

FORM NL-41 GRIEVANCE DISPOSALInsurer: **Bajaj Allianz General Insurance Co. Ltd.****Oct'11 - Dec'11****GRIEVANCE DISPOSAL**

Sl No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related	1	17	14		1	3
b)	Policy Administration Related	17	1383	1308		39	53
c)	Insurance Policy Coverage related	3	50	41		4	8
d)	Claims related	27	831	706		95	57
e)	others	10	177	142		17	28
d)	Total Number	58	2458	2211		156	149

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	139		139
b)	Greater than 15 days	10		10
	Total Number	149	0	149

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