

**FORM NL-41 GREIVANCE DISPOSAL**Insurer: **Bajaj Allianz General Insurance Co. Ltd.****Jul 11 to Sept 11***(Rs in Lakhs)*  
**GRIEVANCE DISPOSAL**

Sl 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	1	25	23		2	1
b)	Policy Administration Related	36	1708	1678		49	17
c)	Insurance Policy Coverage related	0	32	26		3	3
d)	Claims related	21	1013	909		98	27
e)	others	7	317	294		20	10
d)	<b>Total Number</b>	<b>65</b>	<b>3095</b>	<b>2930</b>		<b>172</b>	<b>58</b>

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	56	0	56
b)	Greater than 15 days	2	0	2
	<b>Total Number</b>	<b>58</b>	<b>0</b>	<b>58</b>

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