

FORM NL- GRIEVANCE DISPOSAL

PERIODIC DISCLOSURES

Insurer: **The Oriental Insurance Co Ltd.****3rd Quarter****up to 31-12-2016**

GRIEVANCE DISPOSAL							
SI No.	Particulars	Opening Balance *	Additions	Fully Accepted	Complaints Resolved Partial Accepted	Rejected	Complaints Pending
1	Complaints made by customers						
a)	Sales Related	0	0	0	0	0	0
b)	Policy Administration related	49	456	261	86	159	0
c)	Insurance Policy Coverage related	0	7	3	1	2	0
d)	Claims related	11	1267	447	192	429	256
e)	Others	2	377	164	53	70	46
d)	Total Number	62	2107	875	332	660	302

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	160	0	160
b)	Greater than 15 days	142	0	142
	Total Number	302	0	302

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