

PERIODIC DISCLOSURES

FORM NL-41 GRIEVANCE DISPOSAL

Insurer: **The Oriental Insurance Co Ltd.** Date: **31/12/2014**

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 rela	1	420	256	23	127	15
c)	Insurance Policy Coverag	0	13	3	0	10	0
d)	Claims related	19	1196	333	84	676	122
e)	Others related	1	223	126	23	64	11
d)	Total Number	21	1853	719	130	877	148

2	Duration wise Pending S	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	72	0	72
b)	Greater than 15 days	76	0	76
	Total Number	148	0	148

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