

FORM NL-41 GREIVANCE DISPOSALInsurer: **Bajaj Allianz General Insurance Co. Ltd.****Jan 11 to Mar 11***(Rs in Lakhs)*
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	24	24			0
b)	Policy Administration Related	32	1684	1688			28
c)	Insurance Policy Coverage related	0	2	2			0
d)	Claims related	19	611	617			13
e)	others	4	256	251			9
d)	Total Number	55	2577	2582			50

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	50	0	50
b)	Greater than 15 days	0	0	0
	Total Number	50	0	50

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