

FORM NL-41 GREIVANCE DISPOSAL

Insurer: **Bajaj Allianz General Insurance Co. Ltd.** Date: **Jan 12 to Mar 12**

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	3	5	6		0	2
b)	Policy Administration Related	53	4589	4496		52	94
c)	Insurance Policy Coverage related	8	12	13		3	4
d)	Claims related	57	295	264		53	35
e)	others	28	393	395		11	15
	Total Number	149	5294	5174	0	119	150

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	150		
b)	Greater than 15 days	0		
	Total Number	150	0	0