

FORM NL-GRIEVANCE DISPOSAL

PERIODIC DISCLOSURES

Insurer: **The Oriental Insurance Co Ltd.**4th Quarter

up to 31-03-2018

GRIEVANCE DISPOSAL						
SI No.	Particulars	Opening Balance *	Additions	Fully Accepted	Complaints Resolved Partial Accepted Rejected	Complaints Pending
1	Complaints made by customers					
a)	Sales Related	0	5	2	1	2
b)	Policy Administration related	0	286	193	43	50
c)	Insurance Policy Coverage related	0	16	5	1	10
d)	Claims related	5	2171	888	261	1022
e)	Others	4	299	158	48	96
d)	Total Number	9	2777	1246	354	1180

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	0	0	0
b)	Greater than 15 days	6	0	6
	Total Number	6	0	6

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