

PERIODIC DISCLOSURES

FORM NLGRIEVANCE DISPOSAL

Insurer: **The Oriental Insurance Co Ltd.**

up to 30-06-2017

1st Quarter

GRIEVANCE DISPOSAL						
SI No.	Particulars	Opening Balance	Additions	Fully Accepted	Complaints Resolved Partial Accepted	Complaints Pending
1	Complaints made by customers					
a)	Sales Related	0	0	0	0	0
b)	Policy Administration related	0	32	22	9	0
c)	Insurance Policy Coverage related	0	2	1	1	0
d)	Claims related	5	410	123	101	0
e)	Others	4	83	32	25	159
d)	Total Number	9	527	178	136	25
					38	184

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	58	0	58
b)	Greater than 15 days	115	11	126
	Total Number	173	11	184

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