



FORM NL-41 GRIEVANCE DISPOSAL

2nd Quarter from 1.06.11 to 30.09.11

Sl.No.	Particulars	Opening Balance (01.06.2011)	Additions (01.06.2011 to 30.09.2011)	Complaints Resolved (01.06.2011 TO 30.09.2011)			Complaints pending (30.09.2011)
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales related	31	14	9	0	0	36
b)	Policy Administration Related	20	8	6	0	0	22
c)	Insurance Policy Coverage related	3	3	2	0	0	4
d)	Claims related	427	188	69	15	33	498
e)	Others	13	9	10	0	5	7
	Total Number	494	222	96	15	38	567
2	Duration wise Pending Status	Complaints Made by customer	Complaints made by intermediaries	Total			
a)	Less than 15 days						
b)	Greater then 15 days						
	Total Number	0		0			