

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-Dec-15

Grievance Disposal for the Quarter ending 31st Dec 2015 During the Financial Year 2015-16

Sl No.	Particulars	Opening Balance * As on beginning of the Q3	Additions during Q3	Complaints Resolved/ Settled during the Q3			Complaints Pending at the end of the Q3	Total complaints registered upto the quarter during the Q3
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
	a) Proposal Related	0	1	0	0	1	0	1
	b) Claim	2	158	82	16	41	21	158
	c) Policy Related	2	52	41	6	2	5	52
	d) Premium	1	6	5	0	2	0	6
	e) Refund	0	6	3	1	1	1	6
	f) Coverage	0	0	0	0	0	0	0
	g) Cover Note Related	0	0	0	0	0	0	0
	h) Product	0	5	1	0	3	1	5
	i) Others	1	41	26	0	10	6	41
	Total Number of Complaints	6	269	158	23	60	34	269

2	Total No. of Policies during previous year:	419356
3	Total No. of Claims during previous year:	95723
4	Total No. of Policies during current year:	417071
5	Total No. of Claims during current year:	85661
6	Total No. of Complaints (current year) per 10,000 policies (current year):	2.66
7	Total No. of Complaints (current year) per 10,000 claims registered(current year):	18.44

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	31	0	31
	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	34	0	34

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