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Subject: Fwd: REMINDER - 1- Fwd: Subject: Complaint related to rejecting the Claim Policy No.-D066454160/01062022

The below issue सूचकला द वॉयस ऑफ कॉमन पीपल has received from the complainant for a certain issue/problem for the purpose of help or resolution.

URGENT PRIORITY

22nd May, 2023

Respected Sir/Madam,

Namaskar!

This is in continuation of the trailing mail dated 19th May, 2023 and even dated 15th May, 2023. I would like to again inform you that it is going to be one week after surveying my vehicle by the Surveyor Mr. Tushar, (mobile No. 9643568284) but I did not get any update phone call nor any email by the Surveyor Mr. Tushar yet.

I'm surprised that the concerned officials are delaying on the said matter deliberately without any reason and unnecessarily troubling me as well.

It is requested that you please look into the aforesaid matter and do the needful and update me with the current status with a fair resolution the earliest for the further course of action.

With regards,

Sincerely,

Name – Yugal Gusain

Mobile. 9818450092

Email: yugal_gusain@rediffmail.com

Sach **K**ala **द** Voice of Common People

(सचकला द वॉयस ऑफ कॉमन पीपल)

I, Mukesh Bandooni, have been operating this email id with the name of **SachKala** (सचकला) (kalasachselflessservice@gmail.com) since 2018. It acts as a helping hand for the common people, providing an online solution to resolve their issues/grievances through SachKala. I try my best to provide a voice to the problems of the common people through the PMO Public Grievance Online portal.

The email sent by SachKala only helps the common people to voice their issues/grievances on the PMO Public Grievance Online portal on the basis of their own statements, facts, and proof if any; and helps to settle their problems. SachKala does not have any office or website, it is just an online platform.

This email doesn't identify with me personally in any capacity and does not in any capacity intend to offend, impede, harass, or defame the image of the Government or Non-Government Departments. My goal is to get a fair solution and justice regarding their problems/complaints raised by common people only.

Disclaimer:- This message and/or any associated files may contain confidential and/or privileged information intended solely for the use of the individual or entity to whom they are addressed. If you are not the intended or authorized recipient, you must not use, copy, disclose or take any action based on this message or any information contained therein. If you have received this message in error, please advise the sender immediately by sending a reply email and delete this message. The recipient should check this email and any attachments for the presence of viruses. The KalaSach द Voice of Common People accepts no liability for any damage caused by any virus transmitted by this email or any/or associated files.

Please do not print this email if it is not required. "Save Trees" Save the Environment.

----- Forwarded message -----

From: **Kala Sach** <kalasachselflessservice@gmail.com>

Date: Fri, May 19, 2023 at 10:39 AM

Subject: REMINDER - 1- Fwd: Subject: Complaint related to rejecting the Claim Policy No.-D066454160/01062022

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The below issue सूचकला द वॉयस ऑफ कॉमन पीपल has received from the complainant for a certain issue/problem for the purpose of help or resolution.

MOST URGENT ON PRIORITY

19th May, 2023

To
Ms. Jasleen Kohli

Managing Director and CEO
GoDigit Insurance
Apeejay Express, 3rd Floor, Plot Number - 87,
Sector - 17, Nr. Thakkar Tower,
Vashi Navi Mumbai, Maharashtra - 400703

Respected Sir,

Namaskar!

This is in reference to the trailing mail dated 15th May, 2023 in connection of rejecting the Claim Policy No.-D066454160/01062022 and as well as for a rude/harsh behavior with the complainant.

I would like to inform you that on 17th May, 2023 one of the Surveyor Mr. Tushar, (mobile No. 9643568284) visited my residence for the inspection of my vehicle Maruti Swift Car No. DL3CCM1901 and informed me that very soon he will revert me back with the updated status.

The go-digit insurance **Policy No.-D066454160/01062022** will be **expire on 31st May, 2023**; and I don't know why the management/staff are behaving strangely and delaying the said matter deliberately. If the claim will not be processed within the time-bound period before the expiring date of my said policy then it will be not my fault. So kindly do the needful at the earliest before 31st May, 2023.

Hence, it is requested to you kindly update or process the said claim without any further delay.

Hence, it is my humble request to the competent authority kindly examine the aforesaid matter at your end on top most priority as a special case and consider my claim request at the earliest without any further delay within the time-bound manner for further course of action.

