

PERIODIC DISCLOSURES

FORM NL-41 GREIVANCE DISPOSAL

Insurer: **The Oriental Insurance Co Ltd.** Date: **30-06-2013**

GRIEVANCE DISPOSAL							
SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related	1	1	2	0	0	0
b)	Policy Administration related	25	205	140	5	36	49
c)	Insurance Policy Coverage related	11	0	5	1	2	3
d)	Claims related	334	476	155	20	357	278
e)	Others	9	111	68	3	26	23
d)	Total Number	380	793	370	29	421	353

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	163	0	163
b)	Greater than 15 days	190	0	190
	Total Number	353	0	353

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