

**FORM NL-41 GREIVANCE DISPOSAL**

Insurer: Bajaj Allianz General Insurance Co. Ltd.

Date:30th September 2010

(Rs in Lakhs)

GRIEVANCE DISPOSAL							
SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	<b>Complaints made by customers</b>						
	a) Sales Related	0	28				2
	b) Policy Administration Related	53	1710				68
	c) Insurance Policy Coverage related	0	4				1
	d) Claims related	11	583				32
	e) others	5	253				11
	d) <b>Total Number</b>	<b>69</b>	<b>2578</b>	<b>0</b>			<b>114</b>

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	2629		2629
	b) Greater than 15 days	18		18
	<b>Total Number</b>	<b>2647</b>	<b>0</b>	<b>2647</b>