With regards,

Sincerely,

Name – Yugal Gusain

Mobile. 9818450092

Email: yugal_gusain@rediffmail.com

S*ach***K***ala* **द** **Voice of Common People**

(सचकला द वॉयस ऑफ कॉमन पीपल)

I, Mukesh Bandooni, have been operating this email id with the name of **SachKala** **(सचकला) (kalasachselflessservice@gmail.com)** since 2018. It acts as a helping hand for the common people, providing an online solution to resolve their issues/grievances through SachKala.

I try my best to provide a voice to the problems of the common people through the PMO Public Grievance Online portal.

The email sent by SachKala only helps the common people to voice their issues/grievances on the PMO Public Grievance Online portal on the basis of their own statements, facts, and proof if any; and helps to settle their problems. SachKala does not have any office or website, it is just an online platform.

This email doesn't identify with me personally in any capacity and does not in any capacity intend to offend, impede, harass, or defame the image of the Government or Non-Government Departments. My goal is to get a fair solution and justice regarding their problems/complaints raised by common people only.

Disclaimer:- This message and/or any associated files may contain confidential and/or privileged information intended solely for the use of the individual or entity to whom they are addressed. If you are not the intended or authorized recipient, you must not use, copy, disclose or take any action based on this message or any information contained therein. If you have received this message in error, please advise the sender immediately by sending a reply email and delete this message. The recipient should check this email and any attachments for the presence of viruses. The KalaSach & Voice of Common People accepts no liability for any damage caused by any virus transmitted by this email or any/or associated files.

Please do not print this email if it is not required. "Save Trees" Save the Environment.

----- Forwarded message -----

From: Kala Sach <kalasachselflessservice@gmail.com>

Date: Tue, May 16, 2023 at 2:39 PM

Subject: Fwd: Subject: Complaint related to the Surveyor, Mr. Jorawar (Mobile. 9650143320) for rejecting the Claim Policy No.-D066454160/01062022 without any solid reason and as well as for a rude/harsh behavior with the complainant.

