

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-20
-------------------------------------------------------	-----------------

Grievance Disposal for the Period Upto 31st March 2020 During the Financial Year 2019-20

Sl 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	1	1	1	0	1	0	8
b)	Claim	15	104	61	7	49	2	387
c)	Policy Related	1	43	33	0	11	0	113
d)	Premium	2	9	3	0	8	0	31
e)	Refund	0	3	3	0	0	0	11
f)	Coverage	0	0	0	0	0	0	4
g)	Cover Note Related	0	0	0	0	0	0	2
h)	Product	0	0	0	0	0	0	0
i)	Others	0	13	9	0	4	0	23
	Total Number of Complaints	19	173	110	7	73	2	579

2	Total No. of Policies during previous year: (2018-2019)	1,926,884
3	Total No. of Claims during previous year: (2018-2019)	438,061
4	Total No. of Policies during current year: (2019-2020)	2,061,015
5	Total No. of Claims during current year: (2019-2020)	596,284
6	Total No. of Complaints (current year) per 10,000 policies (current year):	0.93
7	Total No. of Complaints (current year) per 10,000 claims registered(current year):	6.49

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

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