

**FORM NL-41 GREIVANCE DISPOSAL**Insurer: **Bajaj Allianz General Insurance Co. Ltd.****Apr'11 - June'11***(Rs in Lakhs)*  
**GRIEVANCE DISPOSAL**

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
<b>1</b>	<b>Complaints made by customers</b>						
a)	Sales Related	0	38	30		7	1
b)	Policy Administration Related	28	1691	1593		90	36
c)	Insurance Policy Coverage related	0	24	24		0	0
d)	Claims related	13	603	554		41	21
e)	others	9	233	231		4	7
d)	<b>Total Number</b>	<b>50</b>	<b>2589</b>	<b>2432</b>		<b>142</b>	<b>65</b>

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	65	0	65
b)	Greater than 15 days	0	0	0
	<b>Total Number</b>	<b>65</b>	<b>0</b>	<b>65</b>

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