

SI 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	Partial accepted	Rejected		
1	Complaints made by the customers							
a)	Proposal Related	0	2	0	0	1	1	13
b)	Claim	7	103	49	0	56	5	291
c)	Policy Related	1	16	13	1	2	1	59
d)	Premium	0	5	2	0	3	0	16
e)	Refund	1	3	2	0	2	0	18
f)	Coverage	0	0	0	0	0	0	0
g)	Cover note related	0	0	0	0	0	0	0
h)	Product	0	0	0	0	0	0	0
i)	Others	0	13	5	0	7	1	35
	Total Number of complaints	9	142	71	1	71	8	432

2	Total No. of policies during previous year	661,179
3	Total No. of claims during previous year	246,950
4	Total No. of policies during current year	582,558
5	Total No. of claims during current year	376,795
6	Total No. of policies complaints (current year) per 10,000 policies (current year)	1.01
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	7.72

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	7	0	7
b)	7 -15 days	1	0	1
c)	15 -30 days	0	0	0
d)	30 -90 days	0	0	0
e)	90 days & Beyond	0	0	0
	Total No. of complaints	0	0	0