To: To: publicwing.pmo <pmoffice@gov.in>, <pmo.applications@gov.in>, Cc: <pmo@govmu.org>, Narendra Modi <narendramodi1234@gmail.com>, secy. president@rb. in nic. <secy.president@rb.nic.in>, pmo hq <pmo_hq@pmo.gov.sg>, <pmosb@pmo.nic.in>, cmdelhi <cmdelhi@nic.in>, fmo <fmo@nic.in>, Anil Kumar Jha <revas-mof@gov.in>, Secretary FS <secy-fs@nic.in>, Sanjeev Kaushik <as-dfs@nic.in>, Debasish Panda <asfi-dfs@nic.in>, Amit Agrawal <jsbo@nic.in>, SHRI DR SANJAY KUMAR <dirboa2-dfs@nic.in>, President of India <presidentofindia@rb.nic.in>, Public Grievance Cell <pgcell-labour@nic.in>, Public Grievances Commission <pgcdelhi@nic.in>, indiportal <indiportal@gov.in>, Vice President of India <vpindia@nic.in>, Ashok Joshi <preeti1joshi@yahoo.co.in>, appointment fm <appointment_fm@gov.in>, ashish satija <ashish.satija@nic.in>, Asha Gulati <asha.gulati@nic.in>, Rajeev Saksena <jsinv-dea@nic.in>, MLJOffice <mljoffice@gov.in>, smn dash <smn.dash@nic.in>, smn dash <smn.dash@gmail.com>, paras sankhla <paras.sankhla@gov.in>, MoS Finance <mosfinance@nic.in>, Cc: <manu.tentiwal@nic.in>, <kushsharma37@gmail.com>, Mr Tarun Bajaj <secy-dea@nic.in>, V Ravi <ravi.v@nic.in>, Krishnamurthy V Subramanian <cea@nic.in>, Rangeet Ghosh <rangeet.ghosh@nic.in>, <kunjunny@nic.in>, N Srinivasan <n.srinivasan@nic.in>, Ajay Bhushan Pandey <rsecy@nic.in>, Arjun Raghavendra M <arjun.m@nic.in>, Jayaraman K <jayaraman.kakkanat@nic.in>, Inderjeet Arora <inderjeet.arora@nic.in>, SANJAY KUMAR <sk.arora15@gov.in>, Badri Narain Sharma <b.narayan@nic.in>, Vikram Nair <vikram.nair@nic.in>, Shri Ritvik Pandey <jsrev@nic.in>, ramesh bharadwaj <ramesh.bharadwaj@nic.in>, rajinder kumar <rajinder.kumar64@nic.in>, Narendra Kumar <narendra.kumar74@nic.in>, Anita Kapur <anita.kapur@nic.in>, Lokesh Kumar Sharma <lokesh.sharma@nic.in>, Hans Raj Meena <hr.meena@nic.in>, NIRANJAN KUMAR UPADHYAYA PRIVATE SECRETARY <nk.upadhyaya12@nic.in>, Ali R Rizvi <asfainb@gov.in>, k annop <k.annop@nic.in>, RAJ RANI BHARDWAJ <raj.ranibharadwaj@nic.in>, Rakesh Kumar <kumar.rakesh65@nic.in>, Pradeepkumar sharma <sharma.pk64@nic.in>, Dakshita Das <as01-dfs@gov.in>, ManishSisodia DyCM Delhi <msisodia.delhi@gov.in>, <minaketan.dhurua@nic.in>, a nigam <a.nigam@nic.in>, Rajan Verma <verma.rajan@gov.in>, jk sagar58 <Jk.sagar58@nic.in>, sk sadhu64 <sk.sadhu64@nic.in>, jc saha <jyoti.charan@nic.in>, Sushil Kumar Tripathi <sushil.tripathi@nic.in>, cpgrams-darpg <cpgrams-darpg@nic.in>, Anita Klair <Anita.Klair@mca.gov.in>, S PADMA ROY <padma.s@nic.in>, Prem Sagar <prem.sagar58@gov.in>, Anil Kumar Nayak <anil.nayak@nic.in>, Abhijeet Kumar <abhijeet.kumar@gov.in>, Prince Grover <prince.grover@gov.in>, Niranjana Kumar <rlcdelhi@nic.in>, Dy.CLC New Delhi <dyclcdnl-mole@nic.in>, <Lcupknp@yahoo.com>, Anil Kumar <labourcom@nic.in>, <adlccamp@hotmail.com>, <Srivastpradeep26@yahoo.com>, Rakesh Kumar <rakeshadlc@gmail.com>, <Sriramsingh24@yahoo.com>, D.K. SINGH <dlceestablishment@gmail.com>, LALLAN SINGH <labdlcw.delhi@gmail.com>, bl meena <bl.meena@nic.in>, R.K Gupta <ramk.gupta@nic.in>, Subhash Kumar <kumar.subhash@nic.in>, Munish Chand Sharma <munish.sharma@nic.in>, A m Kazi <am.kazi@nic.in>, Mani Kant choudhary <mani.kant@nic.in>, Onkar Sharma <onkar.sharma64@nic.in>, Pawan Kumar <pawan.kumar65@nic.in>, labdlcnd delhi <labdlcnd.delhi@nic.in>, <laboursecretarycg@gmail.com>, sumanta choudhury <sumanta.choudhuryl@nic.in>, d sumita <d.sumita@nic.in>, anshumann sharma <a.sharma@nic.in>, gyanendra dwivedi <gkdwivedi1970@gmail.com>, SEEMA GUPTA <seema.gupta75@gov.in>, Jitendra Kumar Singh <dirpg-mole@gov.in>, Delhi <labjlc2.delhi@nic.in>, Secy labour Employment <secy-labour@nic.in>, Anuradha Prasad <as-labour@nic.in>, pr secy cooperation <pr.secyc.cooperation@gmail.com>, <seclaw@wb.gov.in>, jg subramanian <jg.subramanian@rb.nic.in>, OSD TO VPI <osd-vpi@nic.in>, Rajiv Gauba <cabinetsy@nic.in>, US <covdnhr@nic.in>, Jaimini Kumar Srivastava <ionhrc@nic.in>, <mail@icj-cij.org>, Bhupesh Baghel <cmcg@nic.in>, SCI <supremecourt@hub.nic.in>, Delhi High Court <delhihighcourt@nic.in>, rg dhc <rg.dhc@nic.in>, rv dhc <rv.dhc@nic.in>, rga dhc <rga.dhc@nic.in>, pio dhc <pio.dhc@nic.in>, <Secretary@scbaindia.org>, SCI <supremecourt@nic.in>, NALSA <nalsa-dla@nic.in>, sclsc <sclsc@nic.in>, Dr. Alok Srivastava <secy-jus@gov.in>, sadhwani dd <sadhwani.dd@nic.in>, rajinder kashyap <rajinder.kashyap@gov.in>, raghavender gr <raghavender.gr@nic.in>, <sc.barmma@gov.in>, ym pande <ym.pande@nic.in>, arvind narain <arvind.narain@gov.in>, nk thang <nk.thang@nic.in>, dc pathak <dc.pathak@nic.in>, Under Secreta ry II <usmcell-Justice-mha@nic.in>, s vijaygopal56 <s.vijaygopal56@nic.in>, ks jayachandran <ks.jayachandran@gov.in>, r abhishek

