

**FORM NL-41 GRIEVANCE DISPOSAL**

**Insurer:** **The Oriental Insurance Co Ltd.** **Date:** **01/10/2016**

**Second Quarter**

<b>GRIEVANCE DISPOSAL</b>							
<b>Sl No.</b>	<b>Particulars</b>	<b>Opening Balance *</b>	<b>Additions</b>	<b>Complaints Resolved</b>			<b>Complaints Pending</b>
				<b>Fully Accepted</b>	<b>Partial Accepted</b>	<b>Rejected</b>	
<b>1</b>	<b>Complaints made by customers</b>						
a)	Sales Related	0	0	0	0	0	0
b)	Policy Administration related	49	316	196	63	106	0
c)	Insurance Policy Coverage related	0	5	2	1	2	0
d)	Claims related	11	972	335	139	320	189
e)	Others	2	251	110	40	59	44
d)	<b>Total Number</b>	<b>62</b>	<b>1544</b>	<b>643</b>	<b>243</b>	<b>487</b>	<b>233</b>

<b>2</b>	<b>Duration wise Pending Status</b>	<b>Complaints made by customers</b>	<b>Complaints made by intermediaries</b>	<b>Total</b>
a)	Less than 15 days	110	0	110
b)	Greater than 15 days	123	0	123
	<b>Total Number</b>	<b>233</b>	<b>0</b>	<b>233</b>

\* Opening balance should tally with the closing balance of the previous financial year.