

Sr.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 quarter	Total complaints registered.
				Fully accepted	Partially accepted	Rejected		
1	Complaints made by customers							
a)	Proposals related							
b)	Claim *	27	5	0	0	10	22	32
c)	Policy related							
d)	Premium							
e)	Refund							
f)	Coverage							
g)	Cover note related							
h)	Products							
i)	Others							
	<b>Total no of complaints</b>	27	5	0	0	10	22	32
2	Total no of policies during previous year	9947						
3	Total no of claims during previous year	1196						
4	Total no of policies during current year	10055						
5	Total no of claims during current year	1307						
6	Total no of policies Complaints(current year) per 10000 policies(current year)	0						
7	Total of claim complaints(current year) per 10000 claims registered(current year) upto quarter.	30						
8	Duration wise pending status	complaints made by customers	complaints made by intermediaries	Total				
a)	Upto 7 days	0		0				
b)	7- 15 days	2		2				
c)	15- 30 days	2		2				
d)	30- 90 days	2		2				
e)	90 days and beyond	16		16				
	<b>Total no. of complaints</b>	22		22				

(Sanjay Kini)  
AGM(Grievances)

(Nirdosh Chopra)  
GM(Grievances)

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