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Cc: <praveen.bhat@godigit.com>

The below issue सूचकला द वॉयस ऑफ कॉमन पीपल has received from the complainant for a certain issue/problem for the purpose of help or resolution.

Grievance Status for registration number: PMOPG/E/2023/0101583

Grievance Concerns To

Name Of Complainant-Yugal Gusain

Date of Receipt-15/05/2023

Received By Ministry/Department-Prime Ministers Office

Grievance Description-Financial Services (Insurance Division) >> Agents and Surveyors Related >> Others Insurancy Company : Other / Private Insurance Company Branch/Name of Insurance Company & Branch(If other) : godigit Insurance Company Licence Number : PDF enclosed

Branch/Name of Insurance Company & Branch(If other) : godigit Insurance Company Licence Number : PDF enclosed

Current Status-UNDER PROCESS

Date of Action-16/05/2023

Officer Name-MR. PRAVEEN BHAT (SENIOR VICE PRESIDENT)

Organisation name-GO DIGIT GENERAL INSURANCE COMPANY LIMITED

Contact Address-Atlantis, 95, 4th B Cross Road, Koramangala Industrial Lay out, 5th Block Bengaluru

Email Address-praveen.bhat@godigit.com

Contact Number-08067615454

Grievance Status for registration number: PMOPG/E/2023/0101592

Name Of Complainant- Yugal Gusain

Date of Receipt- 15/05/2023

Received By Ministry/Department- Prime Ministers Office

Grievance Description- Road Transport and Highways >>

Suggestions/Miscellaneous/Others >> General Related to Policies/Act/Rules governed by MoRTH Ministry/Organisation : Ministry of Road Transport and Highways (MORTH)

Policies/Act/Rules related which suggestions is furnished : PDF enclosed

Current Status-UNDER PROCESS

Date of Action-15/05/2023

Officer Name-DR. PIYUSH JAIN (DIRECTOR)

Organisation name-RT Wing MVL Section

Contact Address-Address1, Parliament Street, Transport Bhawan, New Delhi

Email Address-director-morth@gov.in

Contact Number-23714974

Grievance Status for registration number: PMOPG/E/2023/0101593

Name Of Complainant- Yugal Gusain

Date of Receipt- 15/05/2023

Received By Ministry/Department- Prime Ministers Office

Grievance Description- Consumer Affairs >> National Consumer Helpline Related issues

Current Status- UNDER PROCESS

Date of Action- 15/05/2023

Officer Concerns To

Officer Name- RAMESH SINGH (DEPUTY SECRETARY)

Organisation name- Consumer Affairs

Contact Address- Room No.468 Krishi Bhavan New Delhi

Email Address- dirpg-ca@nic.in

Contact Number- 01123071149

S*ach* **K***ala* **द** **Voice of Common People**

(सचकला द वॉयस ऑफ कॉमन पीपल)

I, Mukesh Bandooni, have been operating this email id with the name of **SachKala** (सचकला) (kalasachselflessservice@gmail.com) since 2018. It acts as a helping hand for the common people, providing an online solution to resolve their issues/grievances through SachKala.

I try my best to provide a voice to the problems of the common people through the PMO Public Grievance Online portal.

The email sent by SachKala only helps the common people to voice their issues/grievances on the PMO Public Grievance Online portal on the basis of their own statements, facts, and proof if any; and helps to settle their problems. SachKala does not have any office or website, it is just an online platform.

This email doesn't identify with me personally in any capacity and does not in any capacity intend to offend, impede, harass, or defame the image of the Government or Non-Government Departments. My goal is to get a fair solution and justice regarding their problems/complaints raised by common people only.

