

PERIODIC DISCLOSURES
FORM NL-4 GREIVANCE DISPOSAL

Insurer: The Oriental Insurance Co Ltd.
up to 31-03-2019

4th Quarter

GRIEVANCE DISPOSAL

Sl No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related	0	7	5	0	2	0
b)	Policy Administration related	0	496	397	54	45	0
c)	Insurance Policy Coverage related	0	27	5	6	16	0
d)	Claims related	5	1537	574	227	741	0
e)	Others	1	708	396	121	192	0
	Total Number	6	2775	1377	408	996	0

2	Duration wise Pending Status	Complaints n	Complaints n	Total
a)	Less than 15 days	0	0	0
b)	Greater than 15 days	0	0	0
	Total Number	0	0	0

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