

PERIODIC DISCLOSURES

FORM NL-41 GRIEVANCE DISPOSAL

Insurer: **The Oriental Insurance Company Ltd.** Date: **30/06/2014**

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	0	1	1	0	0	0
b)	Policy Administration related	1	181	71	10	36	26
c)	Insurance Policy Coverage related	0	4	0	0	2	1
d)	Claims related	19	355	76	38	164	128
e)	Others	1	79	40	9	22	17
d)	Total Number	21	620	188	57	224	172

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	47	0	47
b)	Greater than 15 days	125	0	125
	Total Number	172	0	172

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