	0	0	0
	h) Product	0	5	2	0	3	0	5
	i) Others	4	212	115	25	72	4	212
	Total Number of Complaints	23	838	406	111	332	12	838

2	Total No. of Policies during previous year:	16,26,663
3	Total No. of Claims during previous year:	3,29,667
4	Total No. of Policies during current year:	17,84,980
5	Total No. of Claims during current year:	3,60,274
6	Total No. of Complaints (current year) per 10,000 policies (current year):	2.30
7	Total No. of Complaints (current year) per 10,000 claims registered(current year):	11.88

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Upto 7 days	3	0	3
	b) 7 - 15 days	9	0	9
	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	12	0	12

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