

Sl No.	Particulars	Opening Balance *	Additions during the quarter (net of duplicate complaints)	Complaints Resolved			Complaints Pending at the end of the quarter	Total Complaints registered up to the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	-	1	-	-	1	-	1
b)	Claims Related	-	253	48	73	119	13	253
c)	Policy Related	-	58	29	10	16	3	58
d)	Premium Related	-	1	-	-	1	-	1
e)	Refund Related	-	7	5	1	1	-	7
f)	Coverage Related	-	2	2	-	-	-	2
g)	Cover Note Related	-	-	-	-	-	-	-
h)	Product Related	-	2	-	1	1	-	2
i)	Others (to be specified)	-						
	(i) Insurer failed to clarify the queries raised by Insured.		38	19	6	12	1	38
	(ii) Insurer not given no claim bonus							
	Total	-	362	103	91	151	17	362
2	Total No. of policies during previous year:	20,96,225						
3	Total No. of claims during previous year:	1,14,764						
4	Total No. of policies during current year:	26,16,747						
5	Total No. of claims during current year:	1,83,609						
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year):	0.42						
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	13.78						
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	17	100%	-	-	17	100%	
b)	15 - 30 days	-	-	-	-	-	-	
c)	30 - 90 days	-	-	-	-	-	-	
d)	90 days & Beyond	-	-	-	-	-	-	
	Total Number of Complaints	17	100%	-	-	17	100%	