

FORM NL - 45 - GRIEVANCE DISPOSAL

Registration No. 102			
Date of Registration with the IRDA: 23.10.2000			
Name of the Insurer:	ROYAL SUNDARAM GENERAL INSURANCE CO. LIMITED	Date:	31-Mar-23

Grievance Disposal for the Period Upto 31st March 2023 During the Financial Year 2022-23

Sl No.	Particulars	Opening Balance * As on beginning of the quarter	Additions during the quarter (net of duplicate complaints)	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	0	0	0	0	0	2
b)	Claim	8	185	76	22	86	9	793
c)	Policy Related	2	59	41	2	15	3	144
d)	Premium	1	3	3	0	1	0	14
e)	Refund	0	5	4	0	0	1	14
f)	Coverage	0	3	0	0	2	1	6
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product	0	4	3	1	0	0	9
i)	Others	0	63	37	6	16	4	200
	Total Number of Complaints	11	322	164	31	120	18	1182

2	Total No. of Policies during previous year: (upto Q4 2021-2022)	24,22,646
3	Total No. of Claims during previous year: (upto Q4 2021-2022)	3,94,812
4	Total No. of Policies during current year: (upto Q4 2022-2023)	29,16,207
5	Total No. of Claims during current year: (upto Q4 2022-2023)	4,02,853
6	Total No. of Complaints (current year) per 10,000 policies (current year):	1.33
7	Total No. of Complaints (current year) per 10,000 claims registered(current year):	19.68

8	Duration wise Pending Status	Complaints made by customers		Complaints made by intermediaries		Total	
		Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Number	Percentage to Pending complaints
a)	Up to 15 days	18	100%	0	0%	18	100%
b)	15 - 30 days	0	0%	0	0%	0	0%
c)	30 - 90 days	0	0%	0	0%	0	0%
d)	90 days & Beyond	0	0%	0	0%	0	0%
	Total Number of Complaints	18	100%	0	0%	18	100%