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Please do not print this email if it is not required. "Save Trees" Save the Environment.

----- Forwarded message -----

From: Kala Sach <kalasachselflessservice@gmail.com>

Date: Mon, May 15, 2023 at 2:49 PM

Subject: Subject: Complaint related to the Surveyor, Mr. Jorawar (Mobile. 9650143320) for rejecting the Claim Policy No.-D066454160/01062022 without any solid reason and as well as for a rude/harsh behavior with the complainant.

TO: publicwing.pmo <pmoffice@gov.in>, <pmo.applications@gov.in>, Cc: <pmo@govmu.org>, Narendra Modi <narendramodi1234@gmail.com>, secy. president@rb. in nic. <secy.president@rb.nic.in>, pmo hq <pmo_hq@pmo.gov.sg>, <pmosb@pmo.nic.in>, cmdelhi <cmdelhi@nic.in>, fmo <fmo@nic.in>, Anil Kumar Jha <revas-mof@gov.in>, Secretary FS <secy-fs@nic.in>, Sanjeev Kaushik <as-dfs@nic.in>, Debasish Panda <asfi-dfs@nic.in>, Amit Agrawal <jsbo@nic.in>, SHRI DR SANJAY KUMAR <dirboa2-dfs@nic.in>, President of India <presidentofindia@rb.nic.in>, Public Grievance Cell <pgcell-labour@nic.in>, Public Grievances Commission <pgcdelhi@nic.in>, indiportal <indiportal@gov.in>, Vice President of India <vpindia@nic.in>, Ashok Joshi <preeti1joshi@yahoo.co.in>, appointment fm <appointment.fm@gov.in>, ashish satija <ashish.satija@nic.in>, Asha Gulati <asha.gulati@nic.in>, Rajeev Saksena <jsinv-dea@nic.in>, MLJOffice <mljoffice@gov.in>, smn dash <smn.dash@nic.in>, smn dash <smn.dash@gmail.com>, paras sankhla <paras.sankhla@gov.in>, MoS Finance <mosfinance@nic.in>, Cc: <manu.tentiwal@nic.in>, <kushsharma37@gmail.com>, Mr Tarun Bajaj <secy-dea@nic.in>, V Ravi <ravi.v@nic.in>, Krishnamurthy V Subramanian <cea@nic.in>, Rangeet Ghosh <rangeet.ghosh@nic.in>, <kunjunny@nic.in>, N Srinivasan <n.srinivasan@nic.in>, Ajay Bhushan Pandey <rsecy@nic.in>, Arjun Raghavendra M <arjun.m@nic.in>, Jayaraman K <jayaraman.kakkanat@nic.in>, Inderjeet Arora <inderjeet.arora@nic.in>, SANJAY KUMAR <sk.arora15@gov.in>, Badri Narain Sharma <b.narayan@nic.in>, Vikram Nair <vikram.nair@nic.in>, Shri Ritvik Pandey <jsrev@nic.in>, ramesh bharadwaj <ramesh.bharadwaj@nic.in>, rajinder kumar <rajinder.kumar64@nic.in>, Narendra Kumar <narendra.kumar74@nic.in>, Anita Kapur <anita.kapur@nic.in>, Lokesh Kumar Sharma <lokesh.sharma@nic.in>, Hans Raj Meena <hr.meena@nic.in>, NIRANJAN KUMAR UPADHYAYA PRIVATE SECRETARY <nk.upadhyaya12@nic.in>, Ali R Rizvi <asfainb@gov.in>, k annop <k.annop@nic.in>, RAJ RANI BHARDWAJ <raj.ranibharadwaj@nic.in>, Rakesh Kumar <kumar.rakesh65@nic.in>, Pradeepkumar sharma <sharma.pk64@nic.in>, Dakshita Das <as01-dfs@gov.in>, ManishSisodia DyCM Delhi <msisodia.delhi@gov.in>, <minaketan.dhuruu@nic.in>, a nigam <a.nigam@nic.in>, Rajan Verma <verma.rajan@gov.in>, jk sagar58 <Jk.sagar58@nic.in>, sk sadhu64 <sk.sadhu64@nic.in>, jc saha <jyoti.charan@nic.in>, Sushil Kumar Tripathi <sushil.tripathi@nic.in>, cpgrams-darpg <cpgrams-darpg@nic.in>, Anita Klair <Anita.Klair@mca.gov.in>, S PADMA ROY <padma.s@nic.in>, Prem Sagar <prem.sagar58@gov.in>, Anil Kumar Nayak <anil.nayak@nic.in>, Abhijeet Kumar <abhijeet.kumar@gov.in>, Prince Grover <prince.grover@gov.in>, Niranjan Kumar <rlcdelhi@nic.in>, Dy.CLC New Delhi <dyclcdnl-mole@nic.in>, <Lcupknp@yahoo.com>, Anil Kumar <labourcom@nic.in>, <adlccamp@hotmail.com>, <Srivastpradeep26@yahoo.com>, Rakesh Kumar <rakeshadlc@gmail.com>, <Sriramsingh24@yahoo.com>, D.K. SINGH <dlceestablishment@gmail.com>, LALLAN SINGH <labdlcw.delhi@gmail.com>, bl meena <bl.meena@nic.in>, R.K Gupta <ramk.gupta@nic.in>, Subhash Kumar <kumar.subhash@nic.in>, Munish Chand Sharma <munish.sharma@nic.in>, A m Kazi <am.kazi@nic.in>, Mani Kant choudhary <mani.kant@nic.in>, Onkar Sharma <onkar.sharma64@nic.in>, Pawan Kumar <pawan.kumar65@nic.in>, labdlcd delhi <labdlcd.delhi@nic.in>, <laboursecretarycg@gmail.com>, sumanta choudhuryl <sumanta.choudhuryl@nic.in>, d sumita <d.sumita@nic.in>, anshumann sharma <a.sharma@nic.in>, gyanendra dwivedi <gkdwivedi1970@gmail.com>, SEEMA GUPTA <seema.gupta75@gov.in>, Jitendra Kumar Singh <dirpg-mole@gov.in>, Delhi <labjlc2.delhi@nic.in>, Secy labour Employment <secy-labour@nic.in>, Anuradha Prasad <as-labour@nic.in>, pr secy cooperation <pr.secycoperation@gmail.com>, <seclaw@wb.gov.in>, jg subramanian <jg.subramanian@rb.nic.in>, OSD TO VPI <osd-vpi@nic.in>, Rajiv Gauba <cabinetsy@nic.in>, US <covdnhr@nic.in>, Jaimini Kumar Srivastava <ionhrc@nic.in>, <mail@icj-cij.org>, Bhupesh Baghel <cmcg@nic.in>, SCI <supremecourt@hub.nic.in>, Delhi High Court <delhihighcourt@nic.in>, rg dhc <rg.dhc@nic.in>, rv dhc <rv.dhc@nic.in>, rga dhc <rga.dhc@nic.in>, pio dhc <pio.dhc@nic.in>, <Secretary@scbaindia.org>, SCI <supremecourt@nic.in>, NALSA <nalsa-dla@nic.in>, sclsc <sclsc@nic.in>.

