

PERIODIC DISCLOSURES  
FORM NL GRIEVANCE DISPOSAL

1st Quarter

Insurer: The Oriental Insurance Co Ltd.  
up to 30-06-2018

GRIEVANCE DISPOSAL

Sl No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers		2	0	0	0	2
a)	Sales Related	0					
b)	Policy Administration related	0	113	80	17	2	14
c)	Insurance Policy Coverage related	0	2	0	1	1	0
d)	Claims related	5	342	88	52	134	73
e)	Others	1	164	67	26	41	31
	Total Number	6	623	235	96	178	120

2	Duration wise Pending Status	Complaints made	Complaints n	Total
a)	Less than 15 days	75	0	75
b)	Greater than 15 days	45	0	45
	Total Number	120	0	120

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