

PERIODIC DISCLOSURES

FORM NL-41 GRIEVANCE DISPOSAL

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

Date: **7/1/2016**

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	0	0	0		0
b)	Policy Administration related	49	154	102	30		46
c)	Insurance Policy Coverage related	0	3	2	0		0
d)	Claims related	11	552	151	70		190
e)	Others	2	164	63	23		47
d)	Total Number	62	873	318	123	0	283

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	184	0	184
b)	Greater than 15 days	99	0	99
	Total Number	283	0	283

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