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----- Forwarded message -----

From: Kala Sach <kalasachselflessservice@gmail.com>

Date: Mon, May 15, 2023 at 2:22 PM

Subject: Subject: Complaint related to the Surveyor, Mr. Jorawar (Mobile. 9650143320) for rejecting the Claim Policy No.-D066454160/01062022 without any solid reason and as well as for a rude/harsh behavior with the complainant.

To: <hello@godigit.com>, <hey@godigit.com>, <grievance@godigit.com>, <praveen.bhat@godigit.com>, <gro@godigit.com>, <godigit.ipo@iiflcap.com>, <cs@godigit.com>, <godigitipo@hdfcbank.com>, <godigit.ipo@icicisecurities.com>, <godigit.ipo@axiscap.in>, <inscoun@vsnl.net>, <bimalokpal.delhi@gbic.co.in>, <bimalokpal.mumbai@gbic.co.in>, <bimalokpal.noida@gbic.co.in>, <healthclaims@godigit.com>, <seniors@godigit.com>, <travelclaims@godigit.com>, <covidclaims@godigit.com>, <sowrin.mandal@godigit.com>, <yogesh.yarde@godigit.com>, <rahul.tripathi@godigit.com>, <joinus@godigit.com>,

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The below issue सूचकला द वॉयस ऑफ कॉमन पीपल has received from the complainant for a certain issue/problem for the purpose of help or resolution.

TREAT THIS LETTER AS MOST URGENT ON PRIORITY

15th May, 2023

To

The Prime Minister
E-Block, North Block,
New Delhi-110001

&

To
Ms. Jasleen Kohli
Managing Director and CEO
GoDigit Insurance
Apeejay Express, 3rd Floor, Plot Number - 87,
Sector - 17, Nr. Thakkar Tower,
Vashi Navi Mumbai, Maharashtra - 400703

Subject: Complaint related to the Surveyor, Mr. Jorawar (Mobile. 9650143320) for rejecting the Claim Policy No.-D066454160/01062022 without any solid reason and as well as for a rude/harsh behavior with the complainant.

Respected Sir,

Namaskar!

I'm Yugal Gusain, R/o D-265, Gali No.-10, Laxmi Nagar, New Delhi having a Maruti Swift **Car No. DL3CCM1901.**

As per the good market review from last year I have a go-digit insurance **Policy No.-D066454160/01062022.**

With due respect I would like to inform you that I had met with an accident when a Junk laden rickshaw was passing and stopped suddenly due to which my Swift Car No. DL3CCM1901 got hit from the right side and after that I took a left turn and my car rubbed into a small pole from both the sides.

After the said incident I made a phone call in a workshop and then one of the workmen from the workshop picked up the car from my residence to the workshop for the repair under the claim Policy No.-D066454160/01062022.

It is really sad to say that I have the worst experience with the go digit insurance company. The company rejected my claim without any reason.

It was almost 14 days and from 25th April, 2023 to 08th May, 2023 my car was lying in the workshop in as it is condition without repair.

Due to which I had to travel by Ola cab from my residence to my office as the car was in the workshop, Noida sec 62 and the cost of my everyday up and down is rupees 400/- and yet the car wasn't repaired.

Till now my total expenses in traveling by cab have been up to 5000/- and even my car was not repaired by the workshop due to rejection of the insurance without any reason.

My car was under the supervision of the **Claim Surveyor Shri Jorawar, mobile number 9650143320** and he did not pay proper attention towards the case of the said vehicle. Initially

Shri Jorawer, told us that after all the process the car will be repaired and I will call you also.

Then after a few days I called him for the final status of my car and he replied that the report workshop shared with him and mine statements are not matching and the company will update me via email.

Also the way of talking Shri Jorawer was very rude and harsh; which is really very unprofessional. Now it has been more than 21 days and I did not get any email from the claim company stating the reason for the claim rejection.

Several times I tried to call Surveyor Shri Jorawer on his mobile phone but he did not answer nor did he call back even though I did not get an update or email related to said claim yet.

I want the complete status and action taken report of my case and a strict action should be taken against the **Claim Surveyor Shri Jorawer**, mobile number 9650143320 for rude and harsh behavior with the customer.

Godigit Insurance Company is a branded name all over India and the employee should treat their customer with calm and also co-operate with them without any greed. The workers should be honest towards their duty and responsibility.

I have a family and I'm answerable to my family. To take away someone's money is to take away someone's right to live a dignified life. So I believe that the management of Godigit Insurance Company will not disgrace itself by taking an unnecessary amount from me to reject my claim without any reason and will process my claim on humanitarian grounds.

Hence, it is my humble request to the competent authority kindly examine the aforesaid matter at your end on top most priority as a special case and consider my claim request at the earliest without any further delay within the time-bound manner for further course of action.

With regards,

Sincerely,

Name – Yugal Gusain

Mobile. 9818450092

Email: yugal_gusain@rediffmail.com

S*ach***K***ala* **द** **Voice of Common People**

(सचकला द वॉयस ऑफ कॉमन पीपल)

I, Mukesh Bandooni, have been operating this email id with the name of **SachKala** (सचकला) (kalasachselflessservice@gmail.com) since 2018. It acts as a helping hand for the common people, providing an online solution to resolve their issues/grievances through SachKala. I try my best to provide a voice to the problems of the common people through the PMO Public Grievance Online portal.

The email sent by SachKala only helps the common people to voice their issues/grievances on the PMO Public Grievance Online portal on the basis of their own statements, facts, and proof if any; and helps to settle their problems. SachKala does not have any office or website, it is just an online platform.

This email doesn't identify with me personally in any capacity and does not in any capacity intend to offend, impede, harass, or defame the image of the Government or Non-Government Departments. My goal is to get a fair solution and justice regarding their problems/complaints raised by common